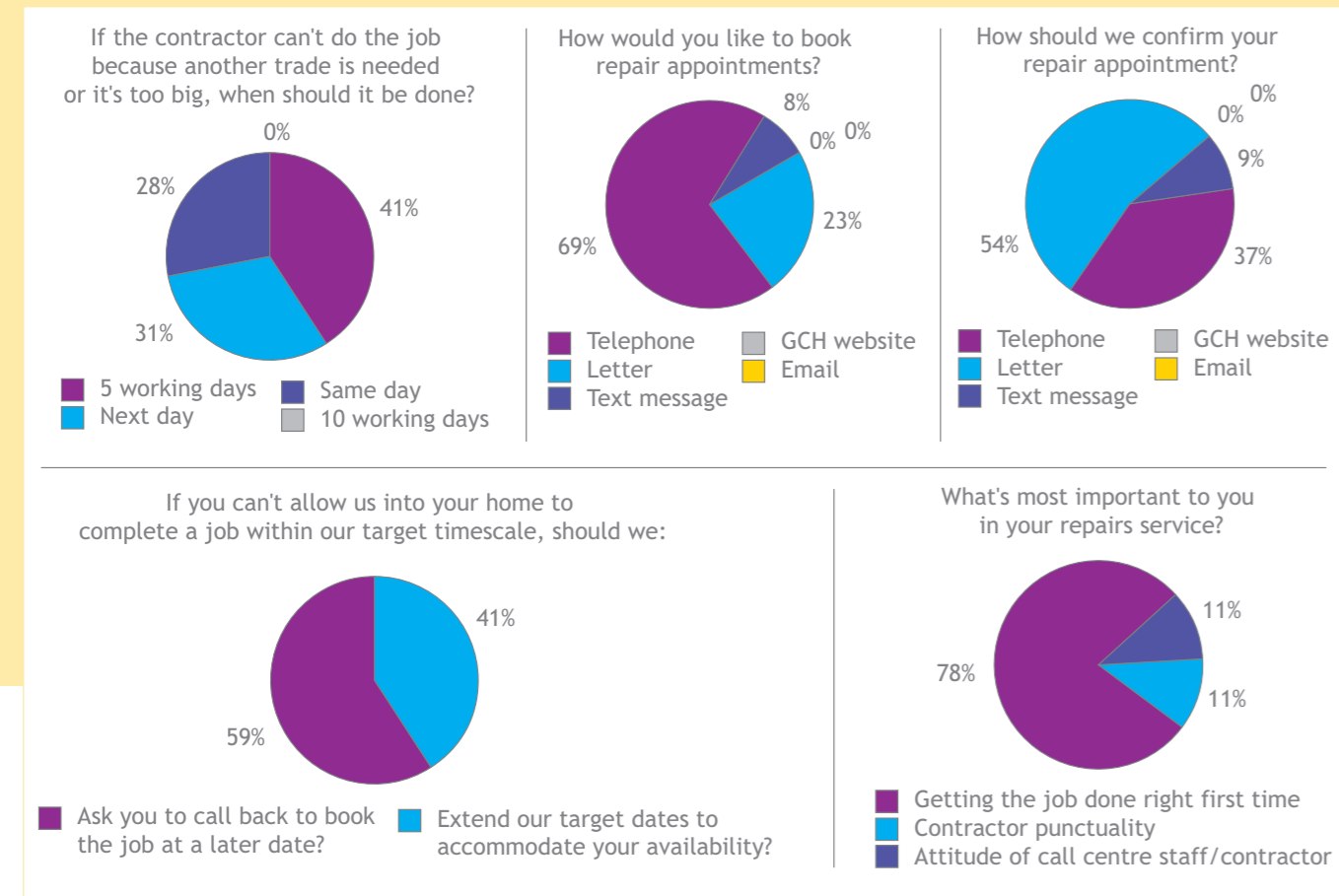


## Ensuring the repairs service meets your needs

To ensure that we provide a repair service that meets your needs we asked customers at a recent focus group and at our Down Your Street event, for their views about a range of repair issues. A summary of the results is shown below.

As a result of the consultation, we are adjusting our appointment times for a trial period to allow customers to book appointments within a 2 hour slot, either in the morning or afternoon.

We are also looking at the results to decide what other service improvements we may be able to make in the longer term.



## Some of your ideas for improving the service are:

If the worker is running late ring the tenant and advise approximate arrival time.

Improve call centre staff knowledge of technical repairs.

It would be nice to go back to choosing am or pm for appointments like we used to be able to do.

Workers should take dirty shoes off at door and cover carpet with plastic.

## Q & A

**Q: I contacted Morrison to order a repair last week, but it hasn't been done - who will do the repair?**

**A:** Your repair will be completed by another contractor employed by Gloucester City Homes to cover the time between Morrison stopping and Enterprise taking over.

**Q: Who should I contact if I have a query about my repair or Home Safety Check?**

**A:** Call Gloucester City Homes Customer Contact Centre on 0800 408 2000 for any queries about the repair you have ordered. Our specialist team is trained to deal with all your enquiries.

**Q: Will the standard of service change when Enterprise and Connaught take over?**

**A:** Yes but it should be as good as, if not better than, the previous service you have received. We are working hard to ensure a smooth transition takes place to the new service providers. We have also consulted you about service standards through a special focus group and at our recent Down Your Street event. We will be introducing suggestions you have made for improving the service. If you have any further suggestions for improvement please contact us.

## Appointment times

If Enterprise needs to enter your home to complete a repair, they will offer you an appointment. Following feedback from customers at recent focus groups and our Down Your Street event, we have agreed with Enterprise that for a trial period they will offer appointments in 2 hour slots. They will also give you a reminder that they are coming 24 hours before the appointment.

## Appointment times will be:

**Monday to Friday**  
AM - 8am - 10am, 10am - 12pm  
PM - 12pm - 2pm, 2pm - 4pm and 4pm - 6pm  
**Saturday**  
8am - 10am and 10am - 12pm

## Allowing Enterprise and Connaught workers into your home

All Enterprise and Connaught workers will carry ID Cards which they will show to you when they arrive at your home. Please do not allow anyone into your home until they show this card to you. The ID card will have their picture on it, name and ID Check Number.

If in doubt please do not let them in and call GCH Customer Contact Centre for further information.

This newsletter is printed on Forest Stewardship Council paper. Please remember to recycle it when you have finished with it.



## Contacting us

Customer Contact Centre, Gloucester City Homes  
Atlantic Suite, Southgate House  
Southgate Street, Gloucester GL1 1UW  
Customer Services Line:  
0800 408 2000 or 01452 530626  
Text: 0778 148 2656 Fax: 01452 396599  
Minicom: 01452 396161  
Email: customer.services@gloscityhomes.co.uk  
Web site: www.gloscityhomes.co.uk

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

**Bengali**  
যদি আপনাকে এই ডকুমেন্টের কোনো অংশ বা সমস্তটিকে অন্য ভাষায় বা অন্য কোনো প্রকারে (বড় আকারে, অডিও বা ব্রাইল) বুঝতে বা বুঝিয়ে দেওয়া দরকার হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

**Chinese**  
本文件可以翻译为另一语言版本, 或制作成另一格式, 如有此需要, 或需要特殊格式的帮助, 请与我们联系。

**Gujerati**  
જો તમને આ દસ્તાવેજનો કોઈ ભાગ અન્ય ભાષામાં અથવા અન્ય પ્રકારમાં (મોટા અક્ષરો, ઓડિયો અથવા બ્રેલ) સમજાવવાની અથવા અન્ય કોઈ સહાયની જરૂર હોય, તો કૃપા કરીને અમારી સહાયતા માટે અમારો સંપર્ક કરો.

**Urdu**  
اگر آپ کو اس دستاویز کے کسی حصے کی وضاحت یا ترجمہ کی ضرورت ہو تو براہ کرم ہمیں اطلاع دے سکتے ہیں۔

**Polish**  
Aby uzyskać ten dokument w innym języku lub formie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

# GCH repairs update



## Introducing your new Repairs Service and Home Safety Service

This newsletter contains all the information you need to know about the changes that are taking place to our repairs and maintenance services.

From 19th June our partnership with Morrison ends and they will no longer provide our repair and maintenance service.

Our new day-to-day repairs service provider is Enterprise and our new Home Safety Service provider is Connaught.

Enterprise will be providing your repairs Service for the next 9 months. During that time we will be working to appoint a partner to provide your repairs service for the following 5 years.

Connaught will be providing your Home Safety service for the next 2 years. This includes your annual gas service and maintenance check, and where fitted, testing of your smoke alarms and carbon monoxide detectors.

We would like to reassure you that we are working hard to ensure a smooth transition takes place to the new service providers.

We are also working closely with customer representatives to review our service standards to ensure that the new services meet your needs and that any improvements identified can be considered when we are planning our services for the future. We look forward to working with both Enterprise and Connaught to provide you with the new services.



## 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.

