

Meet our teams

Contacting the right person at GCH



আমাদের টীমগুলির সাথে আলাপ করুন
與我們的小組見面

अमारी टीमोने मजो

Poznaj nasze zespoły

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The Government Standard

Meet our teams

Contacting the right person at GCH

This leaflet contains all you need to know about the teams working at Gloucester City Homes (GCH) and how to contact us if you have a query.

Your first point of contact with GCH

Our Customer Services Team is your first point of contact for all enquiries to GCH.

However you choose to contact us, our fully trained and experienced Customer Services Officers can deal with your query.

Service standard

The Customer Services Team aims to answer over

90% of your enquiries straight away. Where necessary, the team will refer you to the right specialist team at GCH, or to one of our partners.

To contact us:

Telephone us on: 0800 408 2000 (freephone for landline users) or 01452 530626 (cheaper for mobile users)

Text us on: 0778 148 2656
Fax us on: 01452 396599
Minicom us on: 01452 396161

Email us at:
customer.services@
gloscityhomes.co.uk

Visit our website at: www.
gloscityhomes.co.uk

Visit GCHTV at: Looking
Local service on Sky,
Virgin Media, Nintendo Wii
or your mobile phone.

Automated payment line to
pay your rent and service
charges - 0845 155 600

Write to us:

Gloucester City Homes,
Atlantic Suite, Southgate
House, Southgate Street,
Gloucester GL1 1UB.

Visit us in person at:

Gloucester City Homes,
Atlantic Suite, Southgate
House, Southgate Street,
Gloucester GL1 1UB.

Southgate House opening
hours: Monday to Friday
8.30am – 5.30pm

Or at:

Matson One Stop Plus
79a Matson Avenue,
Matson, Gloucester,
GL4 6LL

Telephone: 01452 396051

Matson One Stop Plus
opening hours: Monday to
Friday 9.00am to 12.30pm



When our offices are closed

To report repairs, anti-social behaviour, housing issues, or pay your rent when we're closed, call 0800 408 2000 (freephone for landline users) or 01452 530626 (cheaper for mobile phones).

If your call is not an emergency we will deal with the matter on the next working day.

We regularly update our website and our GCHTV service which will always give you the latest information. Use these services to report issues or ask for a service 24 hours a day, BUT please ring us for emergencies.

Our specialist frontline teams deal with a range of issues to do with your home and neighbourhood.

Repairing and improving your home

Our Repairs and Maintenance Team ensures that your homes are properly repaired and maintained. We work with key partners to provide these services.

The team deals with:

- emergency, urgent and routine repairs (please see our Repairs Handbook)
- repairing empty homes (please see our Moving in leaflet)
- regular maintenance of your home. This includes your annual home safety check, annual servicing of fire safety equipment, 5 yearly outside repainting, and 10 yearly electrical checks (please see our Planned repairs and maintenance leaflet)

Our Investment Team ensures that your home is regularly improved. The team deals with:

- improving your home (please see our Improving your home leaflet)
- adapting your home to help you stay independent (please see our Adapting your home leaflet).

Paying your rent and other payments, and preventing debt

Our Income Management Team makes sure that

paying your rent and other charges is as easy as possible.

The team:

- can help if you have problems keeping your payments up to date
- tell you about our range of easy ways to pay
- agree an affordable payment plan if you have arrears
- advise you on available benefits and tax credits
- advise you on basic bank accounts, affordable savings and insurance



- provide simple debt counselling and
- can refer you to local agencies for independent help and advice, such as the Citizens Advice Bureau or support agencies.

If you don't pay your rent and other payments you may lose your home.

Looking after your home and neighbourhood

Our Neighbourhood Services Team works in your neighbourhoods, visiting residents at home and inspecting neighbourhoods to make sure they are well looked



after. Housing Officers work with our partners to resolve tenancy and neighbourhood-management issues.

The team deals with:

- viewing homes and tenancy sign ups (please see our Moving in leaflet)
- change of tenancy details, such as assignments, successions, home swaps, sole to joint and joint to sole tenancies (please see our Tenancy Management leaflet and our HomeSwap leaflet)
- advice on taking in lodgers or permission to sub-let part of your home (please see our Your Tenancy Rights leaflet)
- giving permission for you to improve your home (please see our Improving your Home leaflet)

- enforcing tenancy conditions (also see the Anti-Social Behaviour Team)
- maintaining and improving your neighbourhoods (See our Looking after your neighbourhoods leaflet), and
- managing empty homes so they are re-let as quickly as possible through Gloucestershire Homeseeker (please see our Moving Home leaflet).

If you don't keep to your tenancy conditions you may lose your home.

Anti-social behaviour

Our Anti-Social Behaviour Team tackles anti-social behaviour in our communities. The team works closely with our partners to deal with serious anti-

social behaviour. These partners include our own Neighbourhood Services Team, Safer Gloucester and the Police. Where appropriate, it refers minor cases to the Neighbourhood Services Team to resolve them.

If you don't keep to your tenancy conditions you may lose your home.

Estate services

Our Estate Services Team works in your neighbourhoods to keep them clean and tidy. To do this they also work closely with Gloucester City Council's grounds maintenance, street cleaning and refuse / recycling contractors.

The team:

- clears dumped bulky items
- removes rubbish and graffiti

- cuts back hedges
- clears footpaths, and
- does gardening for elderly and disabled tenants, who have no family support.

Help for older, disabled and vulnerable people

Our Supported Housing Team has 10 dedicated community scheme managers. The team delivers a service to older residents living in our sheltered and semi-sheltered housing schemes. They also visit older residents living in our homes in the community.

The service has a duty manager on call 24 hours a day.

There is more information about our sheltered housing service in our Sheltered Housing Handbook.

Our Referrals Officer can refer you to other support agencies we work with.

These agencies can provide practical support and advice to help you stay independent. They can help young people, families, older people and people with physical and mental disabilities.

Our Lifelink Team gives advice and installs alarms for anyone who needs such support in the city e.g. older, disabled or vulnerable people.

The Lifelink service arranges help in an emergency at the touch of a button, 24 hours a day through the Hereford Call Centre.

We aim to help you stay independent in your own home for as long as possible.

Owning your own home

Our Leasehold and Home Ownership Team provides services to homeowners, or tenants who wish to become homeowners.

The team provides:

- free help with Right To Buy applications, and
- management services for leaseholders and shared owners.

Getting involved

Our Resident Involvement Team champions resident involvement in our communities.

The team:

- helps to develop joint working in the community to improve everyone's quality of life

- ensures we consult and involve our residents in our decision making

- supports our resident groups and Neighbourhood Partnerships

- supports our Customer Forum (which develops policy and strategy and monitors our service delivery and performance)

- manages our community funding scheme which gives grants of up to £500 for local community projects, and

- support our tenants' role in national debates.

You can contact our teams using any of the ways listed in this leaflet.

For more information please contact us. Or visit us 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 424344 **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