

Response Repairs Service Update

We are thrilled to announce the launch of our new repairs service in partnership with



**LAUNCH
DATE**

JUL
31

From this date (9am), repairs should be reported in the following way:

Office hours
(Mon-Fri, 9am-4pm)

Phone us on
0141 331 6652



Email

Rservice@glasgowwestha.co.uk

Visit our office
or write to us at
5 Royal Crescent



Out-with office hours, if you need to report an Emergency repair please refer to the following information. For factored homeowners this applies to common repairs only.

All Stock	Company	Phone No
All trades and electric heating faults	Bell Group	0141 336 7111
Chute Blockages	Bell Group	0141 336 7111
Lift Faults	City Building	0800 595 595
Gas central heating faults	City Building	0800 595 595
Stair or back court lighting faults	GWhA	Details above

From 31 July 2023 initial service provision will focus on **emergency repairs only** for a period of 2 weeks

Q+A, plus additional information overleaf



Emergency Repairs

Where there is a risk to health, safety or security, or where a delay in attending may result in significant

damage to the property. Examples are:

- water ingress to your home
- lift break-downs; and
- loss of central heating/hot water (in cold weather).

Loss of TV signal, and tripped electrics due to a fault in your appliances are NOT Emergency Repairs.

A full repairs service will resume from 14 August 2023.

We anticipate that response times may be impacted initially while our new contactor works through the backlog of outstanding works, and would appreciate your continued patience.



QUESTION & ANSWER

Why has the contractor changed?

We have listened to all feedback we received, and have taken the decision not to renew our response repairs contract with City Building. This contract ends on 31/07/2023 at 9am.

Some contracts, including lift maintenance and annual gas maintenance, will continue to be delivered by City Building.

I have a repair that is outstanding. What will happen next?

It may be that we will ask City Building to complete repairs they have started. If you reported a repair more than a couple of weeks ago and it has not yet been attended to, please let us know as soon as possible.

What if I need to report a repair that is not an emergency

Non-emergency repairs should continue to be reported to GWAH(details on the front page) and will be instructed when the full repairs service resumes on the above date.

How long is the contract with Bell?

This is a temporary 12 month arrangement pending a full tendering process. The Bell Group works with other housing associations and are clear on our expectations in terms of service quality.

What about my rights under the Statutory Right to Repair?

The Bell Group are our appointed primary contractor. If your repair falls within the terms of the SRTR, our secondary contractor: Timetra may be appointed.

Who do I contact if I have any questions or if I want to provide feedback on the repairs service?

Please contact our Office (details on the front page). Our Repairs Team will be happy to assist.