

## Adaptations to Council properties

We always strive to offer you the best customer service possible.

As you have applied for assistance with an adaptation the Council owned property which you rent, I wanted to let you know what you can expect from us.

Our officers will be professional and courteous in their dealings with you and I hope you find your experience of our service exceeds your expectations.

If for any reason we fall short of the level of service you expect, please let your case officer know immediately.

If after this you still feel we are not meeting your expectations, please contact me directly on **01582 54 6181** or email me on [Alan.Winsor@luton.gov.uk](mailto:Alan.Winsor@luton.gov.uk) so that I can investigate.

Regards  
Alan Winsor  
Team Manager  
(Adaptations Team)

### Our commitments to you:

- Treat you in a respectful, understanding and professional manner at all times.
- Acknowledge your initial enquiry within three working days of a referral being made to us.
- We will arrange to carry out a survey of your property by appointment within 30 working days of a referral being made and agree a scheme with you.
- Where necessary obtain authorisation for major works from housing department, 30 working days
- Where necessary obtain an asbestos report on the property.
- On larger schemes employ an architect to prepare plans for planning and building regulation approval.
- We will prepare schedules and obtain quotations for the required works within 30 working days of receiving all documentation.
- We will approve the works (subject to availability of funds) within 14 days of receiving all quotations.

- We will visit you again to ensure your adaptations are still operating correctly within 180 days of completion of major works.

### **Our expectations of you:**

- That you will show our officers the same courtesy and respect they show you, we will not tolerate abuse or threatening behaviour against our staff.
- That you respond to requests for documents and information in a timely manner, failure to do so may result in your application being delayed.
- Allow officers and contractors access to your property to carry out the necessary works and inspections at agreed times.
- Keep us informed of any changes in your circumstances.