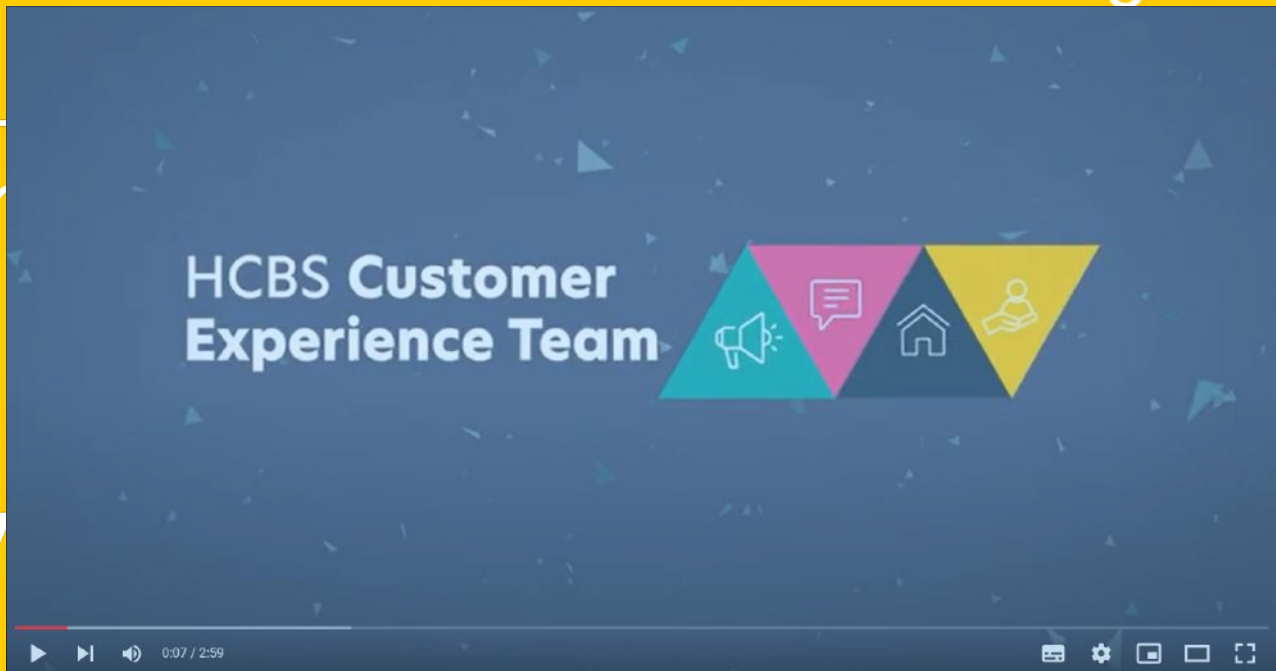




Hello!

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



Housing Options

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 '[Housing Options](#)'.

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 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
receiving your
feedback

In the meantime if you have any queries, please feel free to contact the team:

**HCBSCX@westlothian.gov.uk
01506 280434**