

Response Repairs Service Update



bell



**LAUNCH
DATE**



From 01/02/2024 all new repairs should be reported directly to our Response Repairs Contractor (Bell Group)

From this date (9am), with the exception of the repairs noted at the foot of page 2, repairs should be reported in the following way:

24h Service



Report via telephone on
0141 336 7111

Via email



GWA@Bellgroup.co.uk

Monitored Mon-Fri, 9am-4pm

For factored homeowners this applies to common repairs only.

Our Repair Response Times are as follows:

- Routine Repairs will be completed within 10 working days
- Urgent Repairs will be completed within 3 working days
- Emergency Repairs will be completed within 6 hours



When you report your repair to Bell they will confirm the repair priority and when you can expect repair to be completed

Should you require further information please contact us, see our website or GWA calendar

Q+A, plus additional information overleaf

QUESTION + ANSWER

What is the reason for this change in repairs reporting?

This pilot initiative will allow us to focus on service improvement measures over the next months, including developing our front-line customer services team to provide an enhanced customer service that reflects your feedback.

What will be different?

- You will speak directly to one of the Bell team who have direct access to works planners and diaries.
- You will be able to agree appointment time with Bell at the time of your call.
- It will be easier for you to change an appointment if needed.

How long will Bell be managing the repair calls?

This will operate as a pilot. We will keep this under review and will seek resident feedback through our normal channels.

Who do I contact if I have any questions or if I want to provide feedback

Our staff remain available to assist, please contact us on 0141 331 6652, via Rservice@glasgowwestha.co.uk, or by visiting our office

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

The Bell Group will still provide our repair service and any outstanding repairs will be managed by them.

If you would like to discuss any concerns about your repair, please contact us.

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.

Stair or backcourt lighting Faults

Our stair and backcourt lighting maintenance is managed by 2 contractors:

- Glasgow City Council is responsible for our Blythswood Court, Hyndland and St Vincent Terrace developments.
- GWAH is responsible for all other properties

Should you wish to discuss this please contact a member of our team on 0141 331 6650

The following repairs should be reported to City Building

- Lift faults
- Gas central heating faults
- Stair or back court lighting faults (Hyndland, St Vincent Terrace & Blythswood)

on 0800 595 595