

Awarded for excellence  
Tenant Participation  
Housing Service  
Housing Repairs  
Council Information Services



# HOUSING & CUSTOMER SERVICES

Your Questions Answered

WWW.  
westlothian.gov.uk  
/housing



## Your council repairs service is COMing to you on the internet

### Now reporting your repairs to Housing Services is only a few clicks away!

These days it seems that you can do anything on the Internet! **From banking, ordering groceries to booking holidays - thousands of people are finding that the services they want are as easy to find on the net as they are on the High Street. We don't see why it should be any different for your Council repairs service.**

We have developed [www.westlothian.gov.uk/housing](http://www.westlothian.gov.uk/housing) to make sure our services are as accessible as we can make them. We know that our tenants can't always tell us about their repairs needs when they want to - sometimes visiting or phoning the Council office isn't possible. We aim to change that.

**So - the next time you need to report a repair - why not contact us at [www.westlothian.gov.uk/housing](http://www.westlothian.gov.uk/housing)**

#### Why?

##### **It's Accessible**

By logging on to the Internet at [www.westlothian.gov.uk/housing](http://www.westlothian.gov.uk/housing) any West Lothian Council tenant, anywhere in the district, at any time, can report their repair problem. If you have access to a computer with a modem you can request a repair when it suits you.

##### **It's Quick!**

Simply register your details and your repair problem - [www.westlothian.gov.uk/housing](http://www.westlothian.gov.uk/housing) will forward your request directly to your local office.

##### **It's Easy!**

Just click on the 'Repair Request' button and fill in the form on-line.

##### **It's Free!**

There's no charge. For just the cost of a local call - [www.westlothian.gov.uk/housing](http://www.westlothian.gov.uk/housing) will ensure your problem is reported to your Council 24 hours a day.

---

## It is NOT for reporting emergency repairs.

If you have a serious emergency then you must use the normal emergency phone number which can be used in the evening and at weekends.

---

1

When you log onto [www.westlothian.gov.uk/housing](http://www.westlothian.gov.uk/housing) you will have to enter some details to order your repair request.

2

First you will have to click on the 'Repair Request' button.

3

You will then need to enter your:

- Name
- Full Address
- Post Code
- Phone Number
- Where the problem is
- What the problem is
- Access arrangements

4

You then need to submit this form by clicking on the 'Send Request' button on-screen.

**Details of your appointment will be sent to you by post.**

# HOUSING & CUSTOMER SERVICES (01506) 776301

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

**Bathgate** CIS Office  
Lindsay House  
Bathgate EH48 1TS  
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  
Almondvale Centre  
Livingston EH54 6NB

## Customers with Special Requirements:



**West Lothian Council**

Text phones offer the opportunity for people with a hearing impairment

to access the council.

**The Text Phone number is 18001 01506 651115**

A loop system is also available in all offices.

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 ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 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 (ਹਿੱਸ) ਬ੍ਰੇਲ ਵਿੱਚ ਵੀ ਪੜ੍ਹ ਸਕੀ ਜਿਹੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਣ ਵਾਲੇ ਸਿੱਟੇ/ਟੇਪ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾਵਾਂ ਲਈ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ। 0131 242 8181

یہ معلومات بریل (ہیپس) کے ساتھ بھی دستیاب کی جاسکتی ہیں اور ان کی کاپیاں بھی دستیاب کی جاسکتی ہیں۔  
براہ کرم ایسی زبانوں میں رابطہ کریں جن میں آپ کو سہولت ملے گی۔ 0131 242 8181

Published by West Lothian Council, West Lothian House, Livingston, EH54 6QG

If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk