

## Update on your services

At GHA, we're always looking at ways to improve our services.

We asked for your views last year on our plans for a new way of working and how we can offer even better support for people in our communities.

After listening to what you told us, we've introduced new services and new ways of working. You can find out more about these changes below.

**Jehan Weerasinghe,**  
GHA Managing Director

### Tenant consultation results

We'd like to thank everyone who took the time to give us their views on our new way of working. We asked for your feedback last year on our plans to make it easier for you to get the services you want, when you want, where you want.

Of those who responded, 88% supported our proposals for personalised services to be delivered in your own home rather than in a housing office, and 86% backed our plans for new ways for customers to have a say in decision-making.

Your views always help shape our services, so we're grateful to everyone who took part.

We'll keep you updated as our plans take shape.

### GHA to become Wheatley Homes Glasgow

We also asked for your views on plans to change GHA's name to 'Wheatley Homes Glasgow'. Tenants, once again, voted overwhelmingly in favour of the new name, which reflects GHA and Cube Housing Association joining forces in Glasgow and our new way of working.

Coming together as one organisation allows us to do more for tenants, communities and the



city than would have been possible if we had remained separate.

We will be able to build more homes, invest more in our existing homes, and create more jobs and apprenticeships for people in our communities. Look out for the new name on our website and social media channels and in letters you receive from us.

### Putting our customers first

A key part of our new way of working is our new Customer First Centre.

The Customer First Centre – open all day, every day – is now your first point of contact for issues about housing, rent, repairs or anti-social behaviour and more.

With more staff than ever before, it is the fastest and easiest way for customers to get in touch. Expert staff are on hand to give you the advice and support you need to help resolve your issue there and then.

You'll get a highly personalised service from the comfort of your own home – and at a time to suit you.

The new team can also now set up appointments with welfare benefits advisors and fuel advisors on your behalf, as well as providing emergency support and booking temporary accommodation if needed.

If you need additional help, we now have a team of specialist staff available to support you too. The new Customer First Centre also means housing officers can spend more time out in communities dealing with complex cases.

Customer First Centre staff will be available as before by phone, but the new service will also allow customers to reach out for support via email, new online chat and other digital channels going forward.

You can contact the Customer First Centre all day any day by phoning **0800 479 7979** or emailing [talk@gha.org.uk](mailto:talk@gha.org.uk)

### **Stronger Voices**

We want you to have an even bigger say on what happens in your community.

Signing up to our Stronger Voices' programme means you can share ideas on how to make your local area even better.

You'll be able to take part in surveys and online testing of new products, join our digital panels and take part in environmental improvement activities.

**Stronger  
Voices**

*Tell us what  
you think*



'Stronger Voices' is part of our aim to give tenants the power to shape our future plans – such as investment priorities and project ideas – and is an important way of having your say on decisions and services affecting your neighbourhood.

Our aim is to involve 1000 tenants, of all ages and backgrounds, in our new way of engaging.

Interested? Call **0800 479 7979** or email [talk@gha.org.uk](mailto:talk@gha.org.uk)

### **Here to help**

Remember, we're always here to help you. If you're struggling to make ends meet, there's lots we can do to support you.

Our welfare benefit advisors can help you with benefit claims; our fuel advisors can help with your gas and electricity bills; EatWell can help with emergency food supplies and Home Comforts can provide free furniture for your home.

If you need help, talk to us today.

Get in touch

 [www.gha.org.uk](http://www.gha.org.uk)

[talk@gha.org.uk](mailto:talk@gha.org.uk)

 **0800 479 7979**