

Repair Call Centre



Our key aim is to provide you with the highest standard of services at all times. To this end we want you to know what you can expect from us.

Our commitment

By stating our Customer Services Standards, we aim to help you get the most from your contact with us.

We are happy to receive your views on our service and will consider anything you have to say.

Reporting a Repair by telephone:

- We aim to pick up telephone calls within four rings and staff will always greet you courteously stating their name
- You will be asked for your name and address and for the reasons for your call
- To help us deal with your repair request efficiently we may need to ask you detailed questions to identify the problem and ensure that all details are recorded correctly
- In the case of a plumbing or heating repair you will probably be advised to contact our specialist Plumbing & Heating Contractors direct. These contractors contact details can also be found in our tenant's newsletter. For all other repairs we will make arrangements with Contractors for any work to be carried out
- Whenever possible you will be advised of the name of the Contractor being contacted and a target time within which the repair should be dealt with. E.g. Emergency= 1 day. Urgent= 3 days Non Urgent= 15-30 days
- If you would like an appointment for the work to be done, we will advise how this can be arranged
- We will send you an acknowledgement form confirming which contractor will be visiting you and giving you the contact details should you need to get in touch with them directly

Our staff undertaking:

- Whether you meet staff at the office, or we call to your home, we will always carry approved identification cards showing photograph, name of staff member and department
- We will listen to you and seek to understand your needs and will treat you with courtesy and dignity at all times
- We will treat everyone and every organisation fairly in accordance with their own diverse needs

- **We will not** tolerate the use of foul or abusive language, inappropriate comments about disability, comments of a racist, sexist, homophobic or ageist nature; threats or harassment either to staff or other service users

General contact with Gwalia Estates and facility Management Department:

- If the person you are trying to contact is not available and nobody else can help, we will take a message and ensure you are called back as soon as possible
- We will acknowledge e-mail enquiries within one working day, and will send an initial response within three working days. If a fuller reply is required, we will endeavour to supply this within 10 working days
- We aim to acknowledge receipt of all written correspondence within three working days, and, if required, a fuller reply within 10 working days
- We aim to provide information in plain language
- We can provide information in large print on request
- Information on our Website is designed to meet accessibility standards for people with visual impairment
- We will supply on request, all written material in Welsh and can arrange translation into many other languages

Complaints:

- From time to time we will ask you about your experience of using our service. We will do this by a variety of means including survey, focus group and direct contact. We include a survey with all acknowledgement forms sent to you when you report a repair.
- We aim to improve our service by responding quickly and positively to your complaints – we will acknowledge your complaint within one working day, give you an initial response within three working days, and a full reply within 25 working days
- If you are dissatisfied about any aspects of our service, you should ask for details of our Complaints Policy and Procedure, at any of our offices, by telephone, by e-mail, in writing or in person.

How to Contact us to Report a Repair:

By Telephone:

General Repairs:

Ring our 24 hour Repairs Call Centre: 0845 608 0444

Heating and Plumbing:

Westward Energy Services: 0845 702 3820

Rhayader Only - Heating, Plumbing, Drains and Electrics

British Gas: 0845 950 0400

By Email to: repairs@gwalia.com

By Fax to: 01792 488210

By letter or in person to: Any of our Area Offices in Neath, Llanelli or Ammanford, or to the Head Office in the Kingsway, Swansea. (Please see Handbook for detailed information).