



LMH customer charter

Our commitment to excellent customer service



Pride in Our Homes, Proud of Our Neighbourhoods

You will be:

- treated with courtesy and respect
- treated fairly whatever your age, nationality, ethnic origin, gender or sexual orientation
- seen within 10 minutes by someone who can help you at any office or given the opportunity to make an appointment

You will be given:

- given information in plain language that does not contain jargon and is easy to understand
- the name of the member of staff dealing with your enquiry

We will listen:

- to your complaints and suggestions, and provide you with an easy way of making them known to us
- to your enquiries and requests in various ways – including through our reception area, contact centre, Internet, e-mail, face-to-face contact, fax and letter
- to your views and use your opinions to help us shape our service

We aim to respond to:

- all complaints within 10 days
- requests for repairs within our priority timescales and give information that identifies our priorities
- telephone calls with a corporate greeting and answer within 30 seconds
- letters and faxes within 10 days
- emails within 10 days and acknowledge receipt within 48 hours

Our staff will:

- keep appointments (for repairs, home visits and office-based appointments) that we have made or let you know in advance if we need to re-arrange
- communicate in plain language, free from jargon
- give detailed information in response to your queries and concerns
- wear a name badge prominently
- be polite, courteous and welcoming
- give help if you need assistance to access our information, services or premises
- provide information in large print, audio tape, Braille or different languages if required

Our offices will:

- be accessible for people with disabilities, and we will provide assistance to our customers who need it
- have their opening hours displayed and available in various formats to make them accessible to customers
- provide a wide range of relevant leaflets on our services
- display information on our performance on a quarterly basis
- display details of how to contact us out of normal office hours via our website and housing offices



LMH customer charter - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Carta de los Clientes de LMH - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Xeerka qoran ee Macaamiisha loogu talagalay ee LMH - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894. (Somali)

Хартия клиентов LMH - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

قرئ بک تاعوب طمو توص طئارشو لئارب قئیرطو تامجرت دجوت LMH ءالمع قاتئیم مقرر یلع انب لصتا بلطلا دنع قرفاوتم 0800 678 1894. (Arabic)

نئیا تفایرد یارب دئیناوتئیم دئیشاب لئیم هچنانچ - LMH نامزاس نایرتشم یهمانساسا راون یور رب طببض ای (نایانئیبان صوصخم) لئیرب فورح ای همجرت تروص هب تاعالطا دئیهد تئساوخرد گرزب فورح اب پاچ ای و یئتوص 0800 678 1894. (Farsi)

LMH 客户服务规章 如需翻译、盲文、录音磁带和大字版本，请随时索取 请拨打 0800 678 1894 与我们联系 (Chinese)

 0300 123 2300

 0800 678 1894

LMH CONNECT

LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10:30am for staff training.

North West 3 Mark Steet, L5 ORF

North 3 Falklands Approach,
Off Parthenon Drive, L11 5BS

East Unit One, Montrose Business
Park, Edge Lane, L7 9PX

West 172 Park Road, L8 6SJ

South 4 Smithdown Place, L15 9EH

Head Office Commutation Plaza,
1 Commutation Row, L3 8QF



info@liverpoolmh.co.uk www.liverpoolmutualhomes.org