



Communications Charter

How long should you wait for contact with LJHA?



CURRENT WAITING TIMES AND PROCEDURES DURING COVID-19:



Via Telephone

We aim to answer your call within 1 minute .

We will tell you the name of our organisation and the person answering your call.

We aim to resolve your enquiry there and then. If we cannot we will get the appropriate person to ring you by the next working day. If you are vulnerable we will try to make special arrangements to resolve your problem within four hours.



Via Letter

We aim to provide a reply within five working days of receipt.

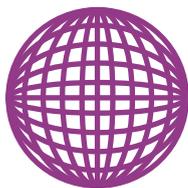
We will date stamp all letters on the date that they arrive. If we cannot provide a reply within five working days we will let you know and tell you when you can expect one. We will make sure that the letter does not contain any 'jargon' and can easily be understood. We will give you a response in a different format if you let us know what you need.



Via Email

We aim to respond to your enquiry within three working days.

If we cannot respond to your enquiry within three working days we will let you know and tell you when you can expect a reply. We will acknowledge your email on receipt. We will aim to give your response in a larger type, a different language or a different format if you let us know you need it.



Via Social Media

We aim to respond to your enquiry by the end of the next working day.

If we cannot respond to your enquiry within one working day we will let you know and tell you when you can expect a reply. If we are not able to resolve your query in the first instance, we will get the appropriate person to contact you by the next working day. If our social media channels are going to be unattended for a period of time, we will advertise this fact by posting on our pages: (@LJHAinfo on Facebook) and (@LJHA_info on Twitter.)



In Person

Please see latest Government guidance in relation to visitors.

If you would like to arrange to see a member of staff in person, please contact reception for up to date arrangements and to make an appointment.

Leeds Jewish Housing Association, Stonegate Way, Queenshill Avenue, Leeds, LS17 6FD
0113 320 7777 - www.ljha.co.uk - info@ljha.co.uk

