

Meet our partners



আমাদের সঙ্গীদের সাথে আলাপ করুন

與我們的伙伴見面

अमारा भागीदारीने मणो

Poznaj naszych partnerów

ہمارے پارٹنرز سے ملیں

RESIDENT
APPROVED



The Government Standard

Meet our partners

We work with a range of partners to provide services for you.

This leaflet tells you which partners we work with and what services they provide so that you know if someone visiting you in your home or working in your neighbourhood is providing a service on our behalf.

Maintenance and Improvements

Lovell Partnerships carry out improvements in our homes, and adaptations to make our homes more accessible to help residents to stay independent. Please

see our Improving your home and our Adapting your home leaflets for full details of these services.

Lovell Respond, another branch of Lovell Partnerships, provides your day to day repair service, including emergency, urgent and routine work. Lovell Respond also completes repairs in our empty homes to get them ready for new tenants. Please see our Repairs Handbook and our Moving in leaflet for full details of these services.

Connaught provides our Home Safety Service, including gas safety checks and servicing as well as checking smoke and carbon monoxide alarms. Please see our Home safety service and Fire safety leaflets for full details of these services.

Mitie completes the regular painting of individual homes and communal areas of blocks of flats. Please see our Planned repairs and maintenance leaflet for full details of these services.

In addition to our main partners we employ a

range of other specialist partners for specific types of work, e.g. Lifts and Engineering Services look after our lift and Clearwater carry out water safety checks.

Grounds maintenance

Enterprise provides our grounds maintenance service. Please see our Looking after your neighbourhood leaflet for full details of the service they provide. They also provide grounds maintenance, street maintenance and refuse and recycling services for Gloucester City Council.



Cleaning communal areas

Integrated Cleaning Management (ICM) cleans the communal areas of our blocks of flats. The cleaning arrangements for your block are shown on a poster in the communal entrance.

Other partners

We also work with:

The Tenant Services Authority, the regulator for social housing, to develop local service standards and ensure that our services meet residents' needs.

The Homes and Communities Agency, who provide public money to build new homes for rent and shared ownership and to regenerate run down areas of our cities and towns.

The Audit Commission, who inspect our housing services to ensure that we provide excellent, value for money, homes and services.

The National Federation of ALMOs, who represent housing management agencies such as Gloucester City Homes

Gloucester City Council, who own us and for whom we manage your homes.

Gloucestershire County Council, who help fund our supported housing services.

Gloucestershire NHS, who work with us to assess our residents needs so that we can adapt their homes to allow them to stay independent.

Gloucestershire Police, who work with us to tackle, anti-social behaviour, all forms of abuse and hate crime.

And the many other organisations that we work with on a day to day basis to provide services to you e.g. Citizens Advice Bureaux.

For more information please contact us. Or visit our website at www.gloscityhomes.co.uk or GCHTV on the Looking Local Service.

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

Urdu