

Feedback

We also need to know when we get it right – this helps us to keep to the standard of service that you want. If you received a better-than-expected service from a team or a staff member, please tell us, using the details below.

How to contact us

Lambeth Service Centre
PO Box 41091
London SW2 1XZ

housing@lambeth.gov.uk

General enquiries/appointments
020 7926 6000

Leaseholders
020 7926 6700

Vulnerable tenants
020 7926 6270

Emergency repairs
020 7926 6666 any time, day or night

Tenant Management Organisation (TMO)

If you live on an estate managed by a TMO, please contact the local office or call **020 7926 6000** for details

Spanish

Si desea información en otro idioma, rogamos nos llame al **020 7926 6660**.

Portuguese

Se desejar esta informação noutro idioma, favor telefonar para **020 7926 6660**.

French

Si vous souhaitez ces informations dans une autre langue, veuillez nous contacter au **020 7926 6660**.

Somali

Haddii aad jeceshahay inaad warbixintan ku heshid luqad kale, fadlan la xiriir **020 7926 6660**.

If you would like this information in large print, Braille, audio tape or another language please contact us on **020 7926 6000**.

Leaflets on service standards are available for:

- Investing in your homes
- Paying your rent
- Nuisance and anti social behavior
- Repairs
- Leasehold and home ownership
- Gas safety
- Empty properties
- Tenancy management
- Customer care
- Looking after your estate

Resident involvement – Service Standards

Involving you

Keeping you informed and involved



Better Homes, Better Value, Better Service

Our commitment to you

Our service standards set out what we will do and how quickly we will do it. These standards are our commitment to you and they explain the level of service you can expect from us. This leaflet contains information on how to give us feedback on our services.

We believe that whatever your race, sex, age, culture, faith, sexuality or disability, you should have access to housing services that meet your needs.

Resident involvement – Service Standards

We value you as customers and partners in providing the housing service. We are committed to working with you to improve the service we provide to your homes. To show our commitment, we will:

- welcome all residents, particularly those from Black and other Minority Ethnic (BME) groups that are presently under-represented
- tell you how you can get involved in shaping the housing service - to find out more, contact your Resident Participation Officer on **020 7926 6000**
- use a variety of ways of communicating with you, including an interpreter for other languages, and a signer for participants with hearing difficulties (please allow five working days to arrange this)
- provide an SMS service so we can send a text message to one resident representative when a repair to a shared area is booked or completed
- listen to and take seriously your views on how we can improve the housing service. We will use the following consultative forums to do so:
 - Area Forums
 - BME Focus Groups
 - Leaseholders' Council
 - Home owner patch meetings
 - Tenants Council
 - Tenants' and Residents' Associations (TRAs)
 - Tenant Management Organisations (TMOs)
 - TMO Boards
- publish a residents' newsletter at least twice a year to update you on issues affecting the housing service

- support existing Residents' Associations, including paying an administration grant every year
- support tenants to set up Residents' Associations on estates where they do not exist
- develop a residents' training programme every year, in partnership with you
- hold a local meeting for homeowners every year
- hold a residents' conference every year, in partnership with you
- hold regular tenants' council meetings every eight weeks
- hold regular leaseholders' council meetings every 12 weeks

In supporting Tenant Management Organisations (TMOs), we will:

- tell you which Officer is the main point of contact for housing-management performance issues
- tell you which Officer is the main point of contact on issues relating to TMO governance, and for support and advice to the Board
- make sure that an officer from the Tenant Management Team goes to at least two of your Board meetings each year, including your annual general meeting
- develop a training programme for TMO Board members, starting in October 2005
- review the TMO management agreement with the council, if we are asked

- review how we calculate the management and maintenance allowances we pay to TMOs every year
- make sure we pay the TMOs' management and maintenance allowances every three months.

Tenant Management Organisation (TMO)

To find out more about becoming involved contact your local housing office or phone the Lambeth Service Centre.

If you live on an estate managed by a TMO, please contact the Local Housing Office.

Complaints

If you're not happy with our service, your complaint can help us to improve. Please call our Housing Customer Relations Section on, **020 7926 3497** Monday to Friday 9am-5pm, or write to:

Housing Customer Relations Manager
Lambeth Housing Services
Hambrook House
Porden Road
London SW2 5RW

Email:
DHSCustomerRelations@lambeth.gov.uk
You can also visit our website at:
www.lambeth.gov.uk

Este folleto trata sobre la participación de los residentes
Este folheto trata de envolvimento com os residentes

Cette publication traite du sujet suivant : Participation des habitants
Warqaddaan qoran waxay ku saabsan tahay ka qayb gelinta dadka Deggan