

Our Promise to You

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This guide aims to help you to understand what you can expect from South Lakes Housing. You can decide whether you want to give some feedback e.g. a comment, complaint or compliment.

1

South Lakes Housing (the managing agent) will provide clear information to demonstrate the breakdown of rent and service charges for Lune Valley tenants. The managing agent will consult tenants before issuing any new service charges.

2

The managing agent will engage residents in a number of ways including: tenant satisfaction surveys home and scheme visits, garden competition, the annual tenant report and via digital methods.

3

The managing agent will provide tenants with an online portal to include; rent payment facility and rent statements etc.

4

The managing agent will record customer contacts on a Customer Relationship Management system including a target time of 2 working days to contact tenants back.

5

The managing agent will aim to answer 99% of calls and resolve around 80% of enquiries first time.

6

The managing agent will acknowledge written/online communication within 48 hours and will provide a full response within 5 working days (where this is not possible, this will be explained).

7

The managing agent will consult a tenant group to develop choices for improvement products such as kitchens, bathrooms, tiling, doors, flooring & decoration.

8

The managing agent will produce an annual investment programme to ensure that the stock complies with the 'decent homes' standard.

9

The managing agent will meet all health and safety regulations to make you safe (e.g. gas servicing, fire safety, electrical safety, legionella, asbestos).

10

The managing agent will provide an appointment for repairs that require tenant access, some appointments will be organised together to maximise efficiency and reduce travel costs.

11

The managing agent will offer the following target times for repairs;

- Emergency repairs within 4 hours, complete within 2 working days.
- Urgent repairs within 7 working days.
- Routine repairs within 21 working days.
- Other repairs within 60 working days

12

The managing agent will notify tenants of planned improvement works (e.g. kitchens, bathrooms, roofing etc) within a minimum of 28 days before works are scheduled to start.

13

The managing agent will either provide permission or deny permission for requests for tenants to carry out their own alterations within 15 working days.

14

The managing agent will complete disabled minor adaptations within 30 working days (e.g. grab rail) and major disabled adaptations within 60 working days (e.g. level access shower).

15

The managing agent will provide tenants with a tenancy agreement and sustainability advice – through 'My New Home' - at the start of the tenancy.

16

The managing agent will investigate reports of anti-social behaviour within 10 working days.