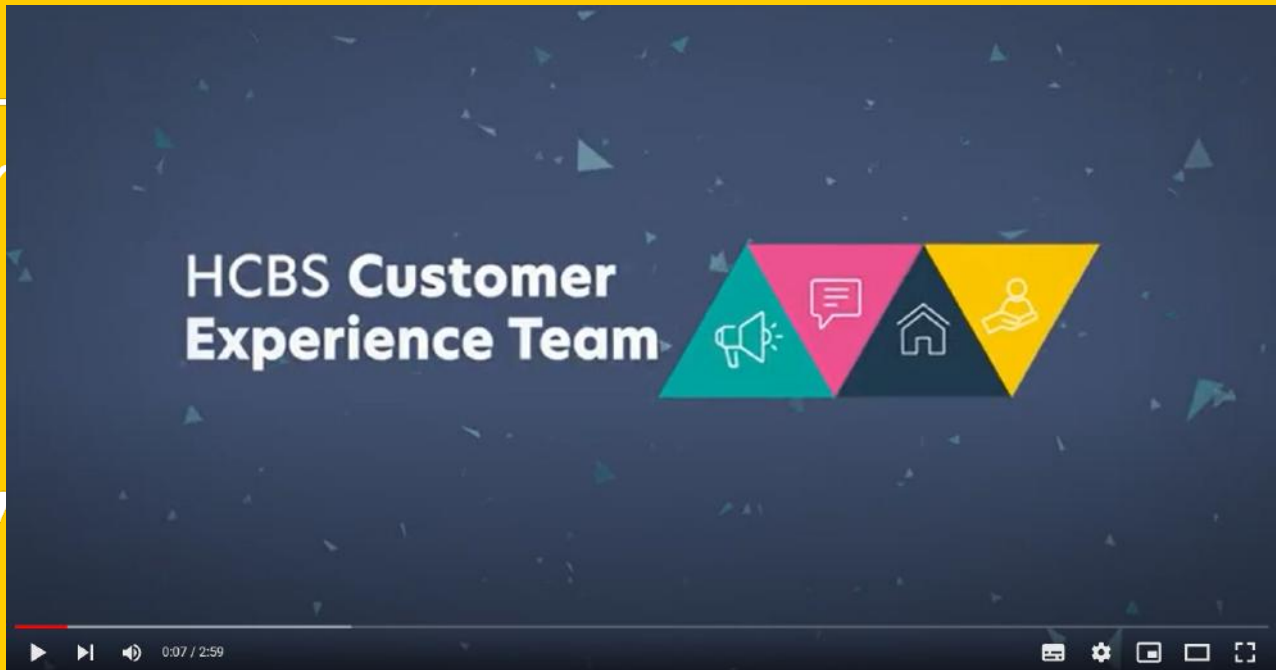




# Hello!

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



## Affordability

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 **'Affordability'**.

We want to focus on your real-life circumstances to gather information on your income and outgoings, looking at how you prefer to spend your money and how you prioritise spending it, rather than how others may expect you to spend it.



## 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](mailto:HCBSCX@westlothian.gov.uk)**

**01506 280434**