



Lemon

**A LEADING CONTACT CENTRE SOLUTION  
FOR HOUSING ASSOCIATIONS**



## OUR EXPERIENCE

With over 20 years of experience, Lemon Contact Centre is a UK-based, 24/7 contact centre providing specialist support services to housing associations across the UK. Our service supports the management of out-of-hours emergency repair calls and provides daytime overflow when internal teams are unavailable or in meetings, helping to maintain consistent tenant contact at all times.

Established in 2003, Lemon has extensive experience handling high-volume and time-sensitive contact within housing environments. This includes supporting tenants reporting repairs, managing enquiries from vulnerable residents, and handling contact relating to anti-social behaviour and other sensitive matters, always in line with clearly defined policies and procedures.

Our teams work as a seamless extension of your in-house housing services, operating strictly in accordance with your processes, escalation routes, and service standards. Out of hours, we help ensure urgent repairs are identified and escalated appropriately. During the day, we provide overflow support to manage peaks in demand without compromising response times or service quality.

Mobilisation is carefully planned and managed, with a dedicated account manager supporting you from day one. Our trained operators work directly within your housing management and repairs systems where required, logging all interactions accurately and consistently. This is supported by clear reporting, quality assurance, and recorded interactions to support governance, complaints handling, and regulatory oversight.

To support effective triage, our operators use structured tools, including diagnostics and knowledgebases, to assess calls accurately and follow agreed decision paths. This helps ensure vulnerable tenants are supported appropriately, issues are prioritised correctly, and housing services continue to operate smoothly across both in-hours and out-of-hours periods.

“ *Housing associations operate in complex environments where tenants need a reliable and timely response at all hours. Our role is to provide reliable 24/7 support that helps manage out-of-hours repairs, supports vulnerable residents, and ensures enquiries are handled in line with established procedures.* ”

**Martin Anderson**  
Co-Founder & CEO





## Call Answering

We provide UK-based call answering for housing associations, handling a high volume of repairs enquiries out of hours and supporting daytime overflow when internal teams are unavailable. Calls are handled in line with your policies and procedures, ensuring repairs, tenancy enquiries, and other housing-related contact are assessed accurately and escalated appropriately.



## Email Management

We manage incoming emails from tenants, contractors, and partners, ensuring enquiries are reviewed promptly and handled in accordance with agreed processes. All communications are logged accurately, providing clear records to support service delivery, complaints handling, and operational oversight.

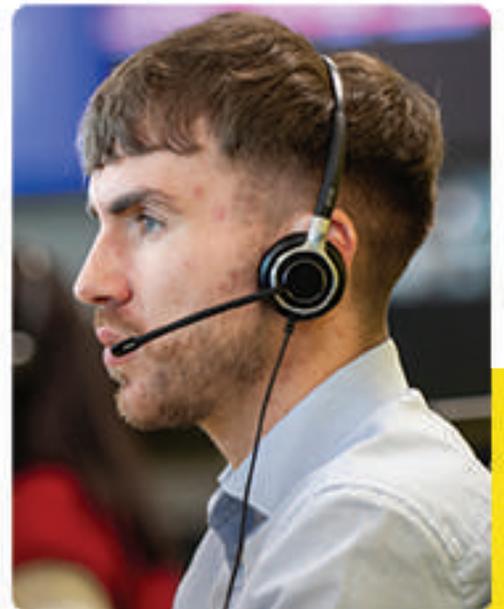


## Messaging Apps & SMS

Where required, we support tenant contact via messaging channels such as SMS and approved messaging apps. These channels are managed in line with your communication policies, ensuring confidentiality is maintained and messages are logged consistently alongside other tenant interactions.

## Web Messaging

We can manage web-based enquiries received through your website, providing a structured and controlled channel for non-urgent contact. All interactions are handled in line with agreed workflows and recorded to ensure visibility and consistency across tenant services.



## Business Process Outsourcing

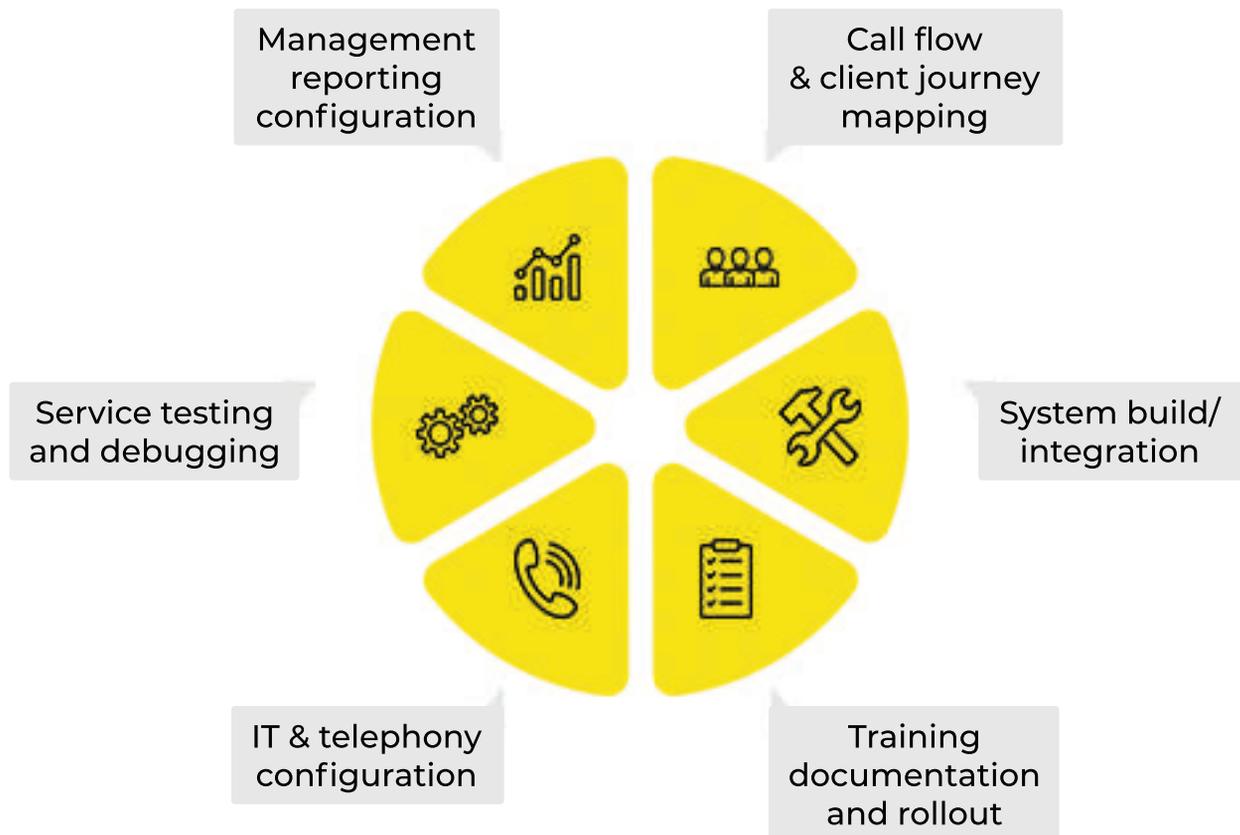
In addition to live contact handling, we provide business process outsourcing support to assist with administrative and back-office activities. This can include call logging, repairs administration, and service coordination, helping reduce pressure on internal teams while maintaining accuracy, governance, and control.



# MOBILISATION MADE EASY

At Lemon, we take pride in delivering a seamless transition for both you and your clients. From day one, a dedicated account manager will be assigned to your project, working closely with you to coordinate all required resources and ensure adherence to the agreed mobilisation timeline.

Guided by the six key segments of our on-boarding plan, they will focus on providing a first-class implementation experience and maintaining excellence throughout our partnership.



# HOW LEMON CAN SUPPORT HOUSING ASSOCIATIONS

## **24/7 UK-Based Live Call Answering**

Lemon Contact Centre provides a fully staffed, UK-based service operating 24/7/365. We support the management of repairs enquiries out-of-hours and provide daytime overflow when internal teams are unavailable, ensuring tenants can always make contact and enquiries are handled in line with agreed procedures.

## **Repairs Triage & Managed Escalation**

Our trained operators follow your repairs policies and decision paths to assess calls accurately and capture the right information first time. Urgent repairs are identified and escalated to on-call teams in line with agreed criteria, while non-urgent issues are logged correctly for follow-up, helping maintain continuity of service and avoid unnecessary escalation.

## **Supporting Vulnerable Tenants & Sensitive Enquiries**

We have extensive experience supporting contact from vulnerable tenants and handling sensitive enquiries, including anti-social behaviour reports. Our Operators are trained in the agreed processes for managing vulnerable tenant contact, and all interactions are managed strictly in accordance with your defined processes and escalation routes, ensuring appropriate handling, accurate records, and clear onward signposting where required.

## **Working Within Housing Management & Third-Party Systems**

Our teams work directly within your housing management, repairs, and approved third-party systems. Calls, emails, and messages are logged accurately in line with your workflows, ensuring visibility, consistency, and a single source of information across tenant services.

## **Secure Handling of Payments & Sensitive Information**

Where required, we can support the secure handling of tenant payments and other sensitive information. Lemon is PCI DSS compliant, with controls in place to ensure payment data is processed securely and in line with recognised standards, providing reassurance for both tenants and housing providers.



# TECHNOLOGY

**Lemon Contact Centre** uses technology to support reliable, secure, and consistent tenant contact across both in-hours and out-of-hours services. Our systems are designed to provide operational visibility, continuity, and governance for housing associations operating in complex and highly regulated environments.

Our contact centre infrastructure is hosted within a secure Amazon Web Services (AWS) cloud environment and built on the Genesys Cloud contact centre platform. This enterprise-grade foundation provides scalable call handling, recording, and structured reporting across all channels, ensuring tenant interactions are captured accurately and retained in line with agreed policies. Records can be reviewed where required to support complaints handling, safeguarding oversight, audit processes, and regulatory assurance.

We work directly within housing management systems, repairs platforms, and approved third-party contractor systems, ensuring enquiries, repair requests, and emergency calls are logged in line with established workflows. By operating inside your existing platforms rather than introducing parallel processes, we help maintain a single, consistent record of tenant contact and service activity.

Where appropriate, our operators use structured diagnostics pathways and knowledgebases aligned to your policies. This supports accurate triage of repair requests, correct identification of emergency situations, and timely escalation to the appropriate on-call teams or contractors.

To strengthen oversight, we deploy AI-enabled quality monitoring tools that review interactions for adherence to scripts, escalation procedures, and compliance requirements. This enhances our internal quality framework, supports service consistency, and helps identify trends affecting tenant satisfaction or operational performance.

Our technology estate operates in line with recognised quality and information security standards, including ISO 9001 and ISO 27001 certifications. This enables housing associations to scale support confidently while maintaining data security, governance, and dependable service delivery.



# ISO CERTIFICATIONS

We are committed to upholding and exceeding international standards in the form of ISO certifications, as well as PCI DSS compliance for secure card payment processing and GDPR compliance for data protection. Furthermore, our ISO certifications are awarded by UKAS-accredited auditors, providing you with complete confidence in the quality and security of our services.

When you outsource, you entrust a third party with access to your data. At Lemon, we have the expertise and robust technical controls necessary to ensure its safety and security.



Certificate Number 19365

## ISO 9001 – Quality Management

ISO 9001 outlines a comprehensive quality management framework that underscores our commitment to service excellence. It ensures we consistently meet customer expectations while fostering continuous improvement in our performance.



Certificate Number 19365

## ISO 27001 – Information Management Security

ISO 27001 is the globally recognised gold standard for securing information. Achieving this certification demonstrates our unwavering commitment to safeguarding your information assets, giving you peace of mind that your data is protected.



**“ Lemon supports our tenant contact both in and out of hours, operating in line with our processes and systems. Their team works as an extension of ours, providing reliable support for tenants around the clock. ”**

# SERVICE PACKAGES

	BRONZE	SILVER	GOLD	PLATINUM
Dedicated agents				✓
Shared agents	1000 mins	>1500 to 5000 mins	>5000 mins	Overflow optional
24/7 support	✓	✓	✓	✓
Call answering	✓	✓	✓	✓
Email management		✓	✓	✓
SMS		✓	✓	✓
Web messaging			✓	✓
Messaging apps (e.g. WhatsApp)			✓	✓
Third party systems and portals		Up to 5	Up to 5	Unlimited
Quality framework	Standard	Standard	Bespoke	AI-enhanced
Service level agreement	Standard	Standard	Bespoke	Bespoke
Service level reviews	Biannually	Quarterly	Monthly	Weekly
Live dashboard			✓	✓
On-call matrix	✓	✓	✓	✓
Triage tool		✓	✓	✓
Knowledgebase		✓	✓	✓
Call recording	✓	✓	✓	✓

## Contact us:

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**Lemon**

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