

# Online and digital TV services

অনলাইন এবং ডিজিটাল টিভির পরিষেবা  
網上和數碼服務

ઓનલાઈন અને ডিজিটাল টিভিની সেવાઓ

Uslugi inernetowe i cyfrowe TV

آن لائن اور ڈیجیٹل ٹی وی سروسز

RESIDENT  
APPROVED



The Government Standard

# Online and digital TV services

**If you have internet access, you can find information about our services and report issues online. You can get the same information on GCHTV on the Looking Local Service.**



## **Visit us online**

**At [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) you can:**

- order a repair
- pay your rent or ask for a statement
- tell us if you are happy or unhappy with our service or suggest an improvement
- report anti-social behaviour or hate crime

- ask for a home visit
- tell us how you would like to get involved
- apply for our Lifelink service
- respond to a consultation
- ask the GCH Board a question.

You can also visit us on Facebook and Twitter for the latest GCH news and information about events.

## Go digital!

You can get the GCHTV service using:

- an interactive digital TV service such as Sky or Virgin Media
- broadband enabled Freeview
- a Nintendo Wii (with internet access) or
- a mobile phone.

You can use these services to find out all you need to know about GCH 24 hours a day, 365 days a year.

Here's how to find our services on GCHTV:

## SKY

- press Interactive 8 (Directgov)
- press 'Select' on welcome page
- press '1 – Local Services'

- select the regional menu or search for your area
- choose Gloucester City Homes.

## VIRGIN

- press the Interactive button
- select News and Info
- select Looking Local
- enter the GCHTV quickcode (42488)



- press select.

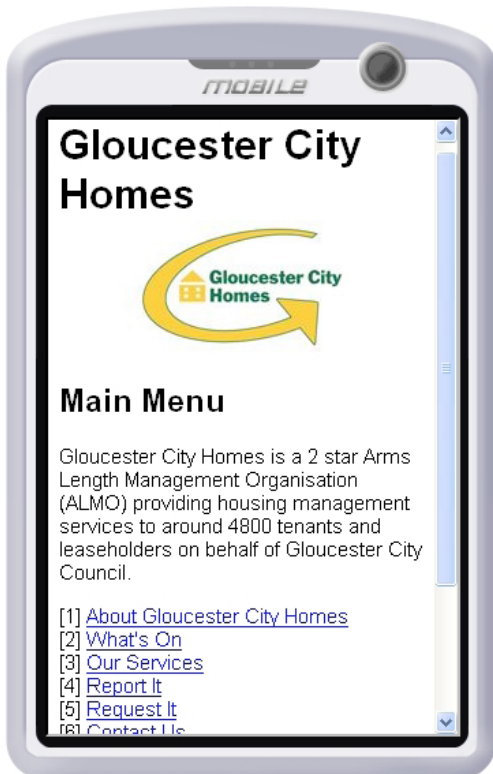


## NINTENDO WII OR MOBILE PHONE

- put the following url into your browser: <http://lookinglocal.gov.uk/gloucestercityhomes>.

Using the GCHTV digital TV service, you can:

- order a repair



- tell us if you are happy or unhappy with our service or suggest an improvement
- report a range of issues such as anti-social behaviour or estate issues
- ask for a home visit
- ask for a range of forms, publications or services.

## Links to other services

Our website and GCHTV both link to other useful services.

Through our website you can link into the Gloucestershire Homeseeker Service, to register and bid for a new home. You can also choose links to report issues or find out about Gloucester City Council services. These include the benefits service and online benefits calculator.

GCHTV links into other Looking Local services such as NHS Choices, Directgov, JobCentre Plus, GP services, and transport information.

### **Don't have internet access or digital TV?**

We are confident that as the date for digital switchover approaches, more and more of you will be able to use GCHTV to find the information you need about us at any time of the day or night.

A growing number of people now have internet access. For those who don't, there are free internet computers in our main office reception at Southgate House and Matson One Stop Plus as well as local libraries.

### **Never used the internet?**

Our Resident Involvement Team provides a range of training courses for customers. Please contact us for more information.

### **The human touch**

Digital services such as our website and GCHTV don't replace human contact. It's just another way to get in touch with us or use our service.

**For more information please contact us.**

## 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](mailto:customer.services@gloscityhomes.co.uk)

**Web site:** [www.gloscityhomes.co.uk](http://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