



Access to Services and our customer care

Our service standard provides a summary of how you can access our customer services, and the standard of service you can expect from us.

We also have a range of additional service standards listed at the end of this document. These refer to our response to repairs and maintenance requests, complaints, antisocial behaviour and how we let and manage our homes.

Our commitment to you

Every interaction we have with a customer is important to us. We are committed to achieving a high quality service, which provides value for money for all of our customers. These standards aim to meet the needs and expectations of our customers whilst providing a service which provides a high standard of housing for older people in Lincolnshire and the surrounding area.

We will:

- provide key information and keep this updated on our website
- ensure all of our customers are treated with respect
- provide a fair and equal service to all of our customers
- provide information that is relevant, accurate, up to date and easy to understand
- respect customers' rights to privacy and confidentiality
- provide timely responses to all requests
- ensure that the appropriate member of staff is accessible
- provide a prompt and efficient repairs and maintenance service, and set performance targets ensuring work is completed on time
- consult customers and consider opinions before making key decisions that affect the services we provide
- seek feedback on the range and quality of services we provide
- listen to customer comments, suggestions, and complaints, which will allow us to continuously improve the way in which we deliver our services
- clearly and honestly explain any reason why we are not able to assist with an enquiry and if possible signpost you to another organisation who may be able to help.
- ensure all members of our team and any sub-contractors we employ will carry identification with them which you can ask to see when they call at your home.

Contacting us

Our customers can contact us numerous ways. However, our preferred method of contact is via email or through our website. Our website provides lots of useful information and advice which means that you may find the answer to your query without the need to contact us.

Our website address is: <https://www.lacehousing.org>

If you contact us by email:

Our email address for general enquiries is: enquiries@lacehousing.org

- We will acknowledge your enquiry by email within 24 hours and respond with a reply within 3 working days where possible, and no later than 5 working days.

If you contact us by telephone:

Our Telephone Number is: 01522 514444

If you are unable to email us or cannot find what you need on our website, our head office can be contacted by phone between the hours of 9am and 1pm Monday to Friday, except on Bank holidays

We will:

- Respond to voicemail messages left when our office is closed within 4 hours of the office re-opening; and
- Call you back within 1 working day, where possible, and no later than 3 days.

If you contact us by letter our address is:

Lace Housing Limited, Lace House, 2 Olsen Rise, Lincoln, LN2 4UZ

We will:

- Respond within 3 days, where possible, and no later than 5 days;
- Tell you if it is going to take longer than the above times; and
- Include a contact name and telephone number, together with any other information needed like a reference number.

Housing with us

You can access information about housing with us on: <https://www.lacehousing.org>

Alternatively, you can contact us by email on: housing@lacehousing.org

- We will respond to your initial enquiry within 3 working days.

Upon receipt of an application for housing we will:

- Acknowledge receipt within 3 working days and once an application has been processed, we will notify you of a decision within 21 days.
- Contact all applicants on a yearly basis to review their application.

When allocating one of our homes we will:

- Let the applicant know timescales for viewing a property and for accepting any offer made;
- Ensure your new home is safe, secure, clean and in good repair.
- Issue an information pack including a handbook to every new tenant/resident
- Ask for your preferred method of contact and find out if you have any particular needs or vulnerability that we need to take account of when contacting you.

Repairs and maintenance/responsive repairs

We aim to provide a good quality service which represents value for money for all our residents. We have a small in-house team who manage the majority of our day to day repairs and maintenance and use sub-contractors where necessary.

You can report a repair direct through our website on: <https://www.lacehousing.org>

By email on: housing@lacehousing.org

By phone on: 01522 514444 (including out of hours emergency repairs)

We aim to deal with repair requests:

- Within 24 hours for an emergency repair
- 7 working days if urgent
- All other routine non-urgent repairs within 21 working days

Planned works:

We will:

- Involve you when we are planning any major work
- Respect you and your home as we plan and carry out major work

Communal and Grounds Management

We will:

- Carry out regular inspections to ensure the health and safety of our residents
- Keep your communal areas safe, clean and tidy
- Keep communal gardens maintained

Responding to reports of anti-social behaviour (ASB)

We aim to provide a service that makes it easy to report ASB, investigate your complaint seriously and give you a clear indication of the action that we can take.

We will:

- respond to emergencies, such as hate crime or serious threats of violence within one working day;
- make an initial assessment of any report of antisocial behaviour, or harassment within 7 working days, subject to any unexpected absence by our lead officer.
- Keep you informed and updated on progress with your case

Resident Involvement

We actively promote the opportunity for our residents to become involved in what we do and we welcome views and input from our residents.

We will:

- Keep our residents informed of any events that are happening.
- Consult with residents about any changes to their service.
- Provide residents with a quarterly newsletter and access to information on our website.

Income Recovery

We will:

- offer monthly direct debit as a preferred payment method, however we will explore other options if this does not work for you.
- Actively pursue bad debt to the organisation to ensure value for money is maintained for our residents.

Complaints and compliments

There may be times when a customer or resident is unhappy with the service we offer them. We recognise the value of investigating such complaints.

- We will try to resolve matters informally within 3 working days or within a timescale agreed with you.
- If you make a formal complaint, we will acknowledge this within 3 working days and aim to respond within 10 working days. If we need longer to investigate, we will keep you informed.

We are always happy to receive compliments recognising the good customer service our teams give to customers and residents.