

Welcome to your new home

Welcome

আপনার নতুন বাড়িতে স্বাগতম
歡迎你入伙

तमारा नवा घरमां तमारुं स्वागत

Witamy w nowym domu

اپنے نئے گھر میں پ کا خیر مقدم ہے



The Government Standard

Welcome to your new home

This handbook contains all you need to know about living in one of our homes.

The handbook tells you about our services. It explains your rights and responsibilities, as set out in your tenancy agreement. It also tells you where you can get more help and advice.

If you have any ideas on how we can improve this handbook or our services, please contact us. All the different ways to contact us are listed in our Meet our teams leaflet.

We may need to update your handbook as we

improve or change services to meet your needs. If so, we will send out new leaflets for you to slot into your handbook.

Please keep your handbook in a safe place so that you can refer to it when you need to.



Tim Dare
Chair of the Board

Gloucester City Homes

Your handbook is a general guide. It is not a legal document or part of the Tenancy Agreement. If you have any questions about the Tenancy Agreement please contact us. You can also get independent advice from a solicitor or advice agency.

Gloucester City Homes manages the home you live in

Gloucester City Homes (GCH) manages your home on behalf of Gloucester City Council (GCC).

GCH is an arm's-length management organisation (ALMO). It was set up by GCC in December 2005. GCH is owned by the City Council and is non-profit making.

It manages the Council's 4,800 tenanted and leasehold homes.

An unpaid Board of Directors manages GCH. The Board has 5 tenant, 5 councillor and 5 independent members. One of the tenant Board members is a leaseholder. Board members bring a wide range of skills and experience to GCH.



Our Executive Management Team supports the Board of Directors. Members of the team are paid professionals. They help develop and implement our policies. They manage our staff and ensure that we deliver the services we promise.

Please contact us if you would like to:

- get a full list of the Board and Executive Management Team

- find out more about becoming a Board member
- find out other ways to get involved and help us improve services.

All the ways to contact us are listed in this handbook.

Gloucester City Council (GCC) owns the home you live in.

GCC sets your rent. It also monitors our services to ensure that we meet our management agreement.



GCC provides some housing services, such as

- Gloucestershire Homeseeker
- helping homeless people
- general housing advice
- housing strategies and policies
- housing and council tax benefit
- enforcing standards in the private housing sector.

GCC provides other services, such as:

- environmental health
- leisure services
- planning
- waste collection and recycling; and
- travel cards.

You can find more information on these services on the council's website www.gloucester.gov.uk

Or you can ring (01452) 522232 and ask for the service you need.

Gloucester City Homes mission, values and vision

Our mission, values and vision statement sets out what we aim achieve for our residents and the values we work to.

Our mission

‘To provide a better quality of life to every resident by delivering excellent services and homes in successful communities.’

Our values

Pride

We will act responsibly and will enable our residents to take pride in their homes and communities through effective service delivery. Equally, we are proud of our staff and will recognise their achievement and success. We will work in partnership with the Council, our residents, staff and partners, to build strong and successful communities.

Quality

Our aim is to be the best social housing agency in the country, delivering outstanding customer service and looking to improve continuously. We will listen, responding quickly and fairly to the needs of our residents and employees to ensure we achieve our targets and standards.



Integrity

We will say what we do and do what we say, publishing clear standards, monitoring performance and providing efficient, value-for-money services. We will be a caring and responsible housing agency, respecting every resident and employee by being honest and fair in all our decisions.

Innovation

We will be creative and dynamic in delivering our services, anticipating residents' needs and planning accordingly. We will strive to be a national leader of excellence through challenging existing practices, working together as a team and never accepting mediocrity.

Our vision

'To be a first-class social housing agency, delivering modern, efficient, high-quality, resident-focused services so that we can provide an excellent quality of life for our residents in their homes and their community.'

With your help we believe we can achieve all the above and provide you with the very best housing service in the country.



Contacting us

Customer Services Team, Railway House, Bruton Way,
Gloucester, GL1 1DG

Customer Services Line: 0800 408 2000 (freephone)
or 01452 424344 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 833101 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

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 us.

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
بھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu