



In partnership with



 25 YEARS OF
EXCELLENCE

Welcome to a

**Better
Tomorrow**



In partnership with



Birmingham
City Council



About us

For 25 years, Claremont Living has helped create supportive communities for individuals who are overcoming difficulties.

We're 100% committed to transforming homes into quality living spaces that put your specific needs of first.

We're delighted to start this journey with you and wanted to take a moment to introduce ourselves and all the services we can offer you.

We specialise in technical and practical home adaptations. And, because we have 25 years' experience, we know what we're doing.

Every part of the process – from building and development to repairs and maintenance – is carefully thought through and properly managed. We understand that every home is different and are committed to making yours both comfortable and accessible.

This guide has been prepared to answer any questions you may have about your home adaptation. It contains all you need to know about how everything will work, your rights and responsibilities, important contact details and other helpful tips. We suggest that you keep it in a handy place.

**Your quality
of life is our
No.1 Priority**

Our promises to you:



Setting the standard

Everyone working on your project will follow the highest quality standards for your peace of mind.

Prompt Adaptation

Swift and efficient home adaptations prioritising your comfort and safety.

Individual care

We recognise that every person has individual needs. No two home adaptations are the same.

Rapid Response

Our team is equipped with a rapid response system to speed everything up.

Keeping you safe

We create a safe and secure living space for you and your loved ones. We always respect your space.

Advance Planning

Forward thinking means we anticipate your needs and make them happen.

Getting to know you

We spend time getting to know you. Keeping you happy is our top priority.

Keeping track

Detailed and regular checks always keep everything on track.



A close-up photograph of a person's hands holding a light blue ceramic mug with a textured, wavy pattern. The mug is held over a white, chunky-knit blanket. The background is softly blurred, showing more of the blanket and the person's hands. A large white graphic of a speech bubble is overlaid on the center of the image, containing text.

**Some
things just
feel right. like
a proper brew.
And our passion
for getting
things right.**



Return any phone calls promptly - within 48 hours



Reply to any emails swiftly – within 48 hours



Respond to any letters sent to us – within 7 working days



Respect your right to confidentiality

Listen carefully to you and work together to resolve any issues.



Provide an out of hours 24-hour **EMERGENCY** service



We will always:

Things you'll see from our team

Our staff, subcontractors and operatives **will:**

Clearly and respectfully introduce themselves explaining the work they have been asked to carry out, in a clear and helpful way

Use Photo Identity Cards and ensure they are visible at all times.

Keep appointments and update you if there are any changes to job schedules

Use appropriate floor and furnishing coverings

Clean up properly and promptly

Report any damages immediately to the resident and to the Customer Relations Coordinator

Return keys (where issued).

Endeavour to work as quietly as possible.

Work safely ensuring residents clearly understand any health and safety risks associated with the work in progress and what they need to do to keep safe

Wear clean overalls.

Stop work if the resident is unhappy.

And things you won't see

Our staff, subcontractors and operatives **will not:**

Smoke inside a resident's home or in communal areas.

Use a resident's personal facilities such as: the WC or kitchen or rooms.

Use the home as storage for materials. All materials will be stored safely and out of harm's way.

Block access paths or doorways with materials or waste.

Make promises they cannot be kept – for example, agreeing to extra work which has not been authorised.

Use radios or other audio equipment.

Accept offers to work direct.

Use residents' telephones.

Use electricity without prior permission of the resident.

Leave communal doors and gates open after it has been used for access.

Park inconsiderately.

Use offensive, defamatory, rude language or behave in a way which is likely to cause offence.



**“We’re
always
here
for you”**

Our Values. Your Reassurance.



Your Home Adaptation Journey.

Think of it as 11 easy steps. We'll be with you every step of the way.

Your satisfaction is the most important thing. We're dedicated to making your home a haven of comfort. If you have any questions or need further assistance, our Customer Relations Coordinator is at your service.

Step 1: Expressing Your Concerns

If you have any concerns or suggestions, we encourage you to share your thoughts with us through our customer feedback platform, Survey Monkey. Your input is invaluable in helping us to shape and continuously improve our services.

Step 3: Notification to Contract Manager

For mandatory works, the Contract Manager is promptly notified to start the process. In the case of discretionary works, the process continues with the next steps to ensure your needs are met.

Step 5: Home MOT visit and survey

An essential part of our process is a home MOT to assess the specific requirements. We schedule a visit at a time convenient for you. During this visit, our team surveys the complaint and allocates the necessary resources.

Step 7: Working efficiently and carefully

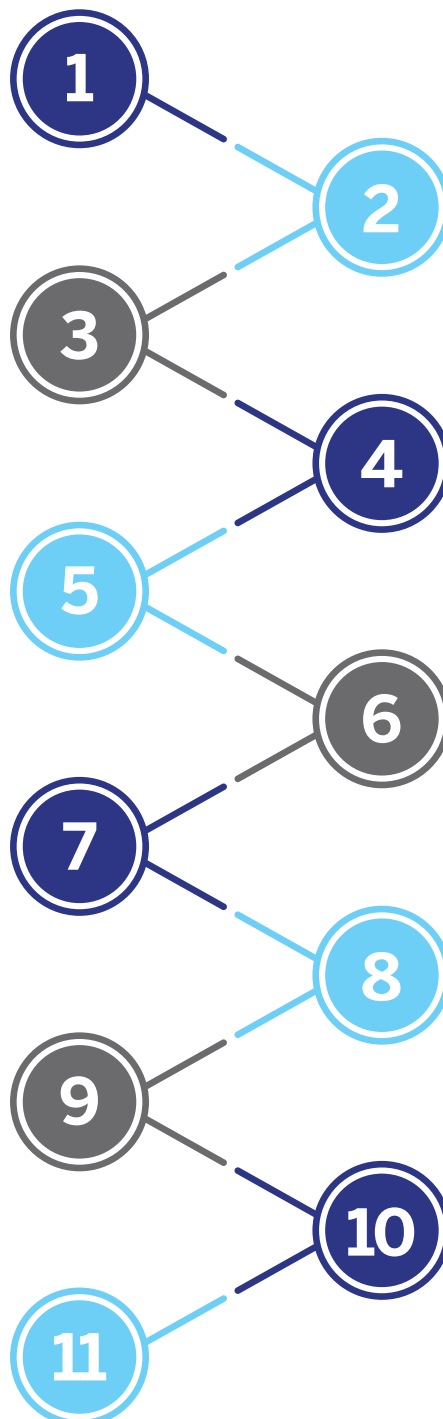
Our skilled team carries out the necessary adaptations with precision and care, ensuring that your home is transformed to meet your requirements.

Step 9: After service records

For complete transparency and documentation, we take post-service pictures, showing the successful completion of the adaptations.

Step 11: Aftercare Monitoring

Even after the completion of the adaptation, our commitment doesn't end. We always follow up to make sure any snags are cleared up and anticipate any other needs.



Step 2: Customer Liaison Team Review

Once we receive your feedback, our dedicated Customer Relations Team swings into action. They carefully review your comments and assess the best way forward – whether mandatory or discretionary.

Step 4: Best way to get in touch

We respect how you like to communicate. Whether it's a call, email, text, or letter, we'll reach out to discuss your concerns and plan the next steps.

Step 6: Pre-Service Records

Before any work begins, our team take pictures to document the condition of the area, providing a clear record of the initial state.

Step 8: Workspace Cleanup

Once the work is complete, our team meticulously cleans the workspaces daily, leaving your home in a condition that exceeds your expectations.

Step 10: Customer Feedback

Your opinion matters. We value your feedback on the adaptation works carried out. Our customer representative will be in touch to hear any feedback you may have.



Getting in touch

Our Customer Relations team are based in our office at:

18-21 Summer Hill Terrace, Birmingham, B1 3RA

Our office telephone number is:

0121 227 3660

Our email is:

homesupport@claremontliving.co.uk

Normal office hours are from 9.00 am to 5.00 pm Monday to Friday and from 10 am to 2 pm on Saturdays and Sundays. In the event of an emergency outside of our normal office hours, please call our emergency telephone call-out service on service on: xxxxxxxx

Finally, just to remind you that if there is anything we can do to help you during your time with us, we are here to help: please feel free to get in touch with us. You will be assigned a Customer Relations Coordinator whose contact details would be provided to you for easy communication throughout the remodelling of your home.

Thank you for choosing Claremont Living

We look forward to providing you with a home that meets your unique needs. For today and for all your tomorrows.

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