

# 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.

## Tim O'Rourke is your Services Assistant

torourke@  
glasgowwestha.co.uk

0141 331 6660



Tim joined GWA in October 2017. Tim has a wealth of customer service experience in both the public and private sector. He holds a Post Graduate Diploma in Housing Studies from the University of Glasgow. As a member of the frontline services team, Tim has responsibility for addressing GWA customer's queries relating to Allocations, Tenancy Management and Repairs.

### Tim is appointed to the following streets:

Argyle Street 640 – 980, Berkeley Street, 323 Blythswood Court, 1 Breadalbane, Cheapside Street, Claremont Street, Dover Street, Elderslie Street, Kent Road, McIntyre Street, Pembroke Street, St Vincent Street, St Vincent Terrace – 52, 70 & 72.

# 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. **Tim** is the Services Assistant for your area, however **Craig** provides a repairs focussed service for all properties as part of the frontline services team.



**Timothy O'Rourke**  
*(works within your area)*



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



**Doireann Brennan**  
*(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	<a href="mailto:gwha@bellgroup.co.uk">gwha@bellgroup.co.uk</a>	0141 336 7111
Discuss an ongoing repair	<a href="mailto:repairs@glasgowwestha.co.uk">repairs@glasgowwestha.co.uk</a>	0141 331 6652
Housing Applications/ Allocations	<a href="mailto:Housingapplications@glasgowwestha.co.uk">Housingapplications@glasgowwestha.co.uk</a>	0141 331 6651
General enquiry or complaint	<a href="mailto:admin@glasgowwestha.co.uk">admin@glasgowwestha.co.uk</a>	0141 331 6650
Benefits advice	<a href="mailto:welfarerights@glasgowwestha.co.uk">welfarerights@glasgowwestha.co.uk</a>	0141 331 6650

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