



## Your new Gas Home Safety Service

Your new Home Safety Service is provided by Connaught Partnerships. Connaught Partnerships provide a range of housing maintenance and estate management services to housing associations and local authorities throughout the UK.

Carbon monoxide kills—but you can't see it, taste it or smell it. Carbon monoxide is a poisonous gas. It can be given off by gas appliances if they're not working properly. This deadly gas can be produced if your appliance is faulty, the room is not properly ventilated or the chimney or flue is blocked.

With over 25 years experience, Connaught is a leading provider of gas appliance maintenance and installation.



### The Home Safety Service

In addition to your annual gas service and safety check, the new service will include testing your smoke alarms and your carbon monoxide alarm, where you have them fitted.

The safety checks ensure that gas appliances in your home and the alarms that could save your life in the event of a fire or build up of carbon monoxide in your home, are working efficiently.

It is therefore essential that you keep your appointment for your Home Safety Check when Connaught contacts you. Connaught will contact you to arrange an appointment 6 weeks before your Home Safety Check is due. If you can't keep the appointment, please call the number on the letter as soon as possible, to arrange a more convenient time.

### Gas breakdowns

If you would like to report a gas breakdown, please continue to call Gloucester City Homes Customer Contact Centre on 0800 408 2000 (freephone) or 01452 530626.

### The Home Safety Team

Connaught is providing a dedicated team to provide the Home Safety Service in Gloucester. All Connaught engineers will drive red Connaught vans with the Connaught and GCH logos on the side. They will all carry identification cards and wear distinctive red and grey uniforms which have the Connaught logo on them.



Garry Josephs will be supervising the team carrying out the Home Safety Service in Gloucester. Garry says: 'We are looking forward to working with you to deliver an excellent service. Our team of engineers will do all they can to get the job done quickly, professionally and with as little inconvenience as possible caused to you. We want you to be pleased with the work that's been carried out in your home and by working together we will achieve a much better result with the least amount of disruption. In advance we thank you for your cooperation and look forward to meeting you and working together with Gloucester City Homes.'

If you would like to find out more about Connaught or the Home Safety Service you can contact the team on 01527 881530 or visit our website at [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk).

## Your new Repairs Service

Enterprise is a national company experienced in providing repairs services in the social housing and building maintenance sector and currently provides repairs services to over 60,000 homes.



**Enterprise**  
maintaining the infrastructure of the UK

### The Enterprise Team

Enterprise is providing a dedicated team to carry out your repairs service. Enterprise workers will drive white vans with the Enterprise and GCH logos on the side. They will all wear blue uniforms carrying the Enterprise and GCH logos and carry identification cards.

Your Enterprise Team in Gloucester will be supervised by Chris Hare.

Chris says 'Enterprise is delighted to be working in partnership with Gloucester City Homes (GCH) and delivering the repairs service to your customers.

Our work within the social housing and building maintenance sector is vast. We provide repair service management to over 60,000 homes and have joint ventures with the Ministry of Defence, London Borough of Barking and Dagenham, Liverpool City Council and many more. This means we can confidently promise GCH and its residents an outstanding service that meets everyone's needs.'



## Ordering your repair

All repair enquiries will be dealt with by our expanded Customer Contact Centre at Southgate House.

If you wish to order a repair by phone please call us on 0800 408 2000 or 01452 530626 and select option 1.

Your call will be answered by a member of our specially trained team consisting of GCH Customer Services staff along with staff who previously worked at the Morrison Contact Centre. You can therefore be assured that your call will be dealt with by a trained and experienced member of staff who will ensure that your repair request is dealt with promptly and efficiently.

Our easy to use online picture guide makes it simple to order your repair online. Just visit [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) and select 'Request a repair.'

### When we are closed

If you call to report an emergency repair outside normal office hours, your call will be diverted to our new out-of-hours service provider, Office Response who will arrange for any essential work to be carried out to deal with the emergency.

### Ordering your repair online

Don't forget that you can order non-urgent repairs on line.



## Your simple guide to ordering a repair

### REPORT A REPAIR

Please call us on the phone if it is an emergency.

Phone 0800 408 2000 or 01452 530626  
website [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)  
text 07781482656, minicom 01452 396161  
email [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)

Please check your tenants handbook or visit our repairs webpages first to help identify what the problem is by looking at our repair pictures.

### IDENTIFY PROBLEM

Our new combined call centre will, with your help, identify what the problem is and whose responsibility it is to carry out the repair. Please see our tenants handbook for a list of repairs responsibilities.

### If the repair is your responsibility WE WILL ADVISE YOU

We will:

Advise you what the cost is

Give you advice on where to find contractors or doing it yourself

Arrange for one of our surveyors to check the work

If you can't complete the work yourself we can offer advice on the help available.

### If the repair is our responsibility WE WILL DECIDE PRIORITY

Repairs priority - emergency, urgent or routine  
**emergency** (respond within 2 hours and make safe within 4 hours),  
**urgent** (normally complete within 5 working days)  
**routine** (normally complete within 20 working days).  
*Please note Saturdays, Sundays and bank holidays are not normal working days.*

### AGREE AN APPOINTMENT

We will agree an appointment with you for any urgent or routine work.

### DO THE WORK

Our repairs partner will arrive on the appointed day and will wherever possible carry out the repair on the first visit.

### CONFIRM THE JOB IS DONE

Our repairs partner will ask you to confirm that the repairs operative has visited you at the appointed time and completed the work.

### REPAIR SATISFACTION

We will contact you separately to find out if you are satisfied with the work and with our repairs partner who completed it.

### IF YOU ARE NOT SATISFIED

If you are not satisfied our repairs partner will return to complete the work to your satisfaction as soon as possible.

