



How To Contact Us & Customer Care



Better Homes • Stronger Communities

North Lincolnshire Homes is committed to providing excellent standards of customer care.

Customers can access our services in a number of ways:

By Phone

You can call us on **01724 279900** between 8.00am and 6.00pm, Monday to Friday or on our 24-hour freephone **0800 032 63 63**.

In Person

Our friendly and helpful staff are available to help you at our Customer Centre, 15-19 Cole Street, Scunthorpe. Opening times are:

Monday and Tuesday 9.00am - 5.00pm

Wednesday 9.00am - 4.00pm

Thursday 9.00am - 5.00pm

Friday 9.00am - 4.30pm

Saturday 9.00am - 12.30pm

At your home

Contact us to arrange an appointment for a Housing Officer to visit you in your home.

By E-mail

Our email address is enquiries@nlhomes.org.uk
You can also visit our website www.nlhomes.org.uk.

Our responsibilities

We will:

- Provide customers with an excellent service and aim to get it right first time.
- Provide a service which is accessible to you and meets your needs.
- Understand that people are different and treat customers fairly as individuals.
- Promote race equality in our services.
- Respond positively to diversity.
- Encourage tenant involvement and listen to tenants views.
- Provide opportunities for you to participate in decisions which affect you, your home and your neighbourhood.
- Investigate complaints and encourage comments and compliments.
- Ensure a fair and consistent housing service.



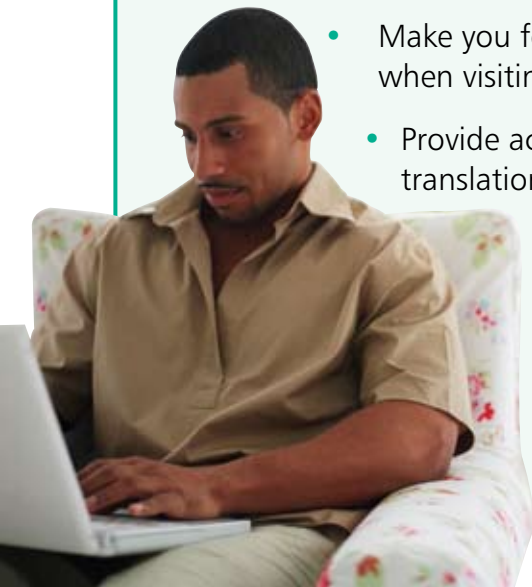
Both customers and staff have an important part to play to ensure our high standards are met.

Together we must:

- Treat each other with dignity, courtesy and respect.
- Keep appointments and inform each other of any changes.
- Be open, honest and truthful in all our dealings with each other.
- Tell each other about changes in our circumstances to ensure records and information are comprehensive and up to date and to help us provide excellent services.
- Keep each other informed when things go wrong.
- Share ideas to improve our services to you.
- Be realistic in our expectations of one another.

To do this we will:

- Make you feel welcome and respected when visiting our offices.
- Provide access to interpretation and translation services.
- Make sure you can complain if you feel excluded because of difference and, if necessary, help you to do so.
- Ensure privacy in all our dealings with you.



Your responsibilities

To enable us to give customers the best possible service, we ask you to:

- Give us full and accurate information when we need it.
- Make sure that if someone else contacts us on your behalf we have your written permission.
- Be considerate and courteous to our staff, they are trying to help.
- Have consideration and respect for other people using our service.
- Please be patient, there are times when we are very busy.

Our communication standards

We will:

- Produce information that is clear, accurate, up to date and in plain English.
- Provide access to an interpretation and translation service.
- Provide, where appropriate, publications in translations to customers whose first language is not English.
- Provide customers with information in a format they prefer, such as in large print or audio.
- Ensure that personal information is treated confidentially.
- Grant customers access to their own personal files in accordance with legislation.



When you call us:

We will answer telephone calls as soon as possible during office hours and our staff will give their name and service area.

If we have promised to call you back, we will keep that promise.

We will respond to a customer enquiry within five working days. Where a full response is not possible, an acknowledgement will be sent within five working days and a written reply within a further ten working days.

Our professional staff will make sure your enquiry reaches the department or member of staff responsible for the area of business you are enquiring about. If your enquiry is not something North Lincolnshire Homes can deal with, we will do our best to put you in touch with someone who can help.

Messages left by voicemail, email, text or with a member of staff will be dealt with on the following working day.

Visit us online

www.nlhomes.org.uk

When you visit us

Our Customer Centre will have an accessible and comfortable reception area with private interview facilities should they be needed.

We will offer appointments to carry out a home visit within five working days, or offer a private interview room where facilities are available.

Our friendly and professional staff will introduce themselves when you visit and wear a North Lincolnshire Homes name badge.

When we visit you

We will:

- Introduce ourselves when calling at your home and show our photographic identification card.
- Arrive at the agreed time and try to let you know if we have been unavoidably delayed.
- Leave a calling card with our contact details if you are out.



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

North Lincolnshire Homes Limited

Registered Address

Meridian House • Normanby Road • Scunthorpe
North Lincolnshire • DN15 8QZ

Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

TELEPHONE 01724 279900
FREEPHONE 0800 032 63 63

www.nlhomes.org.uk