

Your Guide to

Our customer service centre



Better homes, better lives



Putting you first

At GHA we are committed to making a difference to peoples' lives. That is why we are always looking to improve the way we serve and meet your needs.

We have lots of services available to you, from energy advice to home contents insurance. We want you to be able to access these, ask any questions and tell us what you think of our performance when and in a way that is convenient to you.

We have opened a **one-stop-shop customer service centre** – your first point of contact for all general enquiries and payments.

This leaflet shows you how to get in touch with us and details our commitments to delivering excellent customer service by putting your needs at the heart of everything we do.

More information can be found in our Customer Service Charter. Ring 0800 479 7979 for a copy or pick one up at your local housing office.

Get in touch

Whatever you need help with, you can get all the advice you need from GHA in one free call.

Call us on FREEPHONE 0800 479 7979, 8am to 8pm every day.

- We can help you with any GHA related questions. If we can't help you in one call, we'll call you back.
- If you need to speak to a specific GHA employee or team but don't know their number, our customer service advisers will be happy to transfer you.
- If you are unhappy with any aspect of the service you receive from us then we want to know. We promise to deal with your complaint quickly and to your satisfaction.

You can also visit us in person at your local housing office or at our head office at 177 Trongate, Glasgow. Whichever way you contact us you can be assured we will do everything we can to help.



Paying your rent

You can also use FREEPHONE 0800 479 7979 to pay your rent or make enquiries about your rent statement, 8am to 8pm, seven days a week.

Our payments line is completely secure and you can be assured of a fast, efficient and friendly service from our expertly trained customer service advisers.

Call us on FREEPHONE 0800 479 7979 to pay by debit or credit card.

We can help you if you are struggling to pay your rent. Just contact us on the same number for more information.



What you can expect from us

We are committed to providing excellent services to all our customers.

We regularly request feedback from customers about our services. If you would like to get involved please phone 0800 479 7979 and ask for our leaflet, Your Guide to... Getting involved.

Our commitments to you include:

- We will recognise and respect you as a customer and will treat you with courtesy at all times
- We will take responsibility when dealing with enquiries and complaints and, if we cannot help you, we will explain why and aim to put you in touch with someone who can
- We will ensure that all our customers are treated fairly and equally
- We will provide information about our customer standards and how we can all be sure we meet them
- We will promptly inform customers of any issues affecting them. This communication will be through a channel that meets your needs
- We will deal with all complaints in a fair, prompt, and efficient manner
- We will demonstrate value for money in all aspects of our business and monitor how we are performing.

For more information about our commitments to you and how we can all be sure we meet them, please call 0800 479 7979 and ask for a copy of our Customer Service Charter. This shows the challenging standards we have set for all areas of our service to you.

Meeting your needs

Through our consultation processes, you told us what was required of a good complaints process, with the following important highlights:

- Customers can report the problem easily
- An investigation will take place, where required
- A complaint is resolved to the customer's satisfaction
- We learn from the complaint and prevent it happening again.

Our complaints procedure reflects these needs. You can ring 0800 479 7979 with any complaints or to request a copy of our complaints leaflet.

Telephone interpreting service

We are always striving to improve our services and ensure that you can access information in a format that suits you.

We are pleased to announce that we now have a telephone interpreting service available to you through the Customer Service Centre. If you need this service, your adviser will arrange for an interpreter to assist with your call. This service will shortly be available at your local office.

Complaints

Please contact your local housing organisation (LHO) in the first instance if you don't feel you have received the right level of service or would like to comment about your experiences with GHA.

All concerns will be investigated and all details and outcomes will be recorded.

Alternatively, contact us on FREEPHONE 0800 479 7979 to tell us of any concerns, comments or suggestions you have.

Data protection

We ensure that all our processes comply with the requirements of the Data Protection Act 1998.

Contact us

For more information about any of GHA's services, please contact **0800 479 7979** or visit **www.gha.org.uk**

This leaflet follows RNIB's Clear Print guidelines.

It is available on request in Braille, tape and on disk.

It is also available on request in other languages.

If you need the leaflet provided in any of these formats, please contact us on **0800 479 7979**.

The Glasgow Housing Association Limited is a not-for-profit housing association registered under the Industrial and Provident Societies Act 1965, registered no. 2572R(S). It is also recognised by HM Revenue and Customs as a Scottish charity (SCO34054) and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord, no. 317.

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