

factsheet

Housing and Health

CUSTOMER SERVICE STANDARDS

SUPPORTED HOUSING



Web: www.charnwood.gov.uk/housing/lifelineandwardenservices.html

Tel: 01509 643970

Email: warden.services@charnwood.gov.uk

Charnwood Neighbourhood Housing provides a range of services for the elderly and disabled to help maintain an independent lifestyle depending on current accommodation and circumstances.

We provide a lifeline emergency alarm system as well as accommodation with a resident or visiting warden.

In addition to the standards in Charnwood Borough Council's customer charter you can also expect us to deliver the following:

Other service delivery		
When you:	We will:	Within: (timescale)
Report a fault with your	Investigate the	24 hours



SUPPORTED HOUSING

Other service delivery

When you:	We will:	Within: (timescale)
lifeline equipment	problem	
(Tenants) request small scale adaptations such as grab rails and handles	Respond to the request	10 working days

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

