

Our Customer Promises

Our values are to put you first as our customers. To support our values, we signed up to the National Housing Federation's Together with Tenants charter, which was created in partnership with residents throughout England, to help build positive relationships between landlords and social housing customers. [More information on Together with Tenants can be found here](#)


To support each of the charter commitments, here are our promises to you:

Our teams will be supportive, knowledgeable and professional.


We'll offer help with finances, anti-social behaviour and local services if you need it

An illustration of a person in a yellow jacket and dark trousers holding a large magnifying glass. The person is standing on a light blue circular base.

We'll communicate with you in your preferred way and we'll have multiple ways for you to contact and to receive updates from us.

An illustration of a person in a yellow jacket and dark trousers sitting on the floor with a laptop. The person is on a light blue circular base.

We'll encourage you to give your views and feedback on our services, and we'll listen to your views, shaping our services around your needs.

An illustration of a person in a green top and grey trousers sitting in a yellow chair with a laptop. The person is on a light blue circular base.


We'll encourage you to work with us to influence and scrutinise how our services are delivered, in a way that suits you.

An illustration featuring an hourglass, two gears (one yellow, one red), and a small house with a red roof. A family of four is standing in front of the house. The entire scene is on a light blue circular base.

We'll provide an excellent quality repairs service, keeping your home safe and well maintained.

An illustration of a person in a red cap, green shirt, and dark overalls kneeling on the floor, using a power tool on a wooden fence. The person is on a light blue circular base.

If things go wrong, we have a clear, easy to access complaints service.

An illustration of a person wearing a headset and using a laptop. The person is on a light blue circular base.

Help us to help you

Tell us

If something doesn't go how you expected, so we can make it better for you next time.



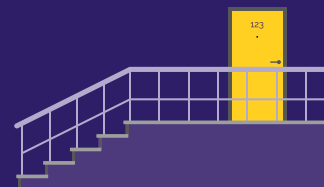
Let us know

When it's convenient to contact or visit you, and rearrange appointments if you're not home.



Help us

When we visit, by allowing us access and the space needed to maintain your home.



LHP Lincolnshire
Housing
Partnership

Lincolnshire Housing Partnership Limited registered as a charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014 with registered number: 7748.

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