

Chief Housing Officer
Westchester District Council
Town Hall
High Street
Westchester
WT1 1AB



To prevent any future reoccurrences, we have chosen to modify the Summary of Tenants' and allocate you your own member of Staff, who will be a phone call away. The number you will be able to ring at any time, is 07894561230. This means that if any issues do arise, they will be dealt with within the following 4 working days.

With regards to viewing and repairing your toilet, the earliest we can send someone out is Monday 29 September at 3:00pm. If you are unable to make this date or time, please call us on 01255 555888.

Once again, the Council deeply apologise for any discomfort that you have experienced and we can only prevent future reoccurrences. We appreciate your time and the letters you have sent us.

Yours sincerely



Senior Administrator

enc – Policy of tenants' right to repair
cc - Olive Wilson, Chief Housing Officer

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