

Frontline Services Team



Glasgow West Housing Association is pleased to introduce our new Frontline Services Team (FLS Team). We have listened to your feedback regarding communication, customer service, and staff accountability in managing your requests. In response, we have created the FLS Team to enhance your customer service experience.

This newly appointed team includes a designated Services Assistant for your specific area, supported by a group of Services Administrators who provide front-line advice and resolve enquiries and requests.

As a community-based housing association, we understand the importance of knowing the team that supports you. Therefore, we are pleased to introduce the Services Assistant responsible for your area and the broader frontline services team.

Kyle Cheldon Barnett
is your
Services Assistant

kcbarnett@glasgowwestha.co.uk

0141 331 6605



Kyle joined GWHA in March 2024. With an extensive background in customer service, Kyle made the transition to social housing in 2024 and is currently undertaking the CIH Level 3 Certificate in Housing Practice. As part of the frontline services team, Kyle has responsibility for addressing GWHA customer's queries relating to Allocations, Tenancy Management and Repairs.

Kyle is appointed to the following streets:

Baliol Street, Beltane Street, 421 Blythwood Court, Breadalbane Street (except number 1), Brechin Street - (Even), Burnbank Gardens, Burnbank Terrace, Cleveland Street, Crown Road North, Dalhousie Street, Dorset Street, Highburgh Road, Hyndland Road, Napierhall Street, North Woodside Road, Otago Street, Park Road, Prince Albert Road, Princes Place, Rupert Street, South Woodside Road, St Georges Road, 32 St Vincent Terrace, West Graham Street, West Princes Street, Woodlands Road.

Frontline Team



Services Administrators

Our Administrators will be your first point of contact, here to manage all incoming queries and requests via phone, email and to welcome you at reception. They will be on hand to support with any enquiries regarding processing of housing applications and instructing any new repairs required within your home. Recruitment is currently underway for one Services Administrator vacancy.



Cerys Mackenzie



Lynsey Henderson
(Temporary)



Nicola Thomson

Services Assistants

Our Assistants review and point housing applications, make housing offers, manage complaints and are responsible for some of our wider role activities such as our visits to older residents and our Bookworms scheme. **Kyle** is the Services Assistant for your area, however **Craig** provides a repairs focussed service for all properties as part of the frontline services team.



Kyle Cheldon Barnett
(out with your area) (Temporary)



Doireann Brennan
(works within your area)



Timothy O'Rourke
(out with your area)



Craig Webster
(repairs for all areas)

Team Lead

As Team Leader, Megan supports and manages our frontline services team in delivering customer service excellence.



Megan Blair
Tenancy Team Lead (Temporary)

Contact...

Enquiry	Email	Phone
Report a new repair	gwha@bellgroup.co.uk	0141 336 7111
Discuss an ongoing repair	repairs@glasgowwestha.co.uk	0141 331 6652
Housing Applications/ Allocations	Housingapplications@glasgowwestha.co.uk	0141 331 6651
General enquiry or complaint	admin@glasgowwestha.co.uk	0141 331 6650
Benefits advice	welfarerights@glasgowwestha.co.uk	0141 331 6650

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