

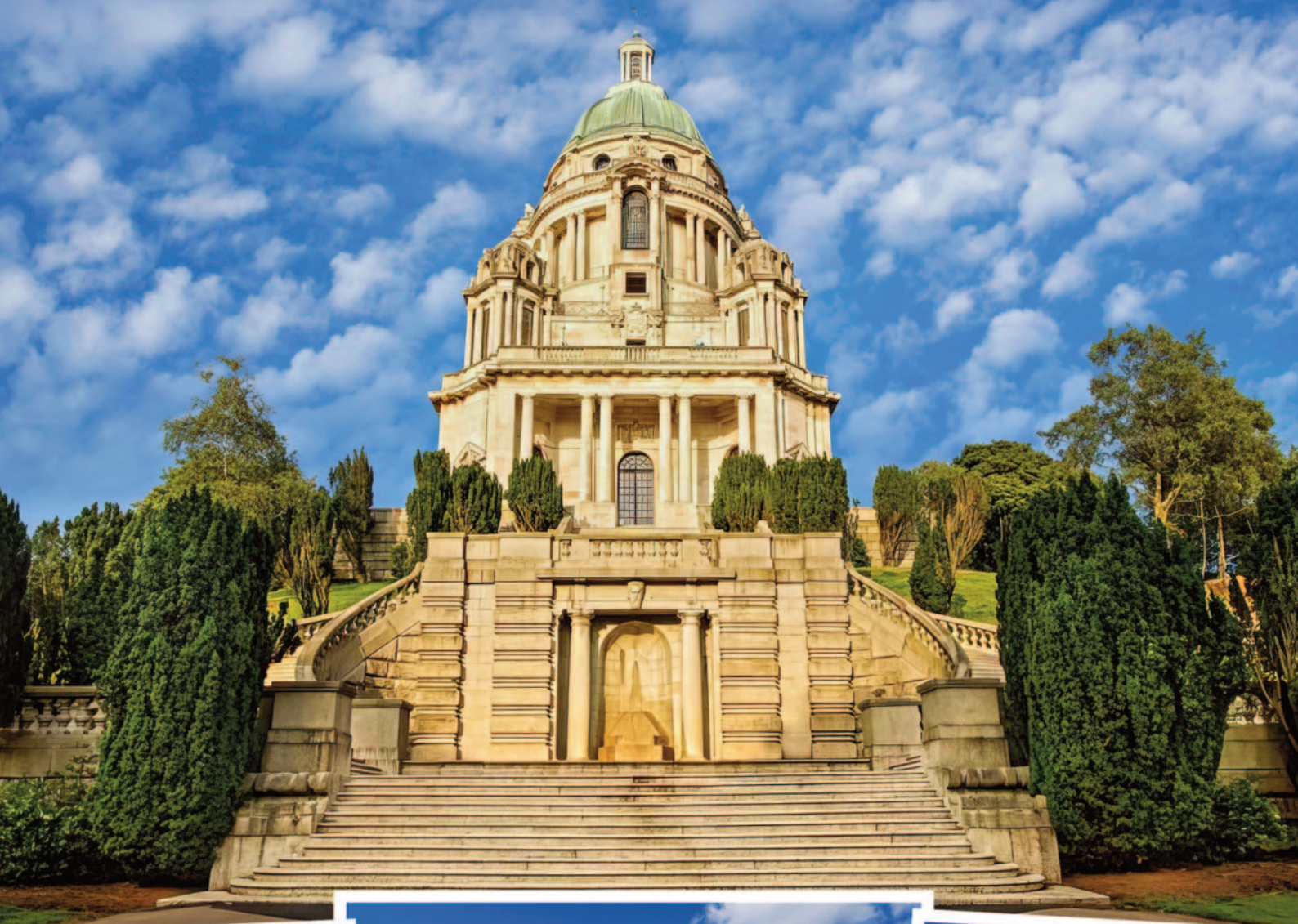
your

LANCASTER
CITY COUNCIL
Promoting City, Coast & Countryside

council housing

DIGITAL NEWSLETTER | ISSUE #1 2024

matters



WELCOME

WELCOME TO OUR VERY FIRST DIGITAL-ONLY EDITION OF 'YOUR COUNCIL HOUSING MATTERS'

Welcome to our very first digital-only edition of 'Your Council Housing Matters'. We've switched to a digital format, which means you'll get all the latest news and tips right here, every two months. That's six issues each year, keeping you more up-to-date than ever. We really hope you'll find our newsletter not just useful, but something you look forward to reading. Here's to staying connected and informed about your council housing community.



BECK VIEW BENCHES

New benches have been installed at Beck View Independent Living Scheme by Lancaster City Council. These fresh benches offer residents a perfect spot to relax and enjoy a cuppa in the great outdoors. Don't miss the chance to soak up the sunshine and watch the world go by at Beck View.



COLD CALLERS — DIAMOND DISREPAIR

BEWARE OF UNTRUSTWORTHY COLD CALLERS

Recently, a company called Disrepair Diamond has been approaching residents in our area. They claim to fix dampness issues and charge the council for it, all under the guise of a "no win, no fee". They use our tenants to make money by making false promises and exaggerating defects. Unfortunately, very few claims made through them result in any compensation.

NO COUNCIL PAYMENT FOR UNAUTHORISED WORK

It's crucial to understand that, under no circumstances, will the Council pay an unauthorised organisation to undertake work on our homes. These individuals are not authorised by the Council, and their actions divert funds from our efforts to provide you with decent homes.

OUR COMMITMENT TO YOUR WELL-BEING

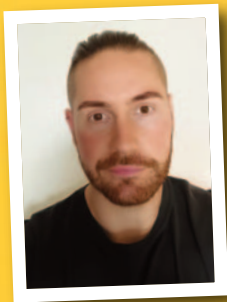
We are committed to ensuring that our tenants live in safe and comfortable homes. The best way to address any issues related to council homes is to contact us directly. Disrepair Diamond operates as a trading name - they have a Facebook page containing promotional content and appear to be affiliated with Parkers Solicitors, (based and registered in Stockport, Cheshire) and we have not found any evidence to suggest that Disrepair Diamond is regulated by the FSA (Financial Services Authority). Parkers Solicitors is also linked to two further companies known as Topline Properties and Dunham Mount Management Company Limited - both of which are active in property management.





MEET YOUR COMMUNITY SAFETY TEAM FOR COUNCIL HOUSING

Your Community Safety Team focuses on dealing with issues of Anti-Social behaviour across Lancaster City Council's housing stock, we manage all manner of cases, from noise nuisance between neighbours to more serious issues like drug dealing from our properties. We use our strong community links with Lancashire Police and other agencies to gather information, we also rely on our tenants to provide us with evidence of problems that may be occurring in their neighbourhood.



COMMUNITY SAFETY MANAGER – JOE FRITH

Hi, my name is Joe. As the Community Safety Manager, I support my two officers in their roles and oversee bigger projects that we undertake across our estates.

I joined Lancaster City Council in 2018 as a Planning and Building Control technician within the development management service. Through COVID 19 I was redeployed onto the vulnerable people cell along with many of my colleagues from across the organisation. I then took up a full-time post as an Estate Manager within Council Housing in 2020. In July 2023 the opportunity arose to become the Community Safety Manager and I fancied the challenge!

My team and I have a full toolkit of powers available to us to get results when it comes to tackling Anti-Social behaviour, we can rely on the Anti-Social Behaviour, Crime and Policing Act 2014 and the tenancy agreement to enforce against.

I really enjoy getting positive results and making a difference to the lives of our tenants, although the team is relatively new, we have already made great headway on some long-standing problem properties.

COMMUNITY SAFETY OFFICER - AMANDA GERVAIS

My role requires me to engage frequently with the community to resolve harm-based behaviours caused by anti-social behaviour, substance misuse and mental health. Where I cannot achieve a resolution, I move on to enforcement. My role depends heavily on working along external agencies such as Lancashire Constabulary, Mental Health Services and Probation.

I started at Lancaster City Council in August 2017, where I was employed as an Anti-Social Behaviour Investigator in Public Protection. Under the guidance of some very experienced colleagues, I gained knowledge and good practice of Criminal and Civil Law.

Prior to this, I studied Social Sciences and Psychology where I was fascinated learning about Forensic Behaviours and studied this further. I became a Psychotherapist in September 2015 and worked in confined institutions, including a prison. My passion was to help rehabilitate repeat offenders with a therapeutic person-centred approach.

In my spare time I enjoy going to the gym and listening to rock music, my favourite band is Fleetwood Mac. However, my ultimate passion is my son, 2 cats and Cockerpoo Stevie!

COMMUNITY SAFETY OFFICER – LOUISE BANKS

I'm new to the team. I studied Marketing Communications and Advertising at Sheffield Hallam and graduated in 2021. I have a background in Marketing and Hospitality. I enjoy cooking, photography, and crafts in my spare time. I have a little Dachshund called Maple who is 11 months old. You can often find me on the beach throwing a ball for hours on end.



UNDERSTANDING THE 53-WEEK RENT YEAR

WHAT IS THE 53-WEEK RENT YEAR?

As your landlord, Lancaster City Council charges your rent weekly. Typically, there are 52 weeks in a year, aligning with the calendar year. However, about every five to six years, the rent year consists of 53 weeks to remain in sync with the calendar. The next 53-week Rent Year will occur in 2024/2025.

IMPACT ON YOUR PAYMENTS

Starting from April 1, 2024, you will need to pay for 49 Mondays instead of the usual 48. This adjustment accounts for the 4 rent-free weeks provided during the year.

UNIVERSAL CREDIT CHALLENGE

Your rent is charged on a weekly basis, while Universal Credit operates on a monthly assessment and payment cycle. Since Universal Credit only pays for 364 days a year, you will be one day short each year (or two in a leap year), as there are always 365 days in a year (and 366 in a leap year).

WHY THIS DISCREPANCY?

The Department for Work and Pensions (DWP) calculates your monthly rent by multiplying a week's rent by 52 and dividing by 12. This method would be accurate if there were exactly 52 weeks of rent in a year, but the reality is different. There's always an extra day in the year (two in a leap year). For the mathematically inclined, 52 times 7 equals 364, leaving a gap of one or two days.

THE CHALLENGE IN 2024

Unfortunately, 2024 is one of those years when the extra day falls on a Monday, coinciding with the day your rent week begins. The DWP has stated that they won't provide extra Universal Credit to cover this shortfall, making it essential to pay a little extra each week to ensure your rent is fully covered.

HOW DOES THIS AFFECT YOU?

If you consistently clear your rent account every week or month, reducing the balance to zero, this won't pose a problem. However, if you pay your rent monthly using the same method as the DWP (weekly rent times 52 divided by 12), you'll fall short by a day each year (two in a leap year) and need to make up the difference.

PAYMENT METHODS AND ADJUSTMENTS

- **Monthly Direct Debit**
If you pay by Direct Debit, no action is required. We will automatically calculate and adjust your payments.
- **Monthly Standing Order**
For standing orders, you need to calculate and adjust your monthly payments yourself. Multiply your weekly rent by 49 and then divide by 12 to determine your new monthly payment.
- **Monthly Card Payment**
If you pay by card monthly, follow the same adjustment method as with standing orders.
- **Non-Charging Weeks**
Your non-charging weeks still apply. However, this year, you will have one more weekly rent charge than usual, with 49 rent-charging weeks instead of the standard 48.
- **Weekly Payments**
For those who pay weekly, there is no change. Starting April 1, you will pay your new weekly rent in advance **every Monday**.
- **Housing Benefit Recipients**
If you receive housing benefit, there's no need for action, as this will be covered.

NEED ASSISTANCE?

If you require support with budgeting or other financial advice, please contact your Income Officer at 01524 582541 or via email at chincomemanagementteam@lancaster.gov.uk. You may also explore the option of applying for a Discretionary Housing Payment (DHP) to help cover any shortfalls, with your income and expenditure assessed to determine eligibility.





ESSENTIAL SAFETY GUIDE FOR ELECTRIC MOBILITY DEVICES

The convenience of electric mobility devices, such as scooters and e-bikes, brings a significant improvement to daily life, especially for those with mobility challenges. Ensuring the safety of these devices, particularly during charging, is really important.



CHARGING YOUR DEVICE SAFELY

Following the manufacturer's charging instructions is the first step in mitigating fire risks. It is crucial to disconnect the charger once the device is fully charged. To enhance safety, position your device in an area equipped with a working smoke detector, offering an added layer of protection. Charging should be done under supervision, preferably when you are awake and present, to address any emergencies swiftly. Utilise only the charger provided by the device's manufacturer, replacing it with an official product at any sign of damage. Overheating can be prevented by avoiding covering the device during charging and keeping it away from flammable materials. To avoid electrical hazards, refrain from overloading sockets or using inadequate extension leads.



STRATEGIC STORAGE PRACTICES

Storing your device requires careful consideration to maintain safety standards. Devices should not be placed in escape routes or communal areas to ensure clear evacuation paths in emergencies. Optimal storage involves cool, stable environments that contribute to the longevity and safety of the battery. When your device is not in use for extended periods, follow the manufacturer's guidelines for battery care to preserve its condition.



MAKING INFORMED PURCHASES

Purchasing electric mobility devices from reputable retailers is crucial in avoiding the risks associated with substandard products. Investing in authentic parts and accessories, although potentially more costly, ensures device integrity and user safety. For those considering e-bike conversion kits, selecting products that comply with established safety standards is essential. Registering your device with the manufacturer enables you to receive timely updates on safety notices and recalls.



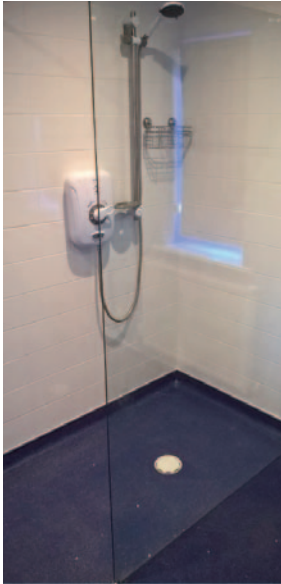
ADDRESSING DAMAGE AND RESPONSIBLE DISPOSAL

In the event of an accident, inspect your device for any battery damage, as this can lead to safety hazards. Should you find any damage, immediate replacement is advised to prevent potential risks. Disposing of batteries should be done with care, utilising manufacturer recycling programmes or local disposal services to avoid environmental harm and safety risks.

By adopting a mindful approach to the use, maintenance, and care of electric mobility devices, users can enjoy the benefits they offer while ensuring personal and community safety.

ADAPTATIONS

At Lancaster City Council, we understand the importance of making your home a comfortable and safe place where you can live independently. That's why we offer a Disabled Adaptations Service to help modify your home to better suit your needs.



If your current home isn't suitable for adaptations or if there are specific reasons why it shouldn't be modified, we may explore alternative housing options that better meet your requirements.

To start the process, simply contact the Occupational Therapy team from Lancashire and South Cumbria on **0300 123 6720**. They will arrange a visit to assess your needs and determine the essential adaptations required.

After the assessment, the Occupational Therapists will provide recommendations to Lancaster City Council. We will guide you through the application process, which includes completing an assessment form that we will send to you.

Throughout the application process, there will be several stages that may require additional visits to your property by various professionals. These visits will help us carry out precise measurements and plan the necessary modifications.



Rest assured, we're here to assist you every step of the way. In the initial letter you receive from Lancaster City Council, you'll find a contact number for any questions or concerns you may have during the application process.

Our goal is to ensure that your home is tailored to your needs, making it a comfortable and safe place for you to live independently. We're committed to improving your quality of life through property adaptations.

FLY-TIPPING

Recently, we've noticed an uptick in fly-tipping across our district, and we share the concerns voiced by many residents.

Fly-tipping is the illegal disposal of waste and unwanted items, from broken appliances to furniture, in public areas instead of using proper channels. Not only does this tarnish our environment, but it also poses risks to the community.

This issue extends beyond our district; it affects regions throughout the UK, especially in rural areas where culprits often evade detection. Fly-tipping leads to soil pollution as chemicals from dumped electronics seep into the ground. In urban areas, it endangers pedestrians, causing injuries from slipping on leaked substances or sharp objects in piles of discarded rubbish.

Some may not realize that their dumped items can be traced back to them, and if their waste harms someone, it becomes a criminal offense. Even negligence within private gardens can lead to legal issues.

To address this problem, we're collaborating closely with residents, our public realm team, and enforcement units. You can help by reporting any concerns to your Housing Officer, ensuring our neighbourhoods remain free from dumping grounds. Together, we can combat fly-tipping and protect our environment.



ABOUT OUR BULKY MATTERS COLLECTION SERVICE

Introducing our Bulky Matters Collection service, a valuable partnership between Lancaster City Council and the local charity Furniture Matters. Furniture Matters collaborates with over 100 organisations across Lancaster and Cumbria, ensuring that your discarded items find new life and purpose.

At our Bulky Matters 'Sort It' centre, we determine whether your items can be reused, repaired, stripped for parts, or recycled. Reusable items are lovingly passed on to individuals in need, while non-reusable materials are handled responsibly, with eco-friendly disposal processes.

As a council tenant, you're entitled to a complimentary Bulky Matters collection each year. Setting up a collection is a breeze – just give us a call at **01524 582491**. Collection times may vary based on your location, so be sure to check the details at lancaster.gov.uk/bins-recycling/bulky-household-item-collection.

For additional collections, we offer a convenient pay-as-you-go service. Prices are budget-friendly, and while these prices will be increasing from April 1st (to the price shown in brackets), they currently start at:

- £21.50 for one item (£22 From April 1st)
- £29 for two items (£30 From April 1st)
- £35.50 for three or four items (£38 From April 1st)
- Each additional item costs just £8.60

The proceeds from these collections go a long way in supporting our initiatives, such as refurbishing your old items and making affordable furniture accessible to those in need.

We gladly accept a wide range of unwanted household items, from furniture and appliances to electronics and miscellaneous items like toys, tools, and mobility aids. Unfortunately, we can't collect household fixtures, outdoor refuse, or larger items such as pianos and refrigeration units.

If you're unsure whether we can collect a particular item, don't hesitate to reach out to us. We're here to assist you, and we're always eager to lend a hand.



COMPLAINTS

Lancaster City Council Housing remains committed to delivering the best possible service to our residents, which is why your feedback - including complaints – helps us to identify areas that require improvement.

Following the guidelines of the Housing Ombudsman, we define a complaint as “any expression of dissatisfaction related to the standard of service, actions, or lack of action by our organisation, staff, or representatives, affecting individual residents or groups”. You can submit complaints through various channels, including in person, over the phone, via email, or in writing. Additionally, we are open to arranging meetings with complainants, where you can bring along a friend, relative, or representative for support.

To ensure transparency, we publish an annual report that evaluates our approach in alignment with the Housing Ombudsman's code and government requirements.

If you wish to raise a complaint or have any concerns, please don't hesitate to contact us via email at housingcomplaints@lancaster.gov.uk or reach out to us directly at 01524 582929. We are here to listen, understand, and address your needs.

You can contact the Housing Ombudsman by calling **0300 111 3000**, or by visiting their website at housing-ombudsman.org.uk.

Housing Ombudsman Service

JOIN TPAS: YOUR VOICE IN HOUSING

Lancaster City Council encourages residents to join TPAS (Tenant Participation Advisory Service), ensuring a significant impact in community and housing decisions. As a TPAS member, you'll play a key role in shaping Lancaster City Council's Housing Services. For over 25 years, TPAS has been at the forefront of tenant empowerment in England, offering the latest in tenant involvement policies. Membership is free for residents, thanks to the Council's own membership. Benefits include access to training, regional events, and up-to-date housing news. Plus, TPAS Connect offers an exclusive online network for sharing best practices and supporting peers.

To become a TPAS member, register at tpas.org.uk and for TPAS Connect, email rharland@lancaster.gov.uk or call 01524 586891. Your involvement can drive service improvements and create positive community change.



ANNUAL GAS SAFETY CHECKS



As a valued tenant, it's important to remember that your safety is a top priority. Part of ensuring this safety involves an annual gas safety check, a necessary step, and a condition of your tenancy. The Council, as your landlord, is legally obligated to ensure your home has a valid gas safety certificate every year. This not only keeps you safe but also ensures that your living environment meets all safety standards.

When it's time for your gas safety check, EMCOR, our trusted service partner, will send you an appointment letter. If the proposed date isn't convenient, don't worry – you have options. You can easily reschedule by contacting EMCOR at **0800 111 4521** for landline users, or at **01744 833398** for mobile users. Alternatively, you can email them at service.desk@tbr247.com. They're flexible and will work with you to find a morning or afternoon slot on a weekday that better suits your schedule.

We understand that life gets busy, but it's crucial to allow access for these checks. Occasionally, we face challenges accessing some properties. If access isn't provided, we'll persistently reach out to you to arrange a new appointment. Please remember, consistently denying access can lead to a breach of your tenancy terms, and legal steps may be taken to ensure compliance. This could potentially result in court-ordered access and legal costs payable by you. We want to avoid this and work together for your safety.

In Case of a Gas Leak

- **Your immediate response to a gas leak can prevent serious accidents. If you ever smell gas, take these steps without delay:**
- **Call the National Gas Service Emergency Line at 0800 111 999 immediately.**
- **Extinguish all cigarettes. Avoid using matches or any naked flames.**
- **Open all windows and doors to ventilate the area.**
- **Turn off the gas at the stop tap.**
- **Refrain from using electrical switches to prevent sparks.**

By following these steps, you ensure not just your safety but also the well-being of those around you. Remember, we're here to support and assist you in maintaining a safe and comfortable home.

Estate	Housing Officer	Income Management	Community Safety Officer	Inspector
Beaumont	Jennifer Crammond	Paul Fraser-Gray	Louise Banks	Dave Barnes
Mainway	Jennifer Crammond	Paul Fraser-Gray	Amanda Gervais	Chris Jacques
Ryelands	Graceleanne Higgins	Nicola Myles	Amanda Gervais	Chris Jacques
Vale	Daniel Gee	Samantha Jeffery	Louise Banks	Dave Barnes
Bowerham	Daniel Gee	Samantha Jeffery	Amanda Gervais	Chris Jacques
Caton	Lorraine Robinson / Carol Porteous	Nicola Myles	Amanda Gervais	Chris Jacques
City Centre	Lorraine Robinson / Carol Porteous	Alister Hosmer	Amanda Gervais	Chris Jacques
Greaves	Graceleanne Higgins	Paul Fraser-Gray	Amanda Gervais	Chris Jacques
Galgate / South Villages	Jennifer Crammond	Paul Fraser-Gray	Amanda Gervais	Chris Jacques
Halton	Lorraine Robinson / Carol Porteous	Nicola Myles	Amanda Gervais	Chris Jacques
Hala	Jennifer Crammond	Paul Fraser-Gray	Amanda Gervais	Chris Jacques
Hornby / Lune Villages	Michelle McMeeking	Samantha Jeffery	Amanda Gervais	Chris Jacques
Marsh	Lorraine Robinson / Carol Porteous	Alister Hosmer	Amanda Gervais	Chris Jacques
Newton	Michelle McMeeking	Michelle Brennan	Amanda Gervais	Chris Jacques
Ridge	Michelle McMeeking	Michelle Brennan	Amanda Gervais	Chris Jacques
Branksome	Lorraine Robinson / Carol Porteous	Alister Hosmer	Louise Banks	Dave Barnes
Carnforth	Graceleanne Higgins	Michelle Brennan	Louise Banks	Dave Barnes
Higher Heysham	Daniel Gee	Nicola Myles	Louise Banks	Dave Barnes
The Kellets	Daniel Gee	Alister Hosmer	Louise Banks	Dave Barnes
Kingsway	Daniel Gee	Michelle Brennan	Louise Banks	Dave Barnes
Morecambe Central	Michelle McMeeking	Alister Hosmer	Louise Banks	Dave Barnes
Middleton & Overton	Graceleanne Higgins	Samantha Jeffery	Louise Banks	Dave Barnes
Slyne	Graceleanne Higgins	Nicola Myles	Louise Banks	Dave Barnes
Bolton le Sands	Graceleanne Higgins	Nicola Myles	Louise Banks	Dave Barnes
Trumacar	Jennifer Crammond	Nicola Myles	Louise Banks	Dave Barnes
Westgate	Michelle McMeeking	Samantha Jeffery	Louise Banks	Dave Barnes
Warton & Rurals	Daniel Gee	Alister Hosmer	Louise Banks	Dave Barnes
Mellishaw Park	Lorraine Robinson / Carol Porteous	Alister Hosmer	Joe Frith	Dave Barnes

UPCOMING ESTATE WALKABOUTS

Twice a year, you have the chance to join us, along with the Housing Officer, Repairs and Maintenance Inspector, local councillors, and other interested folks, on estate walkabouts. It's a fantastic opportunity for you to get involved and make a real difference in your neighbourhood.

During these walkabouts, we want to hear your thoughts and concerns about your surroundings. We believe in the power of collaboration, and together, we can tackle the issues that matter most to you. Whether it's improving street lighting, paving, gardens, alleyways, fencing, bin stores, communal areas, or play areas, we're here to listen and take action.

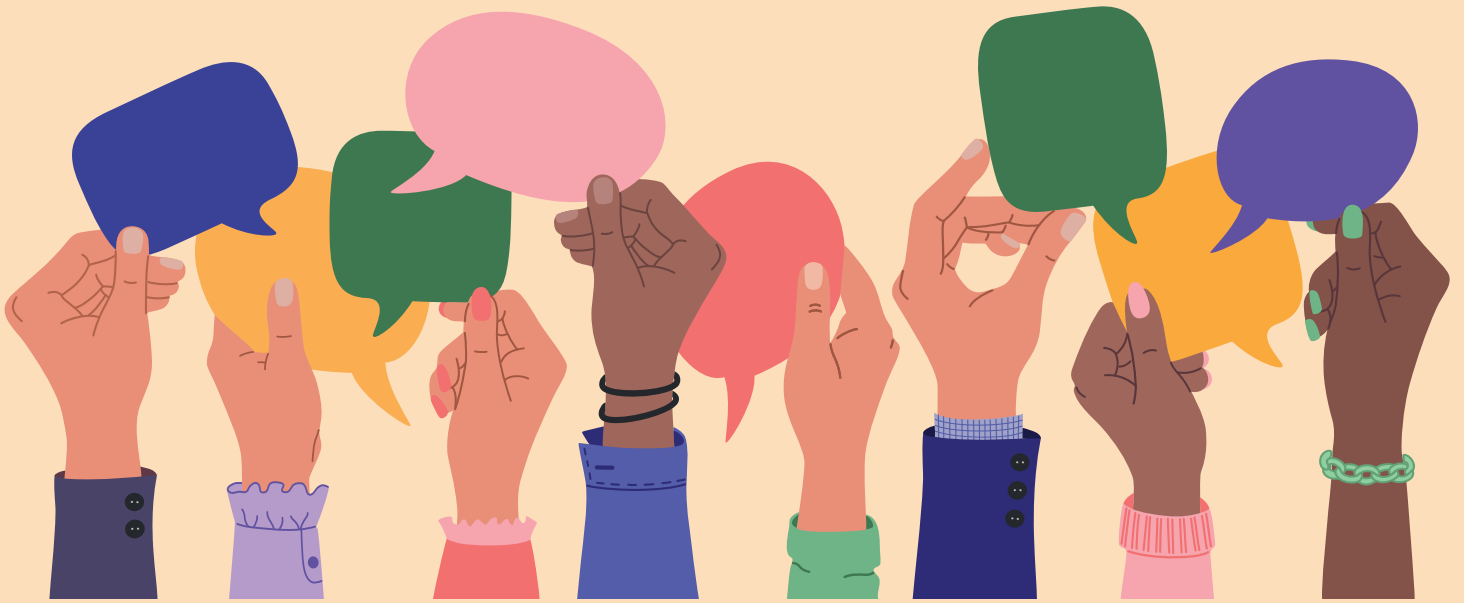
If you're keen to be a part of these estate walkabouts in your neighbourhood or if you simply want more information, don't hesitate to get in touch with your Housing Officer. Your active participation can have a significant impact on shaping and enhancing the quality of life in our communities. We're excited to have you onboard!

Here are the remaining dates for Estate Walkabouts in the upcoming month:

Estate	Meeting Place	Date & Time	Housing Officer
Westgate and Morecambe	Outside The School	Feb 13th (10.30am)	Michelle McMeeking
Ridge	1 Patterdale Road	Feb 15th (10.30am)	Michelle McMeeking
Newton	By The Notice Board	Feb 15th (12.00pm)	Michelle McMeeking
Marsh	Marsh Community Centre	Feb 20th (11.00am)	Lorraine Robinson
Hornby and Lune Valley Villages	Outside 1 Hornby Hall Close	Feb 27th (10.30am)	Michelle McMeeking



FOLLOW US ON FACEBOOK AND TWITTER FOR MORE UPDATES!



MAKE YOURSELF HEARD AND GET INVOLVED

THE TENANTS VOICE

The Tenants' Voice is a gathering of tenants, leaseholders, councillors, and Council Housing staff. This forum holds regular meetings at least four times every year.

Our goal is to empower residents like you to actively participate in influencing policies and decisions within council housing, ensuring that your voice is heard.

At Tenants' Voice meetings, we discuss various subjects, including recent initiatives from both the Council and government, alongside policies, procedures, and strategies for service improvements.

This approach provides a platform for community members to contribute to improving the services offered by Council Housing.

YOUR VOICE MATTERS

- Do you want your voice to be heard?
- Would you like to have a say in decision-making?
- Do you want to see the impact of your involvement?

If you answered "yes" to any of these questions, we invite you to join us at the next Tenants' Voice Meeting where you'll have the opportunity to help shape our communities for the better.

Our next meeting is scheduled for Thursday, 1st Feb 2024, from 6-8pm. For additional information, please reach out to Rachael Harland, our Community Engagement Officer, by calling 01524 586891, or by email via rharland@lancaster.gov.uk.

We look forward to your participation!

JOIN THE BUILDING SAFETY PANEL

At Lancaster City Council, your safety and your voice matter. We believe that residents in our blocks of flats should have a central role in shaping their living environment. If you're a council flat resident, your perspective is invaluable to us, and your safety in your home is our utmost priority.

Have Your Say on Building Safety

Do you feel secure in your council flat? Do you want to have a say in how the Council engages with you regarding Building Safety? We invite you to join our Building Safety Panel, a group dedicated to enhancing building safety and ensuring a stronger, more informed voice for residents like you.

Your Involvement Matters

Our panel meets every two weeks, with each meeting lasting for 2 hours. Your commitment can make a significant difference in shaping our community for the better. We welcome your valuable insights and contributions.

If you'd like to know more, reach out to Rachael Harland, our Community Engagement Officer, at 01524 586891 or via email at rharland@lancaster.gov.uk. Rachael can provide you with details about the upcoming meeting and explain how the group operates.



BRANKSOME SKIP DAY

Back in November, Branksome residents came together to clear pre-Christmas clutter.

A special thanks goes to the members of the Branksome Good Neighbours Group - especially Margaret and Carol - for their valuable assistance - their efforts really helped to make sure that everyone took full advantage of the two skips! Thanks also go to the residents who offered their help to those struggling with clutter. It was a fantastic team effort and makes Branksome an even more exceptional place to call home!



BRANKSOME CHRISTMAS FAIR

In early December, the Branksome Good Neighbours Group hosted a heartwarming Christmas Fair, bringing the community together to celebrate the festive season.

Attendees enjoyed warm conversations over coffee and delightful homemade cakes. The event was especially joyful for children, who spent hours creating Christmas cards, decorating biscuits, and eagerly sending their wishes to Santa. The highlight was Santa's visit, gifting presents to around forty children, assisted by his elf. Despite the weather, the day shone bright with community spirit, thanks to the dedicated efforts of the organisers.



How to Get in Touch



If you have questions or feedback, don't hesitate to reach out using any of these contact options:



Customer Support:

Our Customer Services team is dedicated to assisting you with general inquiries, tenant support, or housing-related questions. Get in touch via:

Phone: Call us at 01524 582 929

Email: Reach out to us at councilhousing@lancaster.gov.uk

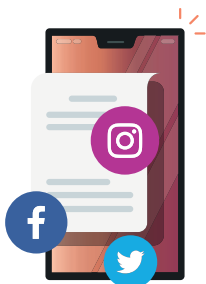


Ideal Choice Homes:

Ideal Choice Homes, our service for social housing allocation, offers a variety of housing options and related services. You can:

- Explore Available Properties: Visit idealchoicetohomes.co.uk
- Discuss Your Requirements: Contact Ideal Choice Homes directly at **01524 582 005**

To easily participate in housing allocation bids anytime, use our 24-hour automated bidding line. Dial **0845 505 8230**.



Stay Connected on Social Media:

For the latest updates, news, and community engagement, follow Lancaster City Council Housing on our social media platforms and stay informed about housing-related events and announcements:

- Connect with us at facebook.com/LanCityHousing
- Stay in the loop on X: twitter.com/LCC_Housing
- Enjoy our media at instagram.com/lancaster_city_council_housing

Visit Our Hubs:

If you live on one of our estates or schemes, you can always pop into one of our housing hubs:

MyMainway Hub:
Open Monday,
Tuesday & Thursday
10.00 – 16.00

Morecambe Town Hall
Open Monday to Friday
9.00 – 13.00

Lancaster Town Hall
Open Monday to Friday
9.00 – 13.00