

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



## HOUSING & CUSTOMER SERVICES

Your Questions Answered

Capital Programme

# Improving Your Homes



West Lothian Council Housing & Customer Services

## Capital Programme - Improving Your Homes

Each year we set aside money to invest in major improvements to your homes. This is called our Capital Programme.

### What type of improvements can the Capital Programme include?

- door and window replacement
- electrical rewiring
- installing central heating systems
- major refurbishment

The programme ensures our commitment to investment in the provision and maintenance of quality housing.

Your home is included in the selected area and will receive improvements. This leaflet has been designed to offer advice on what to expect from the work carried out and answer some of the questions you may have.

### Your Questions Answered

**Q.** When will the improvement work commence?

**A.** The Capital Programme runs each year from April to April. The contract on your particular property can start anytime during the year but we promise to give you plenty of notice. You will receive a letter once the schedule is clear and a visit by the contract supervisor prior to any work taking place.

**Q.** I am disabled and would have difficulty clearing furniture for the tradesman to carry out the works, will someone help?

**A.** The contractors are always made aware that they have a responsibility to assist when the tenants require assistance and always oblige where necessary. If you have any special needs you can contact your local Capital Programme Liaison Officer or Housing Officer who will arrange any assistance you may require.

**Q.** Will I be offered a decoration allowance?

**A.** Normally we do not offer decoration allowances. Unfortunately, in some instances, there maybe unavoidable damage to your décor however our contractors are required to maintain the highest standards of workmanship.

**Q.** Will the tradesman bring dustsheets or should I cover my belongings myself?

**A.** Dust sheets are always provided by the contractor when works are being carried out internally. The contract supervisor will visit you a few days prior to the contract to determine requirements.

---

**Q.** Will I have to move out of my home during the works?

**A.** Normally the work can be carried out with you in the house. There may be occasions where it is in your interest for us to arrange temporary re-housing but we will always advise you well ahead of any programme.

---

**Q.** If the work is arranged whilst I am on holiday can it be rearranged?

**A.** We will accommodate the schedule around times when you are available. If you receive notice of works at an inconvenient time you must inform your Capital Liaison Officer asap so the time can be rearranged.

---

**Q.** I am buying my house - how does this affect me?

**A.** If you enquire about buying your council house you will be informed about any scheduled capital programme contracts. This is because pending house sales are always deleted from the contract.

---

**Q.** Will the work be inspected?

**A.** The Contract supervisor will inspect all work after it is completed. You will also have the opportunity to comment on your level of satisfaction once the work is completed. Housing Services are very interested in your opinion and will ask you to complete a satisfaction survey. The results of this will be published regularly in Tenants' News.

---

**Q.** How can I find out more about the Capital Programme?

**A.** We have recently reviewed our Capital Programme procedures and improved the way we keep tenants informed. We promise to keep you updated on the progress of the programme through letters, site boards, Tenants News and the Plasma screens located in local housing offices. You will be invited to attend public meetings where presentations will be given on the work to be done, the materials used and the time the contract will take. This is a good opportunity for you to voice your concerns. In addition, please remember that your Capital Programme Liaison Officer and Housing Officer are on hand at your local housing office so feel free to raise any issues directly with them at any time.

## 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

Designed by AK Design 01506 632790 - www.akdesign1.co.uk

### 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 ويخط كبير وبلغات الجالية.  
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আশনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় লিখিত পাঠ্যে। অনুগ্রহ করে ইন্টারপ্রেটেশন 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 (ਬੋਲ) ਬ੍ਰੇਲ, ਟੇਪ, ਵੱਡੇ ਫੋਂਟ ਅਤੇ ਸਮੂਹ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਪ੍ਰਿੰਟ ਕਰਕੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾਵਾਂ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ 0131 242 8181

یہ معلومات بریل (ادھوں کے ساتھ)، ٹیپ، بڑے حروف کی صورت اور کمیونٹی میں ہونے والے دیگر زبانوں میں دستیاب ہے۔  
براہ کرم اپنی درخواستیں یا سوالنامے اس سے منسلک نمبر 0131 242 8181 پر ارسال کریں۔

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

INPRINT Re-order No.CMY163 (6/03)

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

[www.westlothian.gov.uk/housing](http://www.westlothian.gov.uk/housing)