

## Adaptations Service Standards Our Commitment to you

**We want to ensure that everyone can remain in their tenancy as long as possible and where appropriate we will carry out adaptations in your home that will make life easier and more comfortable for you. When you ask us to carry out an adaptation to your home we will:**

### **We will:**

- Consult you on what work is to be done and provide you with information on how and when it will be done before we start any work;
- Ensure that our staff and Contractors make appointments and that any work is carried out on a day and time convenient to you;
- Give you as much choice as possible in things such as colours and styles;
- Tell you how long the work will take and carry out the work within those timescales. If this is not possible we will tell you why;
- Minimise any disruption to you, your family and home and ensure that work is carried out with your safety in mind;
- Ensure that your home is left clean and tidy at the end of every day and that you have access to water and a toilet overnight where work takes more than one day;
- Show you how to use any equipment installed in your home and leave any relevant instruction booklets;
- We will use your feedback to improve our service wherever we can;
- Respond to your enquiry made by telephone within 2 working days.