



Lancaster City Council

Housing and Property: Council Housing

Accessibility Statement

September | 2025

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Approved by	Joanne Wilkinson
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We are committed to ensuring our Lancaster City Council Housing service is accessible as possible for our current and future tenants, as well as others who use our services. This Accessibility Statement outlines how we support accessibility across our digital platforms, physical location and service delivery as we aim to meet the diverse needs of our residents.

1. Website/Online

- 1.1. Information in relation to accessibility for our website and information contained on there is covered through the overarching Accessibility Statement: Accessibility - Lancaster City Council www.lancaster.gov.uk/information/accessibility
- 1.2. Key information about the Council Housing service is found on our website, including information about our policies, performance, how to apply for housing and how to report a repair: www.lancaster.gov.uk/housing/council-housing
- 1.3. Customers can access us via our email: councilhousing@lancaster.gov.uk
- 1.4. We seek to keep residents updated about our services and performance on social media.

2. Telephone

- 2.1. Lancaster City Council – Council Housing, operates a One Number contact centre which can deal with enquiries about rent collection, rehousing, repairs, and tenancy management issues amongst other things. Our recent TSM survey data (2024) shows that 78% of residents finds the council easy to deal with. 01524 582929
- 2.2. An out of hours service is operated, providing access to a duty officer and emergency repairs service, out of office hours. 01524 67099.

3. In-person

- 3.1. Lancaster City Council – Council Housing provides access to services at Morecambe Town Hall and Lancaster Town Halls (Monday-Friday 9am - 4.30pm) as well as face-to-face offer at the at the Mainway Hub (Monday, Tuesday and Thursday 10am-4pm). At our Town Halls we provide step-free access and automatic doors to main entrances, with accessible toilets and lifts where required.
- 3.2. All Independent Living Schemes have an on-site Independent Living Officer available to deal with queries. Drop-in surgeries for various topics are arranged on an ad hoc basis within Independent Living Schemes or out in communities – these are advertised as appropriate.

4. Literature

- 4.1. All new tenants are provided with a Tenant Handbook which provides information about the services which are delivered and how they can be accessed.

- 4.2. The monthly online customer newsletter and Annual Report to Customers provides information on services, including how to access services and how those services are performing. A 'Summer Special' printed newsletter is posted to all households.
- 4.3. From April 2024 onwards tenants will receive written information on their rights as tenants in line with new requirements from the Regulator of Social Housing.
- 4.4. Our recent TSM survey data (2024) shows that 77% of residents are satisfied with how we keep them informed about things that matter to them.

5. Text Messaging

- 5.1. Lancaster City Council provides a text messaging service keeping residents informed of key updates relating to our service.

6. Support for Vulnerable Tenants

- 6.1. Lancaster City Council – Council Housing employs a range of staff dedicated to support our most vulnerable residents with day-to-day tenancy matters, this also helps with access to services both internally and externally. For example, Energy Support Officer, Independent Living Officers, Household Support Officers etc.
- 6.2. For residents whose first language isn't English interpreters can be arranged through our teams. Equally our teams can also arrange British Sign Language interpreters where required. Our housing management system will also record other specific requests around provision of information which we will try and meet e.g., documents in large print / braille / coloured paper to try and meet specific needs.
- 6.3. Our service has a developed Vulnerability Policy which outlines in more detail how we aim to support residents and take into account various needs through the provision of our services. This is published on our website.

7. Tenant Voice

- 7.1. Lancaster City Council housing team proactively encourages residents to get involved and have a say in how their services are run. A range of options is available which is supported through our Tenant Engagement Strategy. More information about getting involved can be found on our website www.lancaster.gov.uk/housing/council-housing/.

8. Review

- 8.1. This statement will be reviewed every two years, or sooner to address any legislative or regulatory changes. Or in response to any operational issues identified or best practice.