

Customer Charter 2023 - 25



TOGETHER WE CAN MAKE A DIFFERENCE

Our Customer Charter sets out what you can expect from us in terms of communications and standards of services. We aim to be the best at what we do and we want you to know how we set out to do that.

Introduction

Lampton Services is part of the Lampton Group, a company wholly owned by the London Borough of Hounslow. We exist to provide services to the council and to businesses and any profits are returned to directly to the council for use in the community.



Our standards:

What you can expect us to do for you:

- Quickly identify your needs and let you know how we may be able to help.
- Clearly explain what information we need from you
- Provide an indication of how long each stage of work will take
- Ensure you fully understand any information you are provided with
- Ask you how you would prefer to be contacted i.e., telephone, email etc.
- Keep you up to date on the progress of your case and inform you of any delays.
- All work will be carried out in line with our Health and Safety standards

To help us meet our commitments, we need you to:

- Engage and give us your feedback.
- Get involved by actively giving your views on our services.
- Give your feedback which we will listen to and use to help us improve
- Treat our team fairly and with respect
- Let us know if you have any specific needs
- Tell us if something changes

How we will communicate, consult, and engage with you:

- Customer feedback surveys
- SMS/text surveys
- Emails
- Community events
- Door knocking surveys.
- Engagement via forum groups



The expected timescales for Housing Repairs

We prioritise every housing repair on its urgency. We will aim to complete your repair as quickly as possible.

The target timescales that we apply are:

Responsive repairs:

- **Emergency** – 24 hours
- **Urgent** – 5 working days
- **Routine** – 20 working days
- **Communal** – 20 working days

Minor repairs (these are larger jobs that require more planning).

- 40 working days

Healthy Homes (Damp & Mould)

- 14 working days

If you have an emergency 8am to 6 pm Monday to Friday, call the repair centre immediately on 020 8583 4000.

Report a non-emergency repair

You can report a repair to London Borough of Hounslow Council by using one of the following methods:

Email: repairs.team@hounslow.gov.uk

Telephone: 020 8583 4000
(between 8am to 6pm Monday to Friday)

Website: scan the QR code



The expected timescales for Grounds Maintenance

We're responsible for the maintenance and improvement of many communal areas such as grassed areas, shrub beds and hedges. This is carried out by our team of experts in Lampton Services Greenspace.

- There are certain meadow / wild grass areas that will only require cutting **once a year**. After cutting, waste material will be left on the ground for 3–5 days to disperse seeds before being collected.
- **A minimum of once a year**, normally during the winter months, all grassed areas will be returned to their original line, other than where changes or improvements have been agreed with the council.
- As a guide, weed control on soft landscaped areas will be carried out **a minimum of twice a year** in spring and late summer.



The expected timescales for Greenspace

- Tree emergencies will be responded to within 4 hours
- Trees must be inspected a minimum of once every 3 years. Any tree that is a cause for concern following inspection will have a schedule of further inspections arranged and any remedial work will be prioritised according to urgency.
- Lampton Services Greenspace will respond to enquiries within 10–14 working days.



The expected timescales for Recycle and Waste

Your waste is collected by Lampton Services Recycle. Our teams collect hundreds of thousands of bins from homes and businesses every month. We're really proud of our high collection rates and great service.

- **Missed collections** – In the unlikely event we've missed a collection, we'll return within 24 working hours to rectify this.
- **Bins and containers deliveries** – within 3 working days.
- **Bulky waste collections** – If the office or crew make an error, then we'll come back the next working day.



Help us shape your services

We are committed to improvement; therefore, we will treat compliments, comments and complaints positively and use them to improve our services. If you wish to comment on a service you can do so by scanning the following QR code.



We will securely manage and protect the data of all our customers in accordance with GDPR regulations. Furthermore, we are committed to providing equal access and opportunities to deliver high-quality services that meet the diverse needs of everyone in the community, all while upholding stringent data protection standards.

If you have any customer feedback, contact us via email: TalktoLampton@lamptongroup.co.uk



Lampton
Services

lamptonservices.co.uk