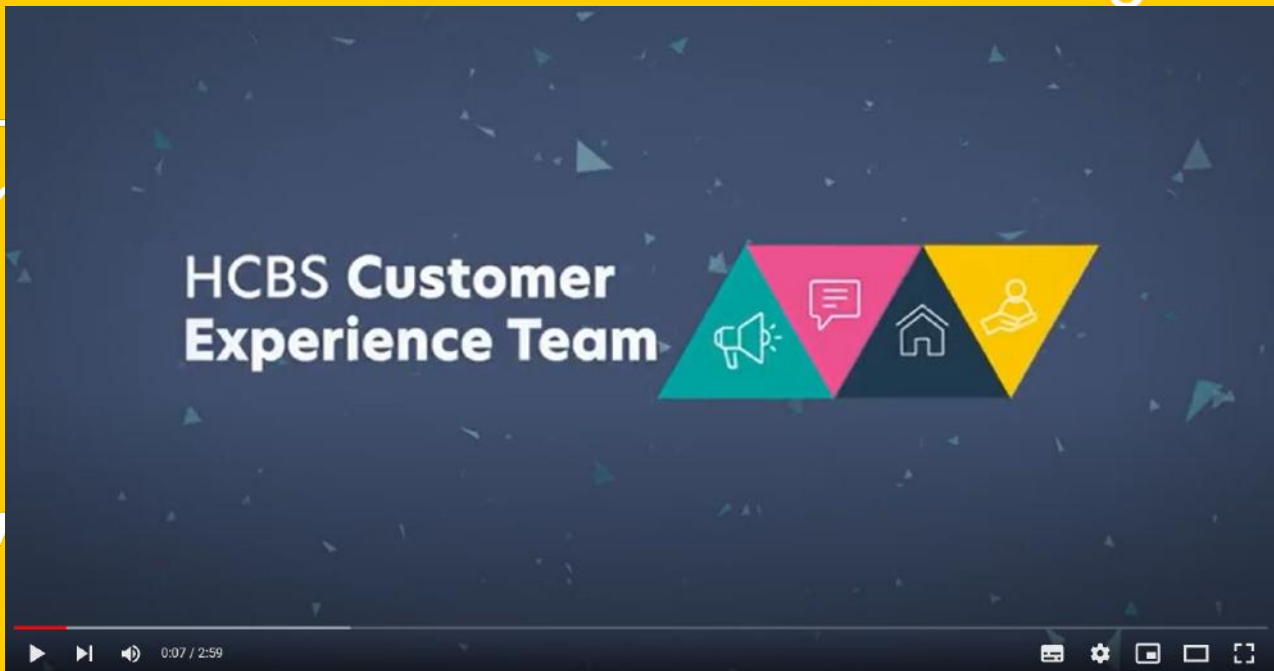




# Hello!

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



## Homelessness

We are writing to let you know that our friendly team will in touch over the next couple of weeks to have a telephone conversation with you about the topic 'Homelessness'.

We'd like to gather information on your experiences when interacting with our Housing Options team and get your opinion on the service you were provided.



## What to expect

### On the day of our call



We will phone you and have a chat about your experiences. Why not grab 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 update you on our progress through Tenants News and social media.

we very much  
look forward  
receiving your  
feedback

**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**