



Get connected





On Wednesday 6th October Liverpool Mutual Homes will open the doors of LMH Connect, our new Customer Service Centre, for the first time.

Get in touch

LMH Connect will give you the opportunity to report repairs, pay your rent or access any other LMH service. There are three ways you can do this:



us on our local rate number **0300 123 2300** (from a mobile telephone) or our freephone number **0800 678 1894** (free from landline).



on our website, www.liverpoolmutualhomes.org You can access many of our services, leave feedback on how you think we are doing as well as find out more about what's happening in your neighbourhood.



with us by visiting any of our five area housing offices. Or you can arrange for a home visit.

During the many surveys we conducted this year you told us we were “hard to reach”, “had too many telephone numbers” and needed to get it “right first time”. We listened to you, our customers and, as part of our commitment to delivering the excellent services you need, are pleased to announce the opening of LMH Connect.

Easier to reach, 24/7

LMH Connect will be open between 8.00am and 6.00pm, Monday to Friday. Outside these hours, if you need to contact us for emergency repairs or to report anti social behaviour, your call will be connected to our “emergency service”.

One call, that’s all

We’re committed to trying to resolve your queries the very first time you call us. Our team is trained to provide practical suggestions as well as diagnosing problems. In some circumstances we won’t be able to answer your queries straight away but rest assured we will do it as soon as we can.

One number, your choice

You told us you wanted to contact us using both landline and mobile phones, so you can call us on either of two numbers - one free and one charged at a local rate.

 **0300 123 2300**

Calls to **0300** numbers from mobile phones are cheaper than calls to 0800 numbers and sometimes can be used from ‘inclusive minutes’ allowances.

 **0800 678 1894**

Calls to **0800** numbers are free from a UK landline but you may be charged when using a mobile phone.

Whichever number you call will take you straight through to LMH Connect and we will always try to ensure we answer your call within 30 seconds and avoid any unnecessary waiting.

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

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

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)

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)

بلطلدا دن ع قرفاوتم قريبك تا عوب طمو تووص طئارشو لي ارب فقي رطو تام جرت دجوت مقر ىلع انب لصتا 0800 678 1894. (Arabic)

فورج اي هم جرت ترووص هب تا ع لظا ني تفاي رد ي ارب دين او تىم ديش اب لي ام هچنان چ گرزب فورج اب پاچ اي و ىتووص راون يور رب طبض اي (ناي ان يبان صوص خم) لي رب ديهد تس او خرد 0800 678 1894. (Farsi)

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



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