

New Gorbals Housing Association Customer Service Standards 2026

If you need a copy of this leaflet in a different language or format, please let us know. We will provide the information in a format that suits your needs.

We want to provide the best possible service to all our tenants and other customers. These are the standards you can expect from us. We will do our best to meet the standards at all times. If you feel we are not meeting these standards you can make a complaint.

Section 1: What you can expect from all members of staff

- ✓ You will always receive a professional service from us and be treated with courtesy and respect.
- ✓ We will be patient and sensitive in dealing with any problems you raise.
- ✓ We will treat in confidence all personal information you provide.
- ✓ We will follow our equal opportunities policy - so that everybody receives a fair service from us.

Section 2: When you visit our office

- ✓ We will ensure our reception area is clean and comfortable.
- ✓ We will be friendly and helpful and will acknowledge you when you arrive. We will attend to you as soon as possible, and within 5 minutes of your arrival.
- ✓ We will provide a private interview room, if you need one.
- ✓ If you have made an appointment, the staff member you have arranged to meet will see you within 5 minutes of the agreed time. If they have been delayed, the receptionist will let you know when they will be able to see you.
- ✓ If you don't have an appointment, we will tell you approximately how long you may have to wait and who will see you. If you can't wait, we will ask the relevant staff member to contact you to make a mutually suitable appointment.
- ✓ We will give you help where possible to fill in our forms or signpost you to other help where needed.
- ✓ We will make sure our office is accessible.

- ✓ We will provide an induction loop to assist any customers with hearing impairment and this will be signposted.
- ✓ We will make sure the Happy to Translate logo is visible. We can arrange an interpreter for those who need this service.
- ✓ We will have a QR code in reception to scan to link you to the main relevant information on our website to help with community languages.

Section 3: When you telephone us

- ✓ Telephone calls will be answered within 2 minutes. Where call volumes are high, repair calls may be transferred to an answering service to minimise waiting times. All callers will be contacted as soon as reasonably practicable.
- ✓ We will greet you with a first name when answering your call.
- ✓ The reception team will answer your query or direct you to another member of staff who can help.
- ✓ If a staff member is not available when you call, they will call you back as soon as they become available.

Section 4: If you write to us or email us

- ✓ We will reply to your letter or email within 3 working days, or sooner if we can.
- ✓ We will make sure our letters/emails are clear and easy to understand.
- ✓ Our reply will typically be sent in the name of the staff member dealing with the matter.
- ✓ If you have asked us to send you forms or other information, we will do this within three working days unless we need to make special arrangements to provide what you have asked for.
- ✓ If you ask us, we will arrange for letters or other information you need to be translated or made available in large print or braille. We will tell you how long this will take.

Section 5: When you contact us online

- ✓ If you contact us via our website, www.newgorbalsha.org.uk, we will follow the same standards as Section 4 above, and reply within 3 working days, or sooner if we can.
- ✓ If you contact us directly on social media, we will aim to reply within three working days. Our social media channels are only monitored during working hours.
- ✓ If you contact us via our Tenant Portal, mynewgorbals.org.uk, we will aim to reply within three working days.
- ✓ We will seek to make sure our all our replies, whether via email, private message or publicly visible tweet, are clear and easy to understand.

Section 6: When we visit your home

- ✓ We will carry photographic identification and will show this to you before entering your home.
- ✓ If we need to cancel a visit, we will let you know as soon as possible and rearrange it.

Section 7: Applying for housing

- ✓ We will provide an application form to anyone who wishes to apply to us for housing.
- ✓ We will respond to your application within 15 working days, explaining how your points have been calculated. To help you assess your prospects of receiving an offer, we will also provide information about the number and type of houses we are currently letting.
- ✓ If you receive an offer of housing, you will have 3 days to view the property.
- ✓ We will give you information about the standard you can expect your house to be in when you move in. We will make sure the house meets this standard before you receive your keys.
- ✓ We will give you detailed information about our services when you sign up for your tenancy. We will carry out a settling-in visit within 6-10 weeks of your tenancy starting. We will ask for your feedback on the standard of the house and the quality of service you have received from us.

Section 8: Repairs to your house

- ✓ When the office is closed, our answering machine will tell you how to report emergencies and put you straight through for help if choose this option.
- ✓ We will attend to emergencies within 4 hours to make the situation safe or to do the repair. We will complete any follow-up work as quickly as possible.
- ✓ We will complete urgent repairs within 3 working days and routine repairs within 10 working days.
- ✓ We will keep you informed if there are any delays.
- ✓ We will seek to ensure all repairs are completed to a high standard and ask you for feedback on how satisfied you were with the work.
- ✓ We will tell you whether your repair is covered by the “Right to Repair” and pay you reimbursement for qualifying repairs if completion of the work is delayed.
- ✓ We will provide annual gas service and safety checks.
- ✓ We will carry out Electrical Installation Condition Reports (EICR) every 5 years.
- ✓ We will provide contractors with all the necessary information to carry out repairs to your satisfaction.
- ✓ We will ensure all contractors keep to our Code of Conduct when working in your home.
- ✓ We will respond within 28 days to any application you make to alter or improve your house.
- ✓ If you are disabled or need changes to your house to enable you to live in it comfortably, we will try to provide help with having your house adapted.
- ✓ We will consult you about major programs of work or improvements that affect your house or neighbourhood.

Section 9: Tenant participation and wider action

- ✓ We will ensure our approach to Tenant Participation and Engagement is shaped by the feedback of our tenants and the community.
- ✓ We will continue to seek feedback on all aspects of our work and communicate our findings via newsletters, annual reports and in other ways.
- ✓ We will consult tenants when making or changing policies that are likely to affect them significantly.

Section 10: Rents

- ✓ We will ensure all payments are accurately logged within 5 days of receipt.
- ✓ We will continue to offer a range of rent payment methods and options.
- ✓ We will firmly and fairly support and encourage tenants in paying rent.
- ✓ We will signpost to our welfare rights and other services for any tenant who is struggling with meeting rent or with the cost of living.
- ✓ We will consult with tenants on changes to rent or service charges.

Section 11: Information about our services

- ✓ We will produce at least 3 Newsletters a year for all tenants.
- ✓ We will provide a Tenants Handbook for all tenants.
- ✓ We will issue an Annual Report to tenants which provides information on the Association's progress and performance during the year.
- ✓ We will display information leaflets about the Association and its services in the reception area.
- ✓ If you need information in a different format (for example, in large print or in another language), let us know and we will arrange it for you.

Section 12: Comments and suggestions

- ✓ We will take account of suggestions and comments on our service and we will provide forms for this purpose in our reception area and interview rooms (this can be in confidence if you wish) and a QR code to provide feedback digitally.

Section 13: If you have any concerns or if you need to complain

- ✓ We will try to deal with your problem or query on the spot. If we can't do this, we will make an appointment at a time that suits you, to get things sorted out.
- ✓ We will provide copies of our complaints procedure in the reception area, or we can send you a copy. We will give you any reasonable help you need to make a complaint, as well as details of how to contact the Ombudsman if you are unhappy with how we have dealt with your complaint.