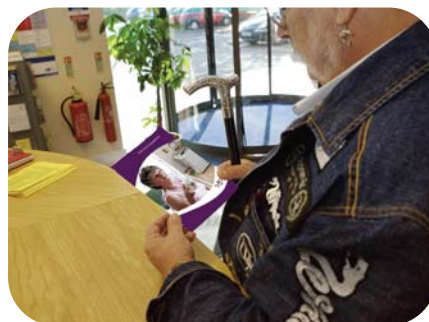


# Acis Customer Service Standards



## Aids and adaptations

- Provide you with an application form within 1 working day of you contacting us.
- Contact you by phone within 2 working days of receipt of your application form. Some work may need a visit to your home; we will visit you within 7 working days.
- We will carry out minor adaptations to your home and work with Social Services and local authorities to provide major works.
- Fit grab rails and stair rails – within 7 days of order (internal works).
- Complete half steps, path (widening), shed bases – within 10 weeks of order.
- If we need to involve Social Services, with your permission, we will refer your application form to them within 3 working days of your application. If it is agreed that work is needed, a recommendation will then be made to the Council by Social Services for a Disabled Facilities Grant.



**“Better homes and better services for better lives”**

