



Glasgow  
WEST  
HOUSING  
ASSOCIATION  
LIMITED

HOMES ARE OUR PURPOSE  
SERVICE AND SUSTAINABILITY  
OUR PRIORITY

# Service Quality Guarantee



# About Our Service Quality Guarantee

**Our vision is to improve the quality of life for residents and the community.**

Our Service Quality Guarantee, introduced in 2005, sets out the standards of service that tenants, owners and other service users can expect to receive from us.

Our Core Service Standards (Page 3) are the principle responsibilities and expectations that form the basis of our day-to-day relationships with tenants and other service users.

The accompanying standards (Page 4–11) set out the guarantees that relate specifically to each of our main areas of service provision.



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# Customer Service Standards

We strive to achieve the highest possible standards and provide services that you want, and are proud of. These standards outline our promise to provide services that are efficient, fair and responsive to your needs.

## Our Promise to You

### We will:

- provide help, advice and assistance in all housing-related enquiries.
- deal with phone call queries within 2 working days and correspondence queries within 5 working days.
- acknowledge complex enquiries within 2 working days, and aim to respond within 20 working days.
- act professionally, impartially and with the utmost confidentiality.
- treat everybody fairly, equally and without discrimination.
- wear name badges and will be courteous and friendly.
- see you on time for any arranged appointment.
- let you know of any changes to arranged appointments in advance of schedule.
- provide information in a format that is readily accessible for you.
- welcome your views, complaints and comments and treat them with respect and impartiality (see page 10).



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## Your Promise to Us

### You will:

- be respectful when speaking with our staff, contractors or representatives.
- read all information we send you and respond when we ask you to.
- attend appointments on time.
- provide access to your home for necessary repairs, inspections, visits.
- be patient with us. There are times when we are very busy and we will do as much as possible to keep waiting times to an absolute minimum.
- not direct any abuse, harassment or intimidation towards our Staff, Committee, Contractors or Representatives. We may restrict the methods of communication, and, in some cases the services available, to tenants or other service users who do not respect this (in line with our Unacceptable Actions Policy).

# Tenancy Services

## Our Promise to You

### We will:

- provide you with a Tenancy Agreement and Handbook at the start of your tenancy and spend time explaining these important documents to you.
- respond to tenancy request as quickly as possible and will issue full responses and clear decisions within a maximum of 28 days.
- regularly inspect the common areas of properties and will promptly deal with instances of neglect or vandalism.
- deal quickly with reports of anti-social behaviour, harassment, misconduct or breach of tenancy.
- consult with you prior to making changes that will significantly impact the services you receive.
- welcome your feedback and comments on our services and activities.
- support Registered Tenants Organisations within our area.
- support you in your Tenancy and, where appropriate, liaise with other agencies to help you access support.



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## Your Promise to Us

### You will:

- accept the responsibilities set out in your Tenancy Agreement.
- be a good neighbour and respect the right of all residents to the peaceful enjoyment of their homes.
- look after your home and the common areas.
- keep close entrance doors locked to maintain security.
- let us know if your home is likely to be empty for more than 28 days.
- advise us of any changes in your household composition.
- give us a minimum of 28 days notice if you want to end your Tenancy.
- co-operate with us to help us deal with anti-social behaviour and other breaches of tenancy.
- report criminal activity to the police.
- not abandon your tenancy or sub-let your tenancy without our express permission.

# Rent Services

## Our Promise to You

### We will:

- provide rent collection services that are easily accessible, convenient and efficient.
- ensure that payments are credited to your rent account within 5 working days.
- 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 respond to your rent account enquiries.
- promptly advise you if there are arrears on your rent account.
- do our very best to help you to deal with problems you have paying your rent.
- help your enquiries with other agencies and provide benefits advice wherever possible.
- only start court action and eviction proceedings as a last resort.



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## 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.
- respond to our letters and rearrange appointments that you are unable to keep.
- contact us immediately if you are unable to pay your rent in full, in advance, on or before the 28th day of each month.
- accept that our staff will be firm, but fair, when dealing with rent arrears, and other matters relating to your tenancy.
- keep to repayment arrangements you have agreed with us.
- accept that a decision to take court action is not the decision of a staff member and it is a corporate decision.

# Housing Applicant Services

## Our Promise to You

### We will:

- provide housing information, advice and assistance on the housing options open to you.
- ensure our housing is provided for people in the greatest housing need.
- make copies of our Housing Allocations Policy available on our website, with hard copies available upon request.
- issue housing applications on request.
- process housing applications within 8 working days.
- explain how we have assessed your housing application.
- aim to re-let empty homes within 10 days and will provide reason to applicants when this target cannot be met.
- annually review our Housing List.



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## 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.
- respond to our correspondence within the timescales indicated.
- accept that we are in a position to help only a very small number of people who apply to us for rehousing.
- give proper consideration to offers made.
- maximise your rehousing opportunities by applying to other housing agencies.

# Repairs & Maintenance Services

## Our Promise to You

### We will:

- provide ongoing maintenance programmes that preserve the quality and longevity of your homes; working in line with the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH).
- respond to Emergency Repairs within 6 hours; Urgent Repairs within 3 working days and Routine Repairs within 10 working days.
- provide an emergency “out-of-hours” repairs service.
- do our best to arrange a visit at a time that is convenient for you.
- formally review the performance of our contractors on a quarterly basis.
- inspect the quality of completed repairs.
- let you know when there will be a delay in completing a repair and give you a revised timescale.
- advise you when you will be responsible for paying for a repair.
- compensate you when our service does not meet the Statutory Right to Repair standards.
- secure empty properties and carry out regular inspections until the property is let.
- regularly survey tenants who have reported repairs and report the results via our website, Annual Report on the Charter and Annual Report.



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## Your Promise to Us

### You will:

- report repairs to us as soon as they occur.
- provide clear details of your repair and when access is available.
- let us know in advance if an appointment needs to be rearranged.
- use our “out-of-hours” service for emergencies only.
- pay for repairs that are your responsibility.
- inform us if you are concerned about the quality of a repair.
- be courteous to our contractors, staff and other representatives.

# Major Works & Investment Services

## Our Promise to You

### We will:

- seek opportunities through procurement to demonstrate value for money, and enhance the quality of works being undertaken in your home.
- appoint experienced contractors to deliver the required technical standards.
- ensure all Major Works projects comply with legislative requirements.
- consult with you and keep you informed regarding the works.
- publish the programme of works annually and seek your feedback regarding the proposals.
- provide a minimum of 5 days' notice for information gathering surveys.
- provide a minimum of 6 weeks' notice for planned works.
- do our best to minimise disruption.
- follow the required Health & Safety protocols.
- leave your home safe, tidy and with power at the end of each working day.
- ask for your feedback to help continually improve our service.



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## Your Promise to Us

### You will:

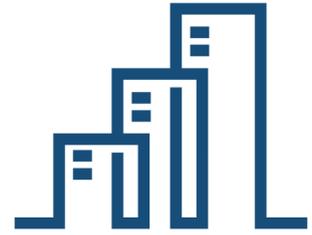
- provide reasonable access for surveys and subsequent works, in accordance with the terms of your Tenancy Agreement.
- make sure your home is ready for any works by lifting carpets, removing personal items from the works area etc.
- let us know in advance if an appointment needs to be rearranged.
- be responsible for redecoration works following any Major Works project.
- be courteous to our contractors, staff and other representatives.

# Estate Management Services

## Our Promise to You

### We will:

- investigate any matters raised through inspections, concierge or by our contractors.
- regularly carry out inspections of common areas.
- respond to instances where household waste disposal requirements are not adhered to, through resident engagement, and removal.
- work in partnership with 3<sup>rd</sup> party agencies to ensure the area in which you live 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.
- engage with local authorities to resolve any neighbourhood issues.
- keep you updated with any changes to service through posters, online announcements and direct contact.



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## Your Promise to Us

### You will:

- dispose of household waste responsibly in line with local authority guidelines and property specific guidance provided to you.
- do your best to look after common areas between visits from our service contractors
- inform Glasgow City Council of missed bin collections.
- keep common areas clear of personal belongings, such as bikes and prams.
- report bulky waste for collection before putting it outside no earlier than the day prior to collection.
- report common area repairs as soon as they occur, for instance lights being out.
- keep close doors secure at all times.
- 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 Sure 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 re-let.



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## Your Promise to Us

### You will:

- allow access to your property, after reasonable notice, to enable us to carry out maintenance or safety checks on appliances and/or flues that we provide for your use.
- immediately inform us of any repairs required to your gas appliances.
- report any smell of gas to the National Grid immediately on 0800 111 999 and turn off gas at the emergency control valve beside the meter, if possible.
- not use any equipment where you are in doubt of the safety of it until it is checked by a competent installer and any required actions are taken.

# Health and Safety Services

## Our Promise to You

### We will:

- ensure compliance with 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 through appropriate contractor procurement and works.
- carry out our asbestos checks and follow up works, if required, as well as providing information of any known asbestos in your home.



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## 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 cooking appliances.
- follow advice given in relation to water hygiene and safety.
- follow advice given in relation to asbestos containing materials.
- 'See Something, Say Something'. Contact us if you become aware of something that doesn't look safe or that you have a concern about.
- observe the fire safety and prevention advice given.
- refrain from use of portable gas bottles.

# Complaints, Compliments and Comments

## Our Promise to You

### We will:

- make it easy for you to complain and provide feedback about the services we provide.
- meet with you in person if you prefer this to corresponding in writing.
- ensure all complaints are handled in line with our Complaint Handling Procedure.
- acknowledge complaint (verbally or in writing) and confirm the staff member who will respond within 2 working days.
- keep you informed of any progress in the investigation of your complaint.
- aim to find amicable resolutions within our timescales.
- acknowledge where we have made mistakes and apologise.
- tell you if we think you are being unreasonable.
- ask for your feedback on how we handled your complaint/ comment.
- advise you how to progress a complaint to the Scottish Public Services Ombudsman (SPSO).
- Provide information on how to submit a Significant Performance Failure notification to the Scottish Housing Regulator (SHR).



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## Your Promise to Us

### You will:

- let us know when you are unhappy with our services and give us the opportunity to put things right.
- pass on any positive feedback, as well as negative.
- avoid personalising issues unless you wish to make a complaint about the conduct of a staff member.
- understand that we may not always be able to agree with you.
- co-operate with us to help us speedily resolve matters of concern to you.

# GWEn Services

## Our Promise to You

### We will:

- provide good quality and value for money factoring services.
- provide quarterly factoring invoices.
- respond to any queries arising from invoices within 5 working days.
- offer you the opportunity to benefit from our competitive buildings insurance rates.
- regularly inspect the common areas of the properties and encourage all residents to contribute to the upkeep and maintenance of the common areas (timescales stated within Annual Information Sheet).
- seek your comments on our cyclical and long-term maintenance programmes.
- provide opportunities for you to participate in improvement programmes, where possible.
- consult with you prior to instructing a common repair if your share of the cost will exceed £250.
- provide repayment facilities that are flexible, convenient and efficient.
- consider repayment by instalment, if you contact us.
- hold an annual Homeowner Conference.



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## Your Promise to Us

### You will:

- take your turn at cleaning the stairs, where services are not in place.
- keep common areas clear.
- promptly pay factoring invoices.

# How we deliver our Service Quality Guarantee

**Our Service Quality Guarantee has been developed to outline our promise to provide services that are efficient, fair and responsive to all our tenants and other service users.**

We will monitor the extent to which we meet our Promises as detailed below.



## Annual Tenant Conference

All tenants are invited to attend our Annual Conference 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 a homeowner satisfaction surveys to gain feedback on satisfaction with GWEn's factoring service.



## Quarterly Newsletters

Our Newsletter is one of the main sources of providing general information to you about our current and future activities. We also highlight opportunities to get involved in our current consultations and update on the latest that is happening in your community.



## Consumer Panels/ Consultations

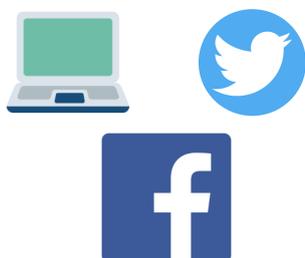
We hold Consumer Panel meetings throughout the year, 3 per year. It enables you, and other member of the community, to give their feedback on our policy and service reviews.

# How will we deliver our Service Quality Guarantee



## Subject Specific Consultations

Postal and online consultations are used to gain feedback on current/ proposed services and/ or to target feedback on a specific subject area, including the repairs service, changes in the rental charges and satisfaction with improvement/ refurbishment works.



## 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 and report a repair.



## 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
- 6 monthly reports to our Management Committee, with recommendations for service improvement
- Updates on performance reported at Annual Tenant Conference, Annual General Meeting and via quarterly 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](mailto:admin@glasgowwestha.co.uk)



Complete the contact form at [www.gwha.org.uk](http://www.gwha.org.uk)



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



Facebook.com/ GlasgowWestHA



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