







## SERVICE STANDARDS

### What you can expect from our AIDS AND ADAPTATIONS SERVICE

#### We Will:-

-  Provide clear information and advice about what may be available to you
-  Acknowledge receipt of all adaptations requests within 10 working days and give you the name of the person who is dealing with your request
-  Keep you informed throughout the process
-  Complete Minor Adaptations within 28 working days
-  Complete Major Adaptations for Level Access Showers, Stair Lifts and Ramps within 20 weeks
-  For all other Major Adaptations we will agree a timescale with you.

***If you would like to talk to us about Aids and Adaptations***

**Telephone: 01858 414500**

**Or email: [info@sevenlockshousing.co.uk](mailto:info@sevenlockshousing.co.uk)**



**Deborah Bennett**  
Executive Director



**Sarah Conway**  
Chair of the Board

**Dated 17th March 2010**

— Strong **Foundations**,  
Stronger **Communities**.....