

Your views:

We welcome your views on how our service is performing.

We may seek your views by means of a service questionnaire or a user group forum.

However, you can also **have your say** at any time about council services by making a comment, compliment or complaint by:

Telephone: 01524 582257
Online: www.lancaster.gov.uk

Or by completing one of the forms available from the Customer Service Centres.

Your views can help us to improve our service and help shape our future plans.

Contact Us

For further details or to make an appointment contact Customer Services:

Tel: 01524 582257
Email: strategichousing@lancaster.gov.uk

**Housing Options
Health & Housing
Lancaster City Council
Morecambe Town Hall
Marine Road
Morecambe
LA4 5AF**

Normal office hours are Monday to Friday, 9am to 5pm.

Outside these hours, in an emergency situation where you are unable to wait until the next working day, you can call our out of hours service.

Out of hours tel: 01524 67099

www.lancaster.gov.uk/housing

Health and Housing Services

Housing Options



Customer Service Standards

Who we are and what we do:

Lancaster City Council's Housing Options Service is here to:

- Prevent Homelessness
- Offer free impartial and confidential advice in relation to housing problems
- Help people find their own solutions to housing problems
- Assess housing need and offer a range of housing options
- Manage the Lancaster Housing Register and allocate available social housing

Further details about our service are available at:

www.lancaster.gov.uk/housing
and
www.idealchoicehomes.co.uk

See the back of this leaflet to find out **how to contact us**.

Our staff will:

- Be courteous
- Wear identity badges
- Give our workplace and name when we answer the telephone
- Use plain language in all our correspondence with you
- Act with honesty, integrity, sensitivity and respect

Clear advice:

We will provide you with free advice and literature in respect of housing options and homeless legislation.

Confidentiality:

We will treat all personal information about you in confidence. It will only be passed on with your agreement or where legally necessary.

Private interview facilities can be made available.

Response Times:

- If your situation is very urgent (i.e. you are homeless today) we will provide assistance on that day
- If you are threatened with homelessness but your situation is not urgent, we aim to contact you within one to three days
- We will complete assessments of 95% of all homelessness applications within 33 days
- The housing options service will conform to the city council's corporate standards:
 - ◇ We will answer calls promptly, within five rings
 - ◇ Where possible we will give information in response to telephone or personal enquiries immediately, provided this does not contravene the requirements of the Data Protection Act.