

**Your Local
Council
Information
Services
Office**

Housing Services (01506) 776301

Armadale CIS Office
1/3 East Main Street
Armadale EH48 2QA
Email: Armadaleaho@westlothian.gov.uk

Bathgate CIS Office
Lindsay House, South Bridge Street
Bathgate EH48 ITS
Email: Bathgateaho@westlothian.gov.uk

Blackburn CIS Office
The Mill Centre
Blackburn EH47 7LG
Email: Blackburnaho@westlothian.gov.uk

Broxburn CIS Office
Strathbrock Partnership Centre
189a West Main Street
Broxburn EH52 5LH
Email: Broxburnaho@westlothian.gov.uk

Fauldhouse CIS Office
10 Main Street
Fauldhouse EH47 9HX
Email: Fauldhouseaho@westlothian.gov.uk

Linlithgow CIS Office
County Buildings
Linlithgow EH49 7EZ
Email: Linlithgowaho@westlothian.gov.uk

Livingston CIS Office
The Ability Centre, Carmondean
Livingston EH54 8PT
Email: Livingstonaho@westlothian.gov.uk

West Calder CIS Office
24-26 Main Street
West Calder EH55 8DR
Email: Westcalderaho@westlothian.gov.uk

Whitburn CIS Office
5 East Main Street
Whitburn EH47 0RA
Email: Whitburnaho@westlothian.gov.uk

West Lothian
Connected
CIS Office
Livingston - Almondvale Centre
Livingston EH54 6NB



Awarded for excellence



Housing
Repairs



Housing
Service



Tenant
Participation

HOUSING SERVICES
Your Questions Answered

**Rechargeable
Items**



www.westlothian.gov.uk/housing

Information is available in Braille, tape, large print and community languages.
Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশান অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨਿਕਰੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ: 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طاعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انٹرنیشنل اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔

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**Customers
with Special
Requirements:**

Text phones offer the opportunity for people with hearing impairment to access the council.

**The Text Phone
number is
01506 651115.**

A loop system is also available in all local offices.

When could I be sent a bill by the council?

From time to time West Lothian Council finds it necessary to charge tenants for repairs carried out on their property.

This can happen:

- If you are leaving your home to move elsewhere
- If you are staying in your home and you have asked the Council to carry out a repair
- If the Council has to carry out work because of neglect or misuse of the property

MOVING HOUSE

When you tell us that you are leaving your home a Housing Officer will inspect the property. If they find any damage to the house or if you have made any alterations without permission, or undertaken work which is not of a required standard or is unsafe, then these will be clearly pointed out to you. At this time you will be given an opportunity to reinstate the items before you leave.

Once you leave the house a further inspection will be made. If it is found that the repairs have not been done or work carried out is poor and unprofessional you will be advised of this and we will arrange to carry out the work ourselves and charge you for the cost.

YOU WILL NOT BE CHARGED FOR REPAIRS ARISING DUE TO FAIR WEAR AND TEAR OR FOR THINGS YOU WERE NOT TOLD ABOUT.

ROUTINE MAINTENANCE

Certain repairs are not the responsibility of West Lothian Council. Further explanation of these are found in the Tenants Handbook and the Repairs Handbook. In other cases a repair may be required because of your actions or neglect. This can also include damage done by a member of your household or a visitor.

- Where an item is rechargeable this will be clearly pointed out to you at the time you report the fault.
- You will be advised of the estimated cost of carrying out the repair.
- You will be asked to sign a form agreeing that you are responsible for the work and agreeing to the amount you will be billed for.

How do I pay for work done?

Once work has been completed, you will be sent an account and this can be paid at any West Lothian Council Local Office or Council Information Service where you normally pay rent.

- If you feel that you cannot pay the whole bill at once then you may be able to pay the bill in instalments.
- If you wish to pay by instalments, then you should contact your Local Housing Office to make arrangements.

What if I disagree with the bill?

- Any aspect of the account which you disagree with should be put in writing to your Local Office.
- Upon receipt of the letter the matter will be investigated within 5 working days by your Housing Officer who will give you a formal reply to the enquiry.
- If you are still dissatisfied with the account then you should write to the Area Housing Manager at that office.

What happens if I don't pay my bill?

If you don't pay your bill then West Lothian Council will take action which can include:

- Court Action against you.
- Use of a Debt Collection Agency.

Owing money in connection with a tenancy will affect your Right to Buy.

Money
not
recovered
by the Council
affects the
ability of
the Council
to carry out
repairs
in the
future