

October special

# LMH news

Liverpool Mutual Homes

Customer Service Centre launch special



## Get Connected

Customer Service Centre launch special



# Hello

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

 **0300 123 2300**

 **0800 678 1894**

**LMH CONNECT**

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 at local rates and 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 most UK landlines but you may be charged when using a mobile phone. Check with your service provider.

Whichever number you call, you will be connected to a team member and we will always try to ensure we answer your call within 30 seconds and avoid any unnecessary waiting.

Please use the handy fridge magnet accompanying this newsletter as a reminder of the telephone number.

# 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 a landline).



on our website, [www.liverpoolmutualhomes.org](http://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 an appointment for a home visit.



## Meet the team

LMH Connect has a dedicated team of 27 Customer Advisors, located in our Customer Service Centre and across our Area Housing Offices.

Leading the team is our Customer Service Centre Manager, Lynne Abbott. We would like you to join us in extending a very warm welcome to Lynne who joins us from West Lancashire Council. She is vastly experienced in delivering an efficient, user-friendly service to customers.

Assisting Lynne in the new team is Lee Rogers, tasked with ensuring we meet our targets for answering calls and resolving your queries.

We have also appointed three team leaders, Joe Smith, David McCoy and Chris Simpson. They will train, develop, motivate and support the team to ensure we provide a service we can all be proud of.

# Understanding and meeting your needs

At LMH we are committed to delivering the services you need where, when and how you, our customers, need them.

To help us continue to meet your needs we ask all our customers to complete a customer profiling survey to provide us with the essential information we need to ensure our services cater for all, and are relevant to, our customers.

We will use this information to:

- Monitor the services we provide to you and see how satisfied you are with them

- Make sure we provide services fairly
- Improve the relevance of our service
- Consider ways of reaching under represented groups and make sure our service meets their needs
- Ensure our Equality and Diversity Policy is working

If you have not yet completed a customer profiling survey you can do so on our website or by completing a form in one of our Area Housing Offices.

 **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

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)

صوت ومطبوعات كبيرة متوافرة عند الطلب اتصل بنا على رقم 0800 678 1894 (Arabic)

دریافت این اطلاعات به صورت ترجمه یا حروف بریل (مخصوص حروف بزرگ درخواست دهید چنانچه مایل باشید متوانید برای نابینایان یا ضبط بر روی نوار صوتی و یا چاپ با 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)

