



Glasgow  
WEST  
HOUSING  
ASSOCIATION  
LIMITED

HOMES ARE OUR PURPOSE;  
SERVICE AND SUSTAINABILITY  
OUR PRIORITY

# Service Quality Guarantee

Shaping Thriving Communities

# Service Quality Guarantee



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# Core Customer Service Standards

Delivering exceptional customer care is a key priority for all staff and our **Service Quality Guarantee (SQG)** sets out how we will do this consistently throughout our organisation.

## Our Promise to You

### We will:

- Provide courteous help, advice and assistance in all housing-related enquiries.
- Act professionally, impartially and without discrimination.
- Introduce ourselves when you contact us.
- Always wear identity badges and maintain a professional appearance.
- See you on time for any arranged appointment.
- Let you know which team is handling your query, along with when and how you can expect a response.
- Aim to answer your query at the front line or signpost you to the correct department quickly.
- Respond to all phone call enquiries within 2 working days and written enquiries within 5 working days.
- Ensure all complaints are handled in line with our Complaint Handling Procedure.
- Welcome your views, complaints and comments and use any feedback you provide to learn from your experience, and shape the services we deliver.
- Provide information in a jargon-free format that is readily accessible for you, including the use of interpreters where required.
- Promote our service standards in any publications.

## Your Promise to Us

We are committed to providing you with courteous, professional service at all times. In return, we ask that our Staff, Committee, Contractors and Representatives are treated with the same courtesy and respect. Where this standard is not upheld, we may need to take steps in line with our Unacceptable Actions Policy, which could include changes to how we communicate or provide services.

# Tenancy Services

## Our Promise to You

### We will:

- Provide you with a Tenancy Agreement and direct you to useful information, including the Tenant Handbook, on our website.
- Carry out a 'Settle in Visit' within 4 weeks of you moving in.
- Respond to tenancy requests such as assignation or subletting within the statutory timescale of 28 days, or sooner, in line with our policies.
- Respond as quickly as possible to reports of anti-social behaviour, harassment, misconduct or breach of tenancy, with the most serious cases within 2 working days.
- Consult with you prior to making changes that will significantly impact the services you receive.
- Support you in your Tenancy and, where appropriate, liaise with other agencies to help you access support.

## Your Promise to Us

### You will:

- Accept the responsibilities set out in your Tenancy Agreement, including looking after your home and the common areas.
- Be a good neighbour and respect the right of all residents to the peaceful enjoyment of their homes.
- Let us know if your home will be empty for more than 28 days so we can keep our records up to date and ensure your tenancy is protected.
- Advise us of any changes in your household composition.
- Give us a minimum of 28 days' notice if you want to end your Tenancy.
- Not sub-let your tenancy without our express permission.



# Rent Services

## Our Promise to You

### We will:

- Provide a variety of ways to pay your rent, including: direct debit, bank transfer, AllPay card or by phone.
- Send you a statement of your rent account annually.
- Give you a minimum of 28 days' written notice before changing the services you receive and/or the amount you pay for rent and services.
- Promptly advise you if there are arrears on your rent account and assist you in addressing these, including advice through our Welfare Rights Service.
- We will only ever consider court action or eviction as a last resort, once all other avenues to resolve the issue have been exhausted.



## Your Promise to Us

### You will:

- Treat your rent as a priority amongst your household bills.
- Promptly advise Housing Benefit, Universal Credit or any other relevant agencies of changes that affect the amount you are due to pay for rent.
- Contact us immediately if you know you'll be unable to pay your rent in full, on or before the 28th day of each month.
- Accept that our staff will be firm but fair when dealing with rent arrears.
- Keep to repayment arrangements you have agreed with us.
- Accept that a decision to take court action is in line with our policies and procedures.

# Housing Applications

## Our Promise to You

### We will:

- Provide housing information and advice on the housing options open to you.
- Ensure your application is assessed correctly and reflects your level of housing need.
- Ensure our Housing Allocations Policy is accessible on our website, with hard copies available upon request.
- Process housing applications within 8 working days and confirm the outcome to you.
- Work with Glasgow City Council to support homeless households into permanent homes.
- Aim to re-let empty homes as quickly as possible in line with our performance targets.
- Annually review our housing waiting lists.

## Your Promise to Us

### You will:

- Provide accurate and up-to-date information about your housing circumstances.
- Answer all questions fully to enable us to properly assess your housing application.
- Understand that housing demand is extremely high, and although we will assess your application fairly and consistently, it may not always result in an offer of housing.
- Give proper consideration to any offers made and indicate your decision within 24 hours of viewing a property.
- Maximise your rehousing opportunities by applying to other housing agencies.



# Repairs & Maintenance Services

## Our Promise to You

### We will:

- Respond to Emergency Repairs within 6 hours, Urgent Repairs within 3 working days and Routine Repairs within 10 working days.
- Review the performance of our contractors monthly.
- Quality inspect 10% of all completed work orders.
- Inspect 100% of reported cases of damp and mould.
- Respond to any written alterations requests within one month as per the alterations and improvements policy.
- Consider compensation for improvements, where these were approved in advance and receipts are submitted.
- Advise you when you will be responsible for paying for a repair.
- Advise you of the Statutory Right to Repair standards, including when you may be eligible for compensation.



## Your Promise to Us

### You will:

- Report repairs directly to our contractor as soon as they occur.
- Give us accurate information about the repair and let us know suitable times for access.
- Provide access when we need to carry out repairs, inspections, or safety checks.
- Use our “out-of-hours” service for emergencies only.
- Report damp and mould concerns immediately.
- Pay for repairs that are your responsibility.
- Inform us promptly if you are concerned about the quality of a repair.

# Repairs & Maintenance Services (continued)

When carrying out repairs and maintenance in your home, our contractors will:

## Our Contractors' Promise to You

### They will:

- Provide expected arrival updates if any delay is anticipated.
- Ensure any agreed follow up works will be actioned timeously.
- Leave a no access card at the property if you are not at home.
- Introduce themselves to you and display a branded photo identity card.
- Speak in a polite and courteous manner.
- Explain the nature and purpose of the visit and ensure that this matches your expectations.
- Explain how long it will take for the work to be completed.
- Wear appropriate PPE for the works, including overshoe protection for floor coverings.
- Inform you if they have to leave and return to the property, e.g. to collect materials, and agree estimated time of return.
- Inform you when the work is complete.

## Your Promise to our Contractors

### You will:

- Allow access to the property to enable works to be carried out.
- Keep appointments and refrain from rescheduling where possible.
- Treat service providers with courtesy and respect.
- Refrain from smoking in the vicinity of service providers.
- Keep any pets in another room and away from the job being carried out.
- Tell us about any concerns or dissatisfaction as soon as possible to allow us to investigate and resolve.





# Major Works & Investment Services

## Our Promise to You

### We will:

- Engage with all property owners to progress common area repairs and investment.
- Provide clear information about works in your home, explain your responsibilities, and take account of your preferences where possible.
- Provide ongoing maintenance programmes that reflect the guidelines set out in the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH).
- Demonstrate value for money through our procurement for contractors and services.
- Publish the programme of works annually and engage with you to keep you informed with progress.
- Provide a minimum of 5 days' notice for information gathering surveys and 6 weeks' notice for planned works.
- Do our best to minimise disruption.
- Leave your home safe, tidy and with power at the end of each working day.

## Your Promise to Us

### You will:

- Provide reasonable access for surveys and subsequent works in accordance with the terms of your Tenancy Agreement.
- Let us know in advance if an appointment needs to be rearranged.
- Make sure your home is ready for any works, e.g. by lifting carpets and removing personal items from the area of work.
- Be responsible for redecoration works following any major works to your home.



# Estate Management Services

## Our Promise to You

### We will:

- Carry out regular inspections of common areas and investigate any issues identified.
- Respond to instances where household waste has been incorrectly disposed.
- Work in partnership with third party agencies to ensure your area is safe and maintained to a reasonable standard of cleanliness.
- Closely monitor services provided by our contractors to ensure common areas are always maintained to an acceptable standard.
- Enforce parking safety issues where appropriate, in line with our Policy, Procedures and Fair Usage Statement.

## Your Promise to Us

### You will:

- Dispose of household waste responsibly in line with Glasgow City Council and GWWHA guidelines.
- Keep common areas clean and clear of personal belongings such as bikes and prams.
- Report common area repairs as soon as they occur, such as faulty close lighting.
- Keep close doors secure at all times.
- Inform Glasgow City Council of missed bin collections.
- Report bulk waste collection to our offices and ensure it is kept within your property until collection.
- Park vehicles safely within designated areas, respectfully observing any direction provided to you.



# Annual Gas Servicing

## Our Promise to You

## We will:

- Carry out an annual safety check on each appliance and/ or flue that we provide.
  - Give reasonable notice of these checks and agree a suitable time for access.
  - Appoint competent Gas Safe registered installers for maintenance and annual safety checks.
  - Keep a record of each safety check for a minimum of 2 years.
  - Provide a copy of the safety check to you within 28 days of the check being completed and to any new tenant before they move in.
  - Ensure all gas equipment (including any appliance left by a previous tenant) is safe or otherwise removed before it is re-let.
- 
- An illustration of a male Gas Safe registered installer. He is wearing a blue long-sleeved shirt, dark blue trousers, and a blue baseball cap. He is kneeling on the floor, leaning forward, and working on a white radiator. The background is a light blue wall with a white radiator. The overall style is a clean, modern illustration.



## Your Promise to Us

## You will:

- Allow access to your property after reasonable notice to enable us to carry out maintenance or safety checks.
- Immediately inform GWSHA or our contractor of any repairs required to your gas appliances.
- Report any smell of gas to the National Gas Emergency Services immediately on 0800 111 999 and turn off gas at the emergency control valve beside the meter, if possible.
- Help us keep your home safe by not altering gas meters or heating equipment.

# Health & Safety Services

## Our Promise to You

### We will:

- Comply with all health and safety legislation.
- Let you know when we will be carrying out any works and provide reasonable flexibility to accommodate access.
- Ensure properties are fire-safe and promote fire prevention advice.
- Ensure water hygiene (legionella safety) through appropriate contractor procurement and works.
- Carry out asbestos checks and follow-up works if required, as well as providing information of any known asbestos in your home.



## Your Promise to Us

### You will:

- Agree a suitable time for access to your home for safety surveys, inspections and works.
- Safely use all electrical and gas appliances.
- Follow advice given in relation to water hygiene and safety.
- Follow advice given in relation to asbestos containing materials.
- Contact us if you become aware of something that appears unsafe or that you have a concern about.
- Observe the fire safety and prevention advice given.
- Refrain from use of portable gas bottles.
- Refer to our alterations policy before undertaking any work in your home.



# GWEN Services



## Our Promise to You

### We will:

- We will ensure our services align with The Property Factors (Scotland) Act 2011 Code of Conduct, and our Written Statement of Services.
- Provide factoring services that are good quality and value for money.
- Provide quarterly factoring invoices.
- Ensure that you benefit from a competitive building insurance rate.
- Regularly inspect the common areas of the properties and encourage all residents to contribute to the upkeep and maintenance of the common areas.
- Consult with you prior to instructing Common Repairs in line with timescales and guidance outlined in our Written Statement of Services.
- Seek your feedback on our cyclical and long-term maintenance programmes.
- Provide payment facilities that are flexible, convenient and efficient.
- Utilise our Debt Recovery Policy and processes as appropriate.
- Hold an annual Homeowner Conference.

## Your Promise to Us

### You will:

- Take your turn at cleaning the stairs, where services are not in place.
- Keep common areas clean and clear of personal belongings such as bikes and prams.
- Promptly pay factoring invoices.
- Engage with us when we write to you about essential common repairs to your home.



# Keeping you informed



## Service Engagement Plan

Our engagement plan sets out the ways in which you can get involved, have your say and help influence decisions that matter to you. This is published annually on our website.



## Annual Tenant Conference (ATC)

All tenants are invited to attend our ATC and are encouraged to comment and provide feedback on our priorities, including the proposed rent increase, repairs and improvement programmes and housing services and activities.

We also issue evaluation forms to determine the success of the event and take on any feedback that could improve future events.



## Satisfaction Surveys

Independent surveyors carry out tenant satisfaction surveys for us throughout the year. The survey assesses the views of a representative sample of tenants in all areas of our service provision.

We also carry out homeowner satisfaction surveys to gain feedback on satisfaction with GWen's factoring service.



## Newsletters

Our Newsletter is one of the main sources of general information for you about our current and future activities.

We also highlight opportunities to get involved in our current consultations and update you on the latest that is happening in your community.



# Keeping you informed



## Consumer Panels/ Subject Specific Consultations

We hold Consumer Panel meetings throughout the year which enables you and other members of the community to give feedback on our policy and service reviews.



## Website and Social Media

Our website and social media channels are kept up to date with all the latest changes to services, ongoing consultations, how to access services and updates from community organisations. Our website also has information about your tenancy and how to contact us.



## Performance Monitoring

We carry out the following continuous monitoring/ reporting which helps assess our performance against the Service Quality Guarantee:

- Annual submission of Annual Return on the Charter (ARC) report to the Scottish Housing Regulator.



- Publication of Annual Report on the Charter and Annual Report.
- Biannual reports to our Management Committee, with recommendations for service improvement.
- Updates on performance reported at Annual Tenant Conference, Annual General Meeting and via newsletter.
- Participation in benchmarking groups.



# Contact us...

If you want to discuss anything in this document, contact us through one of the options below.



Call **0141 331 6650**



Email **admin@glasgowwestha.co.uk**



Complete the contact form at **www.gwha.org.uk**



In writing at:  
**5 Royal Crescent Glasgow G3 7SL**

If you wish to make a complaint, please refer to our Complaints Handling Guide on our website or contact us for a hard copy. Your suggestions and complaints are important to us, as they help us improve the services we provide.

**You can also find us on social media for all our latest service updates!**



**facebook.com/glasgowwestha**



**@glasgowwestha**

## Glasgow West Housing Association Limited

5 Royal Crescent • Glasgow G3 7SL

Tel: 0141 331 6650 • Email: admin@glasgowwestha.co.uk

Website: **www.gwha.org.uk**



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