

Improving Your Home

Key Information when your home is being improved



Introduction

This section tells you about the range of information that is available in your Home Improvement Customer Care Pack.

We hope you find it helpful. If you have any more questions, please contact us.

General information

Whenever we make improvements to people's homes, they have many questions about what goes on, how they can be involved and what choices they have. The pack contains information about:

Housing Standards - the standards we are trying to achieve

Surveys - what surveys we carry out before improving your home

How you can be involved - how you can take part in planning improvements, choosing the design and monitoring the workmanship and service you receive

Resident Liaison Officers - what RLOs can do to help

Partners Code of Conduct - how our home improvement partners will behave in and around your home

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Leaflets on specific improvements

We have also produced separate leaflets that explain how we decide what needs to be done and how we go about it. We will include in this pack the leaflets that apply to your home.

- Electrical Rewiring
- Central Heating
- Kitchens
- Bathrooms
- External Works

Leaflets on looking after your home improvements

These leaflets explain how you can look after parts of your home such as your kitchen, bathroom, electrics, heating, windows and doors.



Housing Standards

This section sets out the two main standards we aim to achieve when improving your home, as long as money is available.

We agreed these standards in partnership with Gloucester City Council and your Customer Forum.

Decent Homes Standard

In 2000, the Government brought in new rules about the quality of homes that tenants rent from councils and housing associations.

The Government has said that all councils must bring their homes up to this standard by December 2010.

A “decent home” is basically one that is safe and secure, is in reasonable repair, has reasonably modern facilities such as kitchens and bathrooms, and is efficiently heated and effectively insulated.

Listed below are the main criteria for deciding if a home meets the Decent Homes Standard.

A decent home must:

- meet current legal housing standards (be healthy and safe)
- be in a reasonable state of repair

- have reasonably modern facilities and services, which means at least 4 of the following:
 - a kitchen that is no more than 20 years old
 - a kitchen with adequate space and layout
 - a bathroom that is no more than 30 years old
 - a bathroom and toilet in an appropriate place
 - adequate noise insulation
 - adequate space and layout in common areas of flats
- be efficiently heated and effectively insulated.



Gloucester Housing Standard

Working with our tenants we have developed a Gloucester Housing Standard, which is better than the Government's Decent Homes Standard.

So eventually, we want all our homes to have:

- high-quality PVC double-glazed windows with secure locking handles
- no all-metal windows
- a kitchen with modern fitted units, vinyl flooring, tiling, and an extractor fan
- a fire installed in living and dining rooms and a full central heating system
- a modern fitted bathroom suite with shower connector, thermostatically controlled taps and extractor fan, vinyl flooring, tiling and good decoration
- high-quality, secure front and back doors with a choice of brass fittings
- loft insulation, cavity-wall insulation and external rendering as required
- a modern watertight roof
- modern wiring including smoke detectors, and electricity meters in an outdoor cabinet where possible
- gardens that have been cleared and left tidy
- good access, where possible, to external doors, and staircase/doorway handrails where needed
- footpaths to gates, and boundary fencing to front and rear gardens, as required
- off-street parking with paved access

- a refuse/green bin storage area where possible.

Also, we will offer to fit security alarms, external entrance lights, CCTV and other security measures, such as higher walls, where appropriate.

How many of these items we can do will depend on how much money is available.

For more details, please contact us or visit the Government's Decent Homes website at www.communities.gov.uk and search on "decent homes", or visit our website www.gloscityhomes.co.uk



Surveys

This section tells you about the surveys we carry out to your home.

The first survey is to find out what work needs to be done, and the second is to agree detailed designs for things like your kitchen, bathroom or heating (depending on what work is needed).

Scoping surveys

The first survey we need to carry out will check the current condition of your home. We find out what work we need to do to bring your home up to the Decent Homes Standard and how much more we can do to bring it up to the Gloucester Housing Standard (see the Housing Standards section for information on these standards). Savills, an international surveying company based in the UK, is our partner for this first survey.

Their survey includes:

- a **stock condition survey** to ensure our records are up to date and help us decide what works we must do to bring your home up to the Decent Homes Standard and, where possible, the Gloucester Housing Standard
- an **energy efficiency survey** to ensure our records are up to date and help us decide what work we must do to keep you warm in cold weather, reduce

the likelihood of dampness or condensation, conserve energy, help reduce global warming and help cut your energy bills.

- a **health and safety survey** to ensure that we minimise or prevent any risk to your health and safety. We look at 29 potential hazards, including fire risk, security risks, the likelihood of slipping or falling, dampness, carbon monoxide and pests.

Savills report back to us on their findings and we decide what work needs to be done.

Technical design surveys

When we have decided what work needs to be done, our home improvement partners visit your home to carry out technical design surveys. These ensure the improvements are designed around your needs, as far as your home layout allows. They also test for asbestos and, where necessary, arrange to remove it.

Tenant choices

At this stage our home improvement partners can agree with you on your choices about where improvements go and the colours, finishes and designs you want.

Please note that building regulations may affect the design of the improvements, so it's likely to be a compromise between what building regulations allow,

what you want and what we can afford.

Aids and adaptations

If you have particular requirements because you have a long-term illness or disability, then our home improvement partners will call in the occupational therapist (OT) from Gloucestershire Primary Care Trust who works with them.

The OT works on behalf of Gloucestershire County Council and Gloucester City Homes Improvement Partnership. They can get mobile aids to help you at home, and can recommend minor, standard and major adaptations to your home.

For further information on aids and adaptations please read our Aids and Adaptations section. For any general questions about the surveys, choices, adaptations etc, please contact us using any of the contact methods outlined on the back page of this booklet.



How you can be involved

This section explains the range of ways you can be involved in helping to decide which homes are improved and how your own home is improved, and in monitoring the quality and service you get from our home improvement partners.

We and our home improvement partners will do the following things:

Plan future investment with you

- Train tenant representatives on looking after property to help them make informed decisions.
- Develop 5 year improvement plans in partnership with tenant representatives.
- Review the menu of improvement choices every year.
- Publish an annual programme every April, showing the work, how much it will cost and which streets are included.

Involve you in works affecting your home

- Invite you to a local Open Day to discuss our plans for your area.

- Invite you to join a project team, to oversee and monitor progress.
- Arrange for a Resident Liaison Officer to visit you about your home improvement choices, including any adaptations you need.
- Contact you around 6 weeks and again 8 days before the work starts.

Give you options

When doing improvements to your home, give you a choice of colours or fittings, including:

- heating type
- layout and colour of kitchen units
- colour of outside doors, rendering and cladding
- colour and layout of bathroom suite
- outside door type
- colour schemes for communal stairways
- optional extras

Keep you warm and safe

- Give you a single daytime and out-of-hours contact phone number
- Provide proof of identity before entering your home
- Wear uniforms that display our name

- Drive vehicles that clearly show the home-improvement partner's name and that they are working in partnership with us.
- Help you to move heavy furniture if you can't do it.
- Help you to lift carpets if you can't do it.
- Keep you warm and comfortable while we do the work.



Give you the opportunity to monitor the quality of service and improvements

- Do the work to a good standard.
- Use good-quality materials.

- Do the work while you stay in your home.
- Give you extra help if you have special needs.
- Ensure you are not left overnight without electricity and essential facilities.
- Leave your home clean and tidy.
- Decorate your kitchen and bathroom.
- Pay an allowance towards redecoration of other parts of your home we disturb.
- Do a survey when we've finished to ensure work is of a good standard and you're happy with our service.



Resident Liaison Officers

This section explains how our resident liaison officers (RLOs) can help you before, during and after the improvements to your home.

Introduction

Our RLOs are employed by our home improvement partner Lovell and are responsible for ensuring that you receive first-class service at all stages of the improvement works.

What can they do to help?

They will:

- be your personal point of contact before, during and after the works
- visit you before works start to introduce themselves and go through with you the work that will take place in your home
- visit you as part of our partners' technical survey team to design the layout of your kitchen, bathroom and central heating, if you are to have these type of improvements
- where you get a choice, go through with you the different styles and colours that are available with

different improvements

- give you safety advice to ensure that you, anyone living in your home, any pets living with you and any visitors to your home stay safe whilst works are going on in your home.
-
- ensure that you, anyone living in your home and any visitors to your home are treated with respect whilst the works are being carried out
- respond quickly and efficiently to any questions, concerns or problems you may have, before, during and after the improvements
- give you 21 days' notice in writing of the week when the work will start
- give you 7 days' notice of the date when our partners hope to start work at your home
- visit you several days before work starts to remind you how to prepare for the work and to complete a short condition report on any belongings that remain in areas where improvements are being carried out, to ensure we don't damage them
- at the end of the improvements, give you a customer satisfaction survey to complete and return to us. Everyone returning their form will be entered into a prize draw.

How do I contact my resident liaison officer?

RLOs are available during normal working hours. They can give you their mobile phone numbers to help you keep in contact with them wherever they are.

If you call our free phone 0800 408 2000 during normal working hours, you will be put through to the RLO's local office.

If you call our free phone 0800 408 2000 outside normal working hours, you will be put through to our partners' national call centre. They should have access to all the information necessary to help you with your enquiries.



Partners' Code of Conduct

This leaflet tells you about our home improvement partners' code of conduct, which explains how our partners will behave and communicate with you before and during the work.

Our home improvement partners' staff will:

- answer calls within 5 rings; and be polite, honest and helpful
- answer emails within 1 working day and letters, compliments, comments and complaints within 5 working days.

Anyone working in your home will:

- treat you with respect and always behave in a professional way
- introduce themselves and show you photo identification before entering (see also our Bogus Callers leaflet for advice on how to check if a visitor is legitimate)
- explain what they are going to do and discuss how this will affect you
- keep you informed about how the work is progressing

protect your belongings from damage, dust and paint, and help you to lift carpets and move heavy furniture where you cannot do so

- make sure materials and tools do not cause danger to anyone
- clear rubbish from your home at the end of each working day
- take reasonable steps to keep your home safe
-
- make sure electricity, water and gas are connected at the end of the day.

They are not allowed to:

- smoke in or around your home
- play a radio, CD player, MP3 player or equivalent in or around your home
- use bad language or behave inappropriately
- use mobile phones during their work to make or receive private calls (unless it's an emergency)
- use your gas or electricity supply
- use any equipment belonging to you, including your phone

- be in your home with children under 16 without a responsible adult being present
- receive gifts or payment from you
- keep keys to your home, without your permission
- do private work for you (unless it is through a formal arrangement with the home improvement partner - please see the Extras section for more information).

They must also ask your permission to:

- take their lunch break in your home
- use your toilet
- go into other rooms in your home.

Our partners are all members of the Considerate Constructor Scheme.



Health and Safety

This section explains how our partners will protect the health and safety of you, your household, visitors to your home and themselves.

To keep you safe we will:

- ensure that you understand the work that we will be doing in your home and how it may affect you
- ask you to tell us about any health or medical problems that you or members of your household have and that may be affected by our work
- use dust sheets or equivalent to protect your furniture
- use floor covering, where appropriate, to protect your carpets
- remove all rubbish from your home at the end of every working day
- leave no tools or materials in your property overnight
- make visitors to your home aware of the works being carried out and prevent them from walking into the work area
- where we have to erect scaffolding, take all

reasonable steps to prevent non-authorized people (including children) from climbing or playing on or around the scaffold.

- minimise noise and dust around the home by closing doors wherever possible
- reconnect all utilities (gas, electric, water) at the end of the working day.

**We aim to keep you as safe as possible.
Please ensure that you, your household members
and any visitors:**



- allow us access to your home to do the work until it is completed to everyone's satisfaction
- have arranged to allow our home improvement partners into your home to do the improvement work, if you are not there to let them in yourself
- let our home improvement partners' staff back into your home when they have had to go out for short periods during the work

- keep appointments
- inform us of any health or medical problems that may be affected by the home improvement work
- do not leave children under 16 in the home alone
- follow any health and safety advice given by our home improvement partners
- keep pets away from work areas
- keep away from work areas
- keep children and pets under supervision at all times
- do not smoke in your home while we are working there
- do not climb or play on any scaffolding
- do not touch any materials being used to repair or improve your home
- do not leave your home unoccupied during the work without first telling the home improvement partner's member of staff.

Thank you for your help and co-operation.

Adaptations to your home

We recognise that an increasing number of tenants need to have their homes adapted to help them stay independent at home, and we want to help you remain in your home for as long as it is good for your health and well-being.

Who can help?

Gloucester City Council, Gloucester City Homes, Gloucestershire County Council and Gloucestershire Primary Care Trust, our repairs partner Lovell Respond and our home improvement partner Lovell all work together to provide this service.

The primary care trust provides the occupational therapists to carry out assessments on the County Council's behalf. They can arrange for you to receive aids such as hoists, toilet frames, bed levers and shower chairs - there are over 200 items. Please contact us for further information.

The occupational therapists also make recommendations to us for adaptations to City Council properties. Where the work is reasonable and practicable we will order it from either our repairs partner or one of our home improvement partners.

Where work is not reasonable and practicable we will work with the City Council to find you other accommodation and help with your removal costs.

What types of adaptation are there?

There are 3 types of adaptation work: minor, standard and major (with or without planning permission).

Minor work may include:

- grab bars
- lever taps
- extra stair rails
- lowering light switches
- raising electric sockets
- specialist smoke alarms for the deaf.



Standard work may include:

- fixing equipment that has been supplied by the County Council
- more sockets for appliances required for functional or medical needs
- poles and rails
- handrails
- half-steps
- over-bath showers
- relocating sockets or switches.

Major work may include:

- stairlifts
- replacing baths with showers
- ramps
- vehicle hardstandings
- heating
- through-floor lifts
- widening doors
- ceiling tracks
- mobility standard kitchens
- extra toilet or washing facilities.

If you need any of this work, please contact us. We will be pleased to arrange minor work directly, and ask an occupational therapist to assess your needs for standard or major works.



What are our service standards?

We will:

- acknowledge requests for aids and adaptations within 1 working day
- normally carry out minor adaptations within 7 calendar days (these will not usually need an occupational therapy assessment)
- where an occupational therapy assessment is needed, ask the occupational therapist to assess you within 6 calendar months, or sooner where urgent (this is the County Council's service standard)
- normally supply aids where needed within 7 working days of the occupational therapist's assessment (this is the County Council's service standard)
- normally carry out standard adaptation work within 28 calendar days
- normally carry out major adaptation work not needing planning permission within 42 calendar days
- normally carry out major adaptation work needing planning permission within a timescale agreed with you and the occupational therapist, taking into account your needs, the scope of the work and the time taken to get the necessary planning and building regulation permissions from the City Council.

Financial Help during Improvements

If we are doing major work to your home and it causes you expense, we may be able to help with the expense.

If you have to move out of your home temporarily because of major work, we will:

- arrange and pay for your removals and for disconnecting and reconnecting appliances (cookers, gas fires, washing machines, dishwashers, TV aerials, and satellite dishes)
- pay for disconnecting and reconnecting cable and telephone services
- pay an inconvenience allowance to meet small expenses
- help with the cost of new carpets if appropriate.



Please note that most work will not need you to move out of your home. This will only happen in exceptional circumstances.

If you have to move permanently because your home is being demolished, we will:

help you with the things listed above, and you may also qualify for a home loss payment. The amount will depend on how long you have been a tenant.

Please note that demolition is rare.

If we do major internal work to your home, but you do not have to move, we will:

- pay an inconvenience payment of £40 (or £70 for a living room) to cover small expenses.

This usually applies if the work we are doing takes more than 7 calendar days, for example putting in new kitchens or damp proofing.

If you have rent arrears, we will put any inconvenience payment towards paying them off.

If you need advice about getting financial help when major work is done to your home, please contact us straight away, using any of the contact methods on the back page.

Extras

This section explains how you can arrange to have extra improvements done to your home while our home improvement partners are working on it.

What sort of extra improvements?

For example, we may be installing a new bathroom and you may decide that you want to have an over-bath shower installed, or a glass splash door to prevent water spilling onto your bathroom floor.

Or, you may want to have additional electrical plug sockets, or dimmer switches instead of standard switches.

You may find it easier to buy parts such as new light fittings yourself and then ask our home improvement partner to fit them.

How do I arrange this?

As soon as you have decided you want extra work done, you'll need to contact your home improvement partner, if you want them to carry out the work for you. The sooner you contact them, the more likely they are to include the work in the programme of improvements to your home.

They will give you a price for the work, which will cover the price of any parts (if you are not buying the parts yourself); carrying out the improvement; and any administrative work involved, such as getting our permission as landlord and any necessary planning permission or building regulation approval.

Remember that, like any private firm, our home improvement partner will want to make some profit from doing the work.

Menu of improvements

These are examples of the type of improvements that can be done. Please ask for price for the job you want done.

Electrical improvements

- Extra double plug socket
- Dimmer light switches
- Additional light fitting
- Heated towel rail
- Wall-mounted blow heaters

Kitchens

- Extra base unit
- Extra wall unit
- Extractor fan

Bathrooms

- Over-bath showers
- Glass shower screens

Mixer taps
Extractor fan
Extra tiling per square metre

Central heating

Additional feature fire

How and when do I pay?

You must pay in advance. There will be a full money-back guarantee if the work is not carried out in accordance with best practice and to your satisfaction.

You can pay in cash, by cheque, or by debit/credit card. However, we do not recommend the use of credit cards as this can lead to increasing personal debt if you can't repay the credit before interest is charged.

What if there is a dispute?

If disputes arise between you and the home improvement partner, we will act as mediator and make a final decision on whether a refund is appropriate.

If you disagree with us you can make a complaint - please see our Compliments, Comments and Complaints section.

Doing your own Improvements

This section explains how to apply for permission to make improvements to your home and for compensation if you move.

Applying to make your own alteration or improvement

If you want to alter or improve your home, you must contact us first.

This will allow us to check whether the work you propose could:

- affect your health and safety (for example if asbestos is present)
- need planning permission from the Council
- need building regulation approval from the Council.

Don't start any work until we have written to give you the go-ahead.

Best practice advice

We will advise you on what you need to do before you start and explain what standards you will need to comply with.

Checking on the quality of work

We will come to look at the work after you have finished. This is to make sure the work has been completed to a reasonable standard.

Possible recharges

If the work is not completed to a reasonable standard or within a reasonable time, we have the right to either complete the job or put your home back to how it used to be, and charge you for doing so.

Your right to compensation for improvements

If you improve your home and move, you may be able to claim compensation for the work you have done, as long as it started after 1 April 1994.

How to claim compensation

To claim, you must ask us in writing at the time you end your tenancy. After the end of your tenancy, you have only 14 days to make your claim.

Improvements must have our permission

Remember that you should always ask us for permission before you do any improvements to your home.

If you have done work that you want to claim for and you didn't get permission before doing it, ask for permission when you make your compensation claim.

Possible amounts of compensation

When we work out how much you can claim we will take into account the cost of the work, the age and condition of the improvement, and any grant you may have received.

You may get between £50 and £3,000 for any one improvement. We don't pay compensation of less than £50.

The type of improvements you can claim for

- bath or shower, washbasin and toilet
-
- kitchen sink, cupboards and work surfaces
- bathroom cupboards
- central heating and thermostatic radiator valves
- pipe, water tank or cylinder insulation
- loft and cavity-wall insulation
- draught-proofing external doors or windows

- double glazing or other window replacement or secondary glazing
- rewiring or providing power and lighting or other electrical fittings
- security measures (excluding burglar alarms).

Interior decoration

Interior decoration does not qualify for compensation.

Keep receipts for all work

Remember to keep the receipts for any work you have done.

Further information

For a government leaflet about the Right to Compensation scheme, or to ask us any questions, please contact us by any of the methods on the back of this leaflet.



Repairs after Improvements

This section explains who does which repairs to the improvements we have made in your home. For example, what happens if you need a repair to a new central heating boiler or a new kitchen unit repair.

Introduction

If we modernise or improve your home, our improvement partners will do any repairs that need doing to the new improvements in the first 12 months after completing them. Other day-to-day repairs to parts of your home that have not been improved should be reported to Morrison, our repairs partner.

How to report your repair

Please report any problems to us in the normal way by calling us on our freephone 0800 408 2000 or by using any of the other contact methods on the back page. We will then arrange the repairs.



When you call our freephone number you will be asked to choose from certain options.

If it is a normal day-to-day repair to something that has not been improved in the last 12 months, please select 1 for Morrison, our repair partner.

However, if it is a repair to something that has been improved in the last 12 months, please select 2 for Home Improvement. Then select your Home Improvement partner -1 for Lovell, 2 for Bullock or 3 for Wates. They will arrange to do the repair within the usual repair target times, which are as follows:

- **Emergencies** - we aim to respond within 2 hours and make the situation safe within 4 hours.
- **Urgent** - we will complete the repair within 5 working days.
- **Routine** - we will complete the repair within 20 working days.

Please refer to your Tenants Handbook section 5 - Repairs for an explanation of what is an emergency, urgent or routine.

Please remember that if you, a member of your household or a visitor causes a repair to be necessary, we may recharge you.

Inspections

We will do a final inspection with your home improvement partner after 12 months to make sure everything has been completed satisfactorily.

The 12 months after the work is complete and before our final inspection is known as the defects liability period.

Guarantees

Many of the improvements we will make to your home will have a guarantee. We will give you a copy of every guarantee and keep copies on our records.

Going back to the usual day-to-day repairs system

After the inspections and any remaining repairs are completed you can report all future repairs to our repair partner Morrison in the usual way through our freephone 0800 408 2000 or by using any of the other contact methods on the back.

Please tell the Morrison call centre if you think that a guarantee covers the work you are asking for. Morrison will also have access to copies of the guarantees and will carry out their own checks.

Between us we will make sure we do not spend money unnecessarily on things that should be covered by a guarantee.

Compliments, Comments and Complaints

The Gloucester City Homes Improvement Partnership aims to provide you with the best possible service at all times. However, we realise that you may not always be happy with the outcome of your enquiry to us. If you contact us with a complaint we will fully investigate the reasons and take steps to put matters right as soon as possible.

To help us to continue to improve our service to our customers, we always welcome your comments, compliments and complaints about all aspects of our service.

How to make a compliment, comment or complaint

- If you wish to make a comment, compliment or complaint about any of our services, you can do so by phone, text, email, online, in person or in writing, using the contact information on the back of this leaflet.

If you have a compliment about our service or a particular member of staff - We are always happy to hear when our customers are happy with our service or the customer care of a particular member of staff. We learn from these compliments and thank the staff involved in providing the service. We may also be able to improve other services as a result of you telling us what you particularly like about the way we do things.

If you have a comment on our service or a particular member of staff - We are equally pleased to receive your comments. Whilst these may not always lead you to make a full complaint, we will record and analyse all comments and use them to improve our services. We will always let you know how your comment has affected the way we provide our services.

If you have a complaint about our service or a particular member of staff - If you feel that we have not provided a satisfactory service then we will respond and investigate your complaint quickly and fairly. We will acknowledge your complaint the same day, telling you the name of the person dealing with it.

We will try to resolve the matter straight away. If this is not possible we will keep you informed as we look into the matter and normally give you a full reply within 5 working days. If however your complaint involves a more complex investigation we will contact you to agree a suitable response time.

If we have made a mistake we will put the matter right and apologise for our error.

If you are not happy with our response

We hope you will be happy with the outcome of your complaint. However, if you are not satisfied with our response, you can ask for the appropriate director to look into the matter again. The director will then either review the case personally or ask another

senior member of staff who has not previously been involved in the complaint to carry out an independent investigation.

If you are still unhappy

To ask for a housing complaint to be investigated independently, please contact: Gloucester City Council, Director of Services and Neighbourhoods, Herbert Warehouse, The Docks, Gloucester GL1 2EQ, Tel: 01452 522232, or your city councillor.

OR, to ask for a supporting people complaint to be investigated independently, please contact: Gloucestershire County Council, Supporting People Team, Community & Adult Care Directorate, Bearland Wing, Shire Hall, Gloucester GL1 2TR Tel: 01452 426548 Fax: 01452 427064 Email: spgloucestershire@gloucestershire.gov.uk, or your county councillor.

The Local Government Ombudsman

If we have been unable to resolve your complaint to your satisfaction you can contact the Local Government Ombudsman.

This is a free and independent service:

Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH. Tel 0845 602 1983, Fax: 024 7682 0001.

How to contact us

Contact us by phone, text, email, online, or in writing:

Customer Services Team
Gloucester City Homes
Railway House
Bruton Way
Gloucester
GL1 1DG

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.

Customer Services Line: 0800 408 2000 or 01452 424344

Fax: 01452 833101

Text: 1778 148 2656

Minicom: 01452 396161

Email: customer.services@gloscityhomes.co.uk

www.gloscityhomes.co.uk

GCHTV on the Looking Local service on digital TV

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

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu