



Service Charter

If you think the standards in this leaflet are not being met please let your local office know:

South Lakes Housing, Little Aynam House, Little Aynam,
Kendal, Cumbria LA9 7AH
Tel: 01539 717717

The Town Hall, Queen Street, Ulverston,
Cumbria LA12 7AR
Tel: 01229 584424

Customer Care

Our staff are committed to providing excellent standards of customer care at all times. We promise:

- We will treat all our customers fairly, regardless of age, gender, physical ability, ethnicity, religious beliefs and sexuality.
- We will be friendly, polite and helpful.
- You will leave our office knowing the action we will take and get written confirmation of any decision if you need it.
- If you want us to we will visit you at home at a time that is convenient to you.
- We will listen to you. You have a right to be consulted and kept informed of matters that affect your tenancy.
- We will offer you a private interview if you wish to discuss your enquiry confidentially by appointment.
- We will make sure all letters have a return address, contact name, phone number and email address.
- We will ensure all staff are trained on equality and diversity issues and ensure they are equipped to deal with customers' special needs.
- We will offer an interpreting services to all our customers who have difficulty communicating in English. We will offer a British Sign Language service.
- We will make available leaflets and information in large print, on audio tape, in Braille or in different languages as required.

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Sheltered Housing Standards

- We will contact each tenant every day.
- We will visit every tenant at least once a week.
- We will answer alarm calls within one minute and immediately call out the appropriate service and/(Mobile) or Scheme Manager to assist.
- We will respond in person to call outs for assistance on average within fifteen minutes.
- We will carry out monthly Health & Safety inspections of all sheltered housing schemes involving tenants.
- We will carry out an inspection of the grounds twice a year involving tenants.

This booklet can be made available in large print, braille and audiotape. Please ask at any of our offices or telephone 01539 717717

You can get a copy of this document in different formats such as large print, Braille, audio, or in a different language by calling 0845 057 0080 or check our website www.southlakeshousing.co.uk

আপনি 0845 057 0080. -এই নম্বর ফোন করে, বিভিন্ন ফরম্যাট যেমন বড় প্রিন্ট, ব্রেইল, অডিও বা একটি ভিন্ন ভাষাতে এই নথিটির একটি কপি পেতে পারেন।

Pode obter uma cópia deste documento em vários formatos, como por exemplo em Braille, áudio, ou numa outra língua. Para tal ligue para o 0845 057 0080.

如果您想获取该文件的不同版本，如：大字体印刷、盲文、音频或不同语言版本，请致电 0845 057 0080.

Paskambinę telefonu 0845 057 0080, galite užsakyti šio dokumento kopiją įvairiais formatais, pavyzdžiui, atspausdintą dideliu šriftu, Brailio raštu, užsakyti garso įrašą arba gauti dokumentą, išverstą į norimą kalbą.

Aby otrzymać kopię tego dokumentu w innych formatach, takich jak duży druk, druk Braille'm, audio, lub w innym języku proszę dzwonić pod numer 0845 057 0080.

0845 057 0080'u arayarak, bu dokümanın bir kopyasını büyük puntolu, körler için kabartmalı, ses dosyası gibi değişik formatlarda veya farklı bir dilde edinebilirsiniz.

Little Aynam House
Little Aynam
Kendal
LA9 7AH
 0845 057 0080

The Town Hall
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LA12 7AR
 01229 584424



Good Neighbour



Charter



South Lakes Housing commits itself to:-

- Ensuring that every tenant (regardless of age, race, creed, gender, sexuality, or disability) enjoys their right to security of tenure in their own home.
- Ensuring that every tenant enjoys their right to live peacefully and without disturbance from their neighbours.
- Ensuring that every victim of nuisance behaviour receives swift and effective support which leads to a resolution of the problem.

Nuisance behaviour (also known as anti-social behaviour) is completely unacceptable and will not be tolerated in Council homes or estates.

- South Lakes Housing will take every step possible to make the offending tenants stop nuisance behaviour, including legal action if problems persist.

- If you experience anti-social behaviour we will respond to incidents involving threats, actual violence, racist incidents, or hate crimes within 24 hours and other issues within a maximum of 10 days.
- If any member of a tenant's household, or their visitors, causes nuisance in the neighbourhood, South Lakes Housing will take action against the tenant. Parents are responsible for the behaviour of their children.
- South Lakes Housing will take action when a property is used for the dealing or storing of drugs or any other illegal behaviour.
- Where South Lakes Housing is taking action against tenants as a result of nuisance behaviour, housing transfers will not normally be granted.
- Tenancies will not normally be granted to individuals who have been evicted by any Landlord because of anti-social behaviour within the last 5 years, or who are likely to behave in an unacceptable manner.

