



Customer Service Promise



Welcome

We at GCHA are pleased to launch their consultation on our '**Customer Service Promise**'. In our efforts to become more transparent and open with residents, we welcome your feedback on the new '**Customer Service Promise**', before it goes live in July 2025.

The consultation document consists of ten questions that we would really appreciate your feedback on. (Appendix B). A copy of the consultation document is also available on our website, along with the consultation questions for easy access. The consultation is open for 2 weeks effective from (**9 June – 21 June 2025**). If you need this consultation document in an alternative format, please contact us on

Contact us via:


Email: general@gcha.org.uk

Telephone: 01474 369 830

The reason we have developed the **Customer Service Promise** is to set out clear guidance on what you, our resident can expect from GCHA, your landlord when you contact us by telephone, email, or face to face in the office, or out on site. More importantly we have listened and taken on board your feedback in key areas of dissatisfaction, which when summarised covers:

- Poor and ongoing communications
- Quality of services
- Keeping to our promises and commitments





As part of our wider approach to improving communications, we have consulted with our staff, and the Resident Scrutiny Panel members on the Customer Service Promise, which has led to the final draft consultation document attached. (Appendix A)

One of the key feedback was that GCHA should consult with our wider resident/customer base, which is why we are contacting you, the resident as you are more likely to be in regular contact with GCHA staff.

Please take your time to review the 'Customer Service Promise' attached and respond to the following consultation questions

As always, GCHA values your time and opinion. To show our appreciation, every resident that provides a response, will go into a draw with a chance to win a **£25 'Love to Shop' voucher**. That means 5 residents have an opportunity to win a £25 voucher. To be in to 'WIN,' please complete the consultation questionnaire.

Our vision and purpose are to **'Open doors to Safe, Secure and Affordable homes'**. We achieve this by delivering customer excellence, investing in our homes and providing key support where needed.

We acknowledge that we do not always get it right. However, we want to do better and be more transparent and open with our residents, so that we can work together to create safe, secure, and warm homes that our customers want to live in.

Our Customer Offer allows you the customer to work with us to improve our homes, but also hold us, GCHA accountable, when things go wrong.



Our Promise to you

There are lots of different ways that you can talk to us and access our services. No matter how you choose to get in touch, our staff will handle your request with professionalism, fairness and respect.

Our staff will always seek to resolve most issues at first point of contact. Where more technical queries are involved, they will be passed to one of the team colleagues for a response.

When you telephone us, we will:

- Take ownership of the call, and aim to resolve at first point of contact
- Where we cannot resolve the issue first time, we will let you know the next steps and confirm you are happy with them.

When you contact us by email or in writing, we will:

- Provide you with a response that addresses all of your concerns with timescales of when each point will be resolved.
- Provide you with a member of the team who will correspond with you directly until the matter is resolved.

When we visit your home, we will:

- Arrive on time for the appointment or contact you if we are delayed.
- Always show our identification when we arrive
- Be polite and respectful of your home
- Let you know what to expect next.
- Follow up on any actions agreed



Resident Portal

You can now contact us through the Resident Portal. Through the Portal, you can raise a repair, report tenancy matters, check your rent account, and make rent payments, all in one convenient place.

You can help us by:

Letting us know if your circumstances, personal information or contact details have changed so that we can provide a service which meets your needs

To get started on the Resident Portal please contact GCHA on:



01474369830



general@gcha.org.uk

Remember:

You can also access key services through our website should you wish to:

Book a repair, complaint or contact us with general feedback via

www.gcha.org.uk

Sign up for GCHA alerts via our SMS messaging service here: www.gcha.org.uk/smsalerts

SCAN ME



Moving In

At GCHA, we know that moving house is a big decision in anyone's life.

That is why our Housing Team is on hand to answer any questions you have about your new home.

When you view a home, we will:

- Agree a mutual and convenient time with you to carry out the viewing
- Show you around the home and explain what type of heating you have, where the meters are, and where the stopcock can be found.

Before you move in, we will:

Ensure your home is safe, clean and well maintained in line with our void letting standard.

Complete all safety checks,

Be clear on any repairs we plan to do (if not completed during the void period)

When you accept a home, we will:

Take you through your Tenancy Agreement before you sign it

Talk to you about any specific needs you may have and how we can support you in your new home

Provide information about how to contact us, including the website details and pending Resident Portal update including how to report a repair

Once you have moved in, we will:

Contact you within 6 weeks to arrange a settling in visit to check you have settled into your new home and answer any questions you may have.



Living in your home

Things for you to think about:

Accidents happen from time to time: We recommend that you take out home contents insurance to protect your belongings. If you plan to make a claim for Universal Credit or Housing Benefit, make sure you do this as soon as you get your keys to avoid any payment delays. We will let you know who the utility suppliers are, so that you can contact them to connect your services. You might want to shop around to get the best deals.

We want you to enjoy your new home. However, we ask that you keep your home in a good state of repair as any self-damage to the property will incur a recharge payment. Please refer to your resident's handbook for more information.



Living in your home

Our purpose is to help you live in your home comfortably. We are committed to ensuring that all our homes are well maintained, safe, warm and secure. We do this through the work that our front line staff and core Contractors deliver on a daily basis.

When it comes to paying your rent, we will:

- Provide you with quarterly rent statements which sets out your rent
- When you sign up, we will provide you with a breakdown of your service charges
- Offer different ways of making rent payments and help you set up a direct debit which ensures that your rent is paid on time, taking one less worry away from you
- Offer support directly or indirectly when applying for benefits, debt advice

Our Estate Services Team will:

- Complete regular estate inspections and report any repairs to communal areas
- Carry out minor repairs to your home or communal areas
- Carry out regular Health & Safety checks within the communal areas
- Work in partnership with key partners to tackle fly tipping, abandoned cars
- Ensure that our communal areas are clean and safe



Living in your home

If you report anti-social behaviour, we will:

Acknowledge your ASB request within 5 days and inform you of the next steps

Contact residents experiencing domestic abuse, hate crime, harassment, within 1 working day, and arrange an urgent visit with you.

We will work with you, and local partners to find sustainable solutions to anti-social behaviour.

If you request permission for something, we will:

Consider each request fairly, (this could be permission to keep a pet or make a change within your home). We will respond to each request within 10 working days

Consider other changes, (like adding a partner, assigning your tenancy, taking in a lodger, or running a business from your home).

We will respond to these enquiries within 5 working days

Where we are unable to grant permission, we will give you clear reasons for this



Repairs & Maintenance

When it comes to repairs and maintenance, we will:

Provide different options for reporting a repair i.e. phone, email or website Ensure you can report an emergency repair 24 hours a day, 365 days a year Keep you informed about your repair either directly or via the appointed contractor Explain if any follow on works is required and when this work is expected to be completed by Ensure that contractors working on our behalf reflect GCHA's values and respect you and your home Consult with you on any major works setting out the type of works that will be completed and keep you updated on a regular basis until the works are completed Contact you via our contractor when your gas, electrical safety checks are due, so that appointments can be made in advance and your home remains safe.



Repairs & Maintenance

When you report damp and mould repairs, we will:

- Log your damp and mould repair and arrange to visit within 24 hours to 7 days of your initial report dependent on how serious the damp and mould in your home is
- All emergency damp and mould hazards. we will visit on the same day or within 24 hours and if unable to resolve, we will implement measures to help reduce any immediate risks to the resident and their family.
- We will aim to provide you with a summary of the findings from the damp and mould inspection within 48 hours of the visit and actions we will take to resolve the damp and mould
- We will monitor the damp, and mould works with our contractor until the works are resolved and stay connected with you during these works
- We will also contact you once the DMC works have been completed to check that you are satisfied with the quality and standard of works

Our Damp and Mould timescales (Effective from 1 October 2025)

- Damp and Mould Emergency Hazard – Attend same day with aim to resolve in 24 hours or apply damp/mould solutions in place to reduce any immediate risks
- Damp and Mould Urgent – Visit within 7 days with aim to resolve in 14 days or again to reduce any immediate risks
- Damp and Mould Routine – within 42 days (low level condensation issues, replace ventilation fan etc



Repairs & Maintenance

Our Repair Target timescales are:

Emergency repairs – attend within 2 hours, and if unable to fix make safe in four hours

Urgent repairs – within 7 days

Routine repairs – within 42 days

Major repairs – within 30 – 90 days

You can help us by:

- Being mindful of your neighbours, especially living in a flat, when playing music or if you have wooden floors, as noise travels.
- Keeping communal areas free of personal possessions to ensure that no fire escapes or routes into or from the communal areas are blocked.
- Once the appointment for a repair is agreed, ensure that you provide access.
- Provide us with as much information as possible about the repair and where possible provide photos so that we can diagnose the problem and resolve the repair quickly for you.
- Ensure that your rent is paid on time and tell us if you are struggling financially so that we can put the right levels of support in place
- Report any fly tipping, or anything that may pose a safeguarding or health and safety concern so that we can continue to keep your home/communal areas safe



Involving You

We believe that the best way to improve our services is to make sure we are listening to your feedback, learning from what you tell us, and acting on these lessons.

We will:

- Provide a wide range of opportunities for you to give feedback and shape how we do things as GCHA.
- Ask our customers to participate in surveys that will help us improve services and see things from the customer view.
- Work with our Resident Scrutiny Panel to improve key services across GCHA, especially where we have identified areas that need improving.

The Resident Voice:

Our Resident Scrutiny Panel was set up in 2023 and is made up of around eight GCHA residents that care about where they live, and the services delivered.

They meet on a regular basis with the aim to help shape and improve our services by making sure that we are listening to resident's feedback and being guided by what matters most to you.

Due to recent changes on the Resident Scrutiny Panel, we have agreed with resident members to review the panels role and responsibilities and as such, we are looking for new resident panel members. If you are interested or would like to know more about the new revised Resident Engagement Panel, please contact us on general@gcha.org.uk.



Involving You

When we fail to get it right

We are committed to providing customer excellence, but we know that sometimes things go wrong. We want to hear from you when this happens, so that we can put things right as quickly as possible. If you make a complaint, we will try to resolve it for you straight away. Where a complaint is more complex or needs further investigation, we will acknowledge it in writing and explain what will happen next.

When you raise a complaint, we will:

- Acknowledge it within 5 working days
- Inform you who the lead handler of the complaint is
- Aim to respond to your complaint in writing in 10 working days
- Where more time is needed, we will talk to you about this, and agree a timescale that both parties are happy with
- Be open and transparent and acknowledge when we get things wrong
Ensure any follow up actions are completed on time
- Allow you to escalate your complaint to stage 2 of our complaints process if you are not satisfied with our response at stage 1
Give you the opportunity to take your complaint to the Housing Ombudsman, if you remain dissatisfied with our response at stage 2
- Learn from where we have gone wrong, make changes to our service based on these lessons, and share these learnings and improvements with you



Let us know

You can help up by:

- Telling us as much as possible about your complaint at the beginning and what outcome you are looking for.
- Tell us how you would like us to communicate with you
- Being patient with us while we investigate your complaint thoroughly



Your feedback is important.

As promised, your feedback is important. We want to hear from you on our Customer Promise/Offer to you.

Did we get it right?

How are we doing so far and what areas do you think we can still improve on?

Don't forget our key contact details are:

Website: www.gcha.org.uk

Email our general enquires: general@gcha.org.uk

Call us: 01474 369 830

