

SERVICE STANDARDS

What you can expect when **MAJOR IMPROVEMENTS** are planned for your home

We Will:-



Give you written notice telling you when work will start and provide you with advice if you need to prepare your home in readiness for the work



Tell you how long it will take for the work to be completed and give you details of a named person to contact throughout the work.



Keep you informed if there are any delays which will impact on the start, or on the planned completion date.



Ensure our staff and contractors, show their ID, work safely and ensure that your home is kept as clean and tidy as possible during the work.

If you would like to talk to us about major improvements

Telephone: 01858 414500

Or email: info@sevenlockshousing.co.uk

Deborah Bennett
Executive Director

Sarah Conway
Chair of the Board

Dated 8th July 2010