

**Your Local
Council
Information
Services
Office**

Housing Services (01506) 776301

Armadale CIS Office
1/3 East Main Street
Armadale EH48 2QA
Email: Armadaleaho@westlothian.gov.uk

Bathgate CIS Office
Lindsay House, South Bridge Street
Bathgate EH48 ITS
Email: Bathgateaho@westlothian.gov.uk

Blackburn CIS Office
The Mill Centre
Blackburn EH47 7LG
Email: Blackburnaho@westlothian.gov.uk

Broxburn CIS Office
Strathbrock Partnership Centre
189a West Main Street
Broxburn EH52 5LH
Email: Broxburnaho@westlothian.gov.uk

Fauldhouse CIS Office
10 Main Street
Fauldhouse EH47 9HX
Email: Fauldhouseaho@westlothian.gov.uk

Linlithgow CIS Office
County Buildings
Linlithgow EH49 7EZ
Email: Linlithgowaho@westlothian.gov.uk

Livingston CIS Office
The Ability Centre, Carmondean
Livingston EH54 8PT
Email: Livingstonaho@westlothian.gov.uk

West Calder CIS Office
24-26 Main Street
West Calder EH55 8DR
Email: Westcalderaho@westlothian.gov.uk

Whitburn CIS Office
5 East Main Street
Whitburn EH47 0RA
Email: Whitburnaho@westlothian.gov.uk

West Lothian
Connected
CIS Office
Livingston - Almondvale Centre
Livingston EH54 6NB

Awarded for excellence



Housing
Repairs



Housing
Service



Tenant
Participation

HOUSING SERVICES
Your Questions Answered

Customer Care
**Code of
Practice**



**Customers
with Special
Requirements:**

Text phones offer the opportunity for people with hearing impairment to access the council.

**The Text Phone
number is
01506 651115.**

A loop system is also available in all local offices.

www.westlothian.gov.uk/housing

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨਿਕੂਰੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਪੀ, ਟੈਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜੀ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ: 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طاعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔ براہ مہربانی انٹرپرائز ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔

Published by West Lothian Council, West Lothian House, Livingston, EH54 6QG



What if you are not happy with the service you receive?

We try to deal with your queries effectively and efficiently. However we may not always get it right. We have adopted a customer care charter - please ask your local office for a copy. The customer care charter sets out what we will do, when we will do it and how we check our performance meets our commitments to you.

What you can expect from us?

We will always try to give you a good and fair service.

We may not always get it right. If you are unhappy with the service please tell us!

In the first instance always try and sort out the problem with the officer or section dealing with the enquiry. We hope this should settle things.

If you are still not satisfied you should complain to your Area Manager.

If your complaint is about another Council Service we will pass it on to them and ask them to contact you directly to deal with your problem.

YOU HAVE A RIGHT TO :

- Be treated politely, courteously, helpfully and with respect.
- Have your queries dealt with straight away if possible and if this is not possible we must give you an answer as soon as we can.
- Receive a reply to your letters within 5 working days and if we cannot reply fully in that time we will tell you why.
- Have any delays explained to you in a clear manner.
- Access to information open to the public including our Allocations Policy and Procedures.
- Have any Housing Service forms or leaflets you want straight away when you ask for them in person. If they are not available immediately we will send them to you within 10 working days.
- Access to personal file and computer details which we hold on you.
- Complain formally using our complaints procedure if you are unhappy with any aspect of the Housing Service or the way in which you have been treated by us.
- An apology if we have made a mistake.