



Hello!

Please watch the YouTube video below to learn more about Customer Experience within Housing, Customer and Building Services



New Build

We are writing to let you know that our friendly team will be in touch over the next couple of weeks to have a telephone conversation with you around the topic **'New Build Properties'**.

We want to ascertain your view of the “move in process” and the support and information you were provided with. We will ask views on the New Build Pack and whether this was reviewed on moving in. We will also ask questions geared around snagging processes and repairs.



What to expect



On the day of the call

We will phone you and have a chat about your experiences. Why not grab a tea or coffee and get comfortable.



What will happen after our conversation?

We will use your feedback and ideas to implement change and improvements.



We will keep you updated on our progress through Tenants News and social media.

We very much
look forward to
speaking with you

In the meantime if you have any queries, please feel free to contact the team:

HCBSCX@westlothian.gov.uk

01506 280434