

Housing and Property



Housing Options Services

Customer Service Standards



www.lancaster.gov.uk/housing



Who we are and what we do

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

- Provide free, up-to-date, tailored advice and information about homelessness and the prevention of homelessness
- Help people find their own solutions to housing problems
- Assess housing need and offer a range of housing options

Our normal office hours are 9am to 4.30pm.

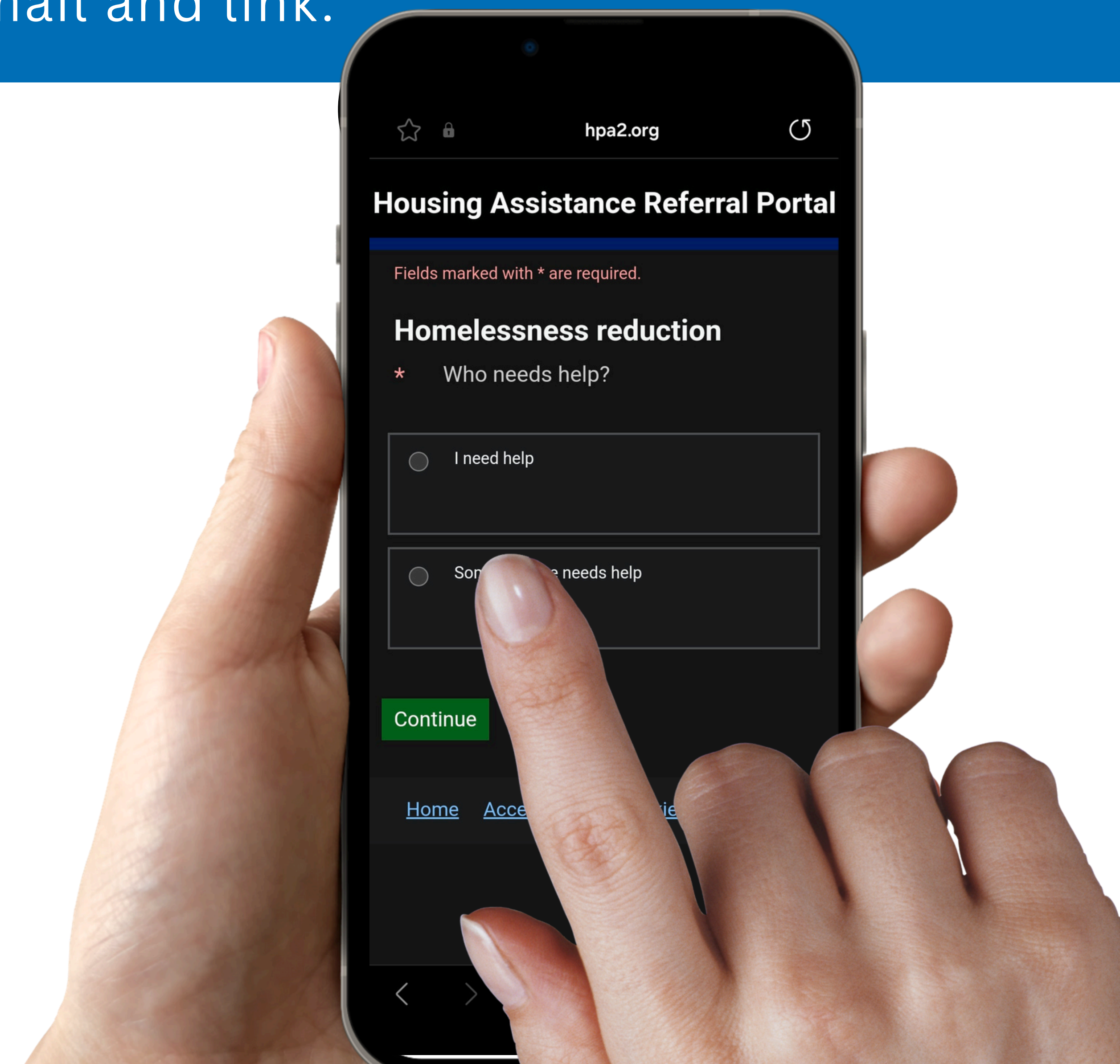


Homeless Prevention

If you do not have a recent homeless application and you are threatened with homelessness within 56 days, please complete our [online application form](#) with as much information as possible to ensure we can deal with your situation promptly.

You may also be required to provide documents to support your application.

To ensure your case is dealt with swiftly please ensure you upload these documents as soon as you receive the email and link.





What you can expect from us

When you contact the Housing Options Service we will:

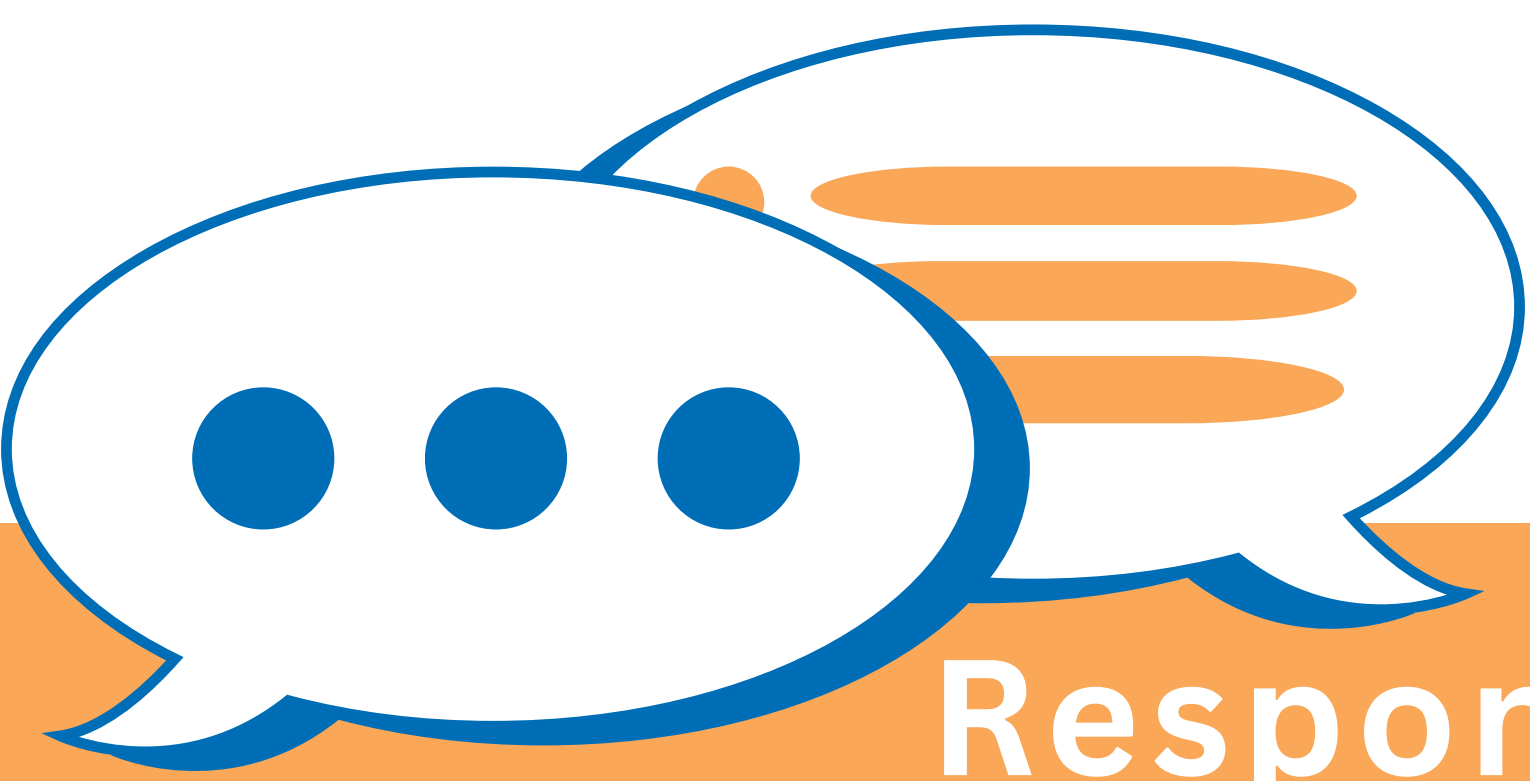
- Provide **easy to understand information**
- Be **open and honest** about what we can deliver
- Always **treat you fairly** and with respect
- Work to ensure you can **remain in your own home wherever possible**
- Aim to **answer telephone calls promptly** and deliver excellent customer service
- **Know the name of the officer** you are working with; staff will wear identity badges
- Respond to your enquiry **within 5 working days**
- **Keep your information safe** and respect its confidentiality

What we expect from you

- **Tell us truthfully everything we need to know** to prevent you becoming homeless or to assess your homelessness application
- **Co-operate** as much as you can
- **Inform us immediately** if your circumstances change
- **Provide any evidence** requested promptly
- **Carry out the tasks agreed** in your Personal Housing Plan
- **Actively manage** your [Ideal Choice Homes application](#)
- **Speak to us politely and courteously**, without being abusive

We won't be able to help if you:

- **Refuse** to work with us
- Provide us with **false information**
- **Don't carry out the tasks agreed** in your Personal Housing Plan



Response Times

We respond to **general enquiries within 5 working days.**

If you are homeless that night, we will contact you on the day to assess your application.

If you are at **risk of homelessness**, we will offer you an appointment **within 10 working days.**



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 are available.

You can view our [Homelessness Privacy Notice](#) for more information on how and why we collect your personal information and data.



Contact Us

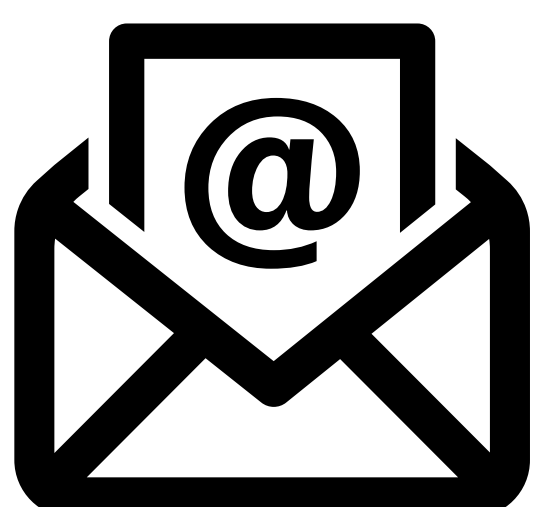
For further information or to make a homeless application:



Complete our [online application form](#)



Call Customer Services on 01524 582257



Email homelessteam@lancaster.gov.uk



For emergencies only call the out of hours number on 01524 67099