

Service standard

Contacting Golden Lane Housing

April 2024



This guide explains what you can expect from Golden Lane Housing when you contact us.

Helpful words

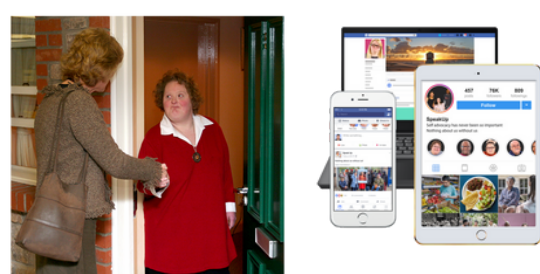
| | |
|-----------|---|
| Monday | ✓ |
| Tuesday | ✓ |
| Wednesday | ✓ |
| Thursday | ✓ |
| Friday | ✓ |
| Saturday | ✗ |
| Sunday | ✗ |

Working days are
Monday, Tuesday, Wednesday,
Thursday and Friday

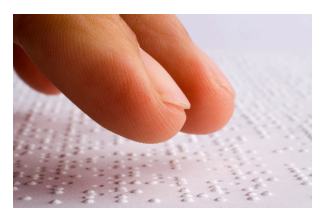
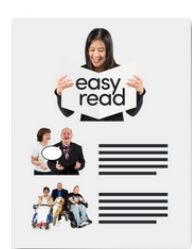
When you contact us we will



provide a telephone helpline for you to call anytime and anyday.



offer lots of ways for you to contact us.



understand and record your communication needs so we can contact you in a way that suits you.



make sure our staff are trained in things like learning disability and autism.

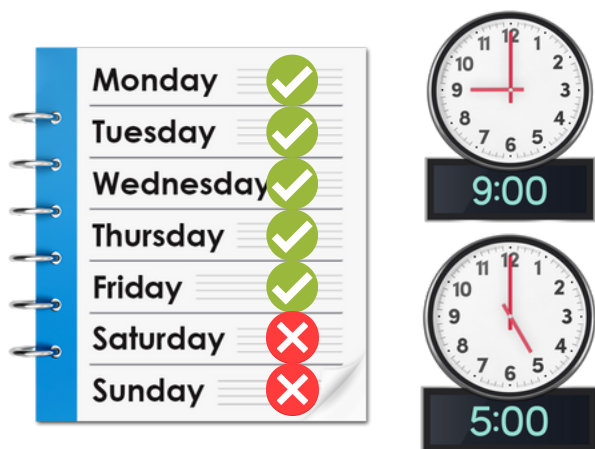


treat you fairly and with respect and try to help you as quickly as possible.

You can contact Golden Lane Housing by phone



You can phone 0300 003 7007 and select option 1 to report a repair or for advice about getting something fixed in your home.



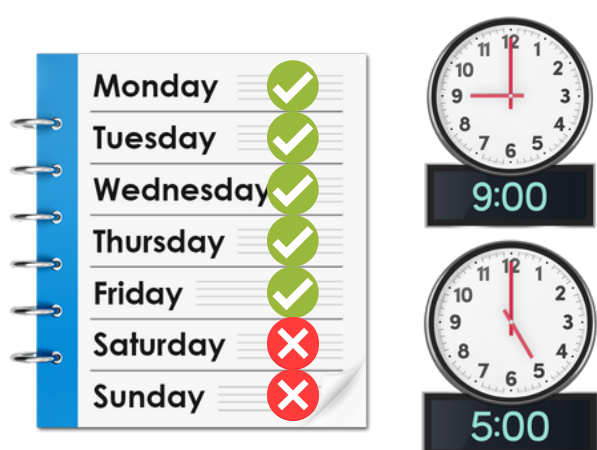
Phone lines are open Monday to Friday from 9 o'clock to 5 o'clock.



You can also phone 0300 003 7007 and select option 1 to report an emergency repair anytime and anyday.



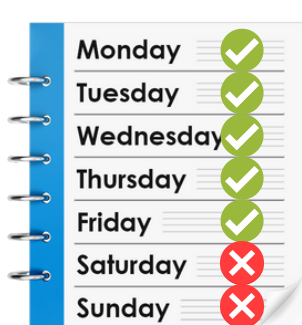
You can phone 0300 003 7007 and select option 2 to speak to someone about anything else to do with your home.



Phone lines are open Monday to Friday from 9 o'clock to 5 o'clock.



We will aim to answer all phone calls in 30 seconds.



If you leave a voicemail message we will call you back within 3 working days.

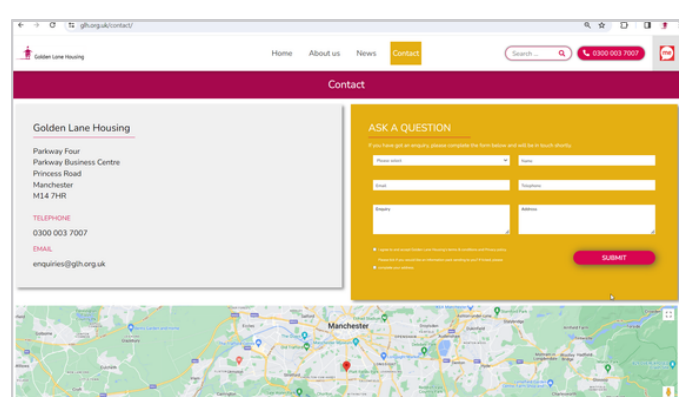


You can contact Golden Lane Housing online



You can send an email to

enquiries@glh.org.uk



You can send a message from the contact us page on our website

www@glh.org.uk



We will reply to your email or online message within 3 working days.

You can write to us at



Post your letter to
Golden Lane Housing
Parkway Four
Parkway Business Centre
Princess Road
Manchester
M14 7HR

For alternative versions of this guide, please
contact the Communications Team:
0300 003 7007 select option 2
communications@glh.org.uk

Golden Lane Housing
Parkway Four
Parkway Business Centre
Princess Road
Manchester
M14 7HR



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enquiries@glh.org.uk
www.glh.org.uk

Golden Lane Housing Limited is a charitable Community Benefit Society registered with the Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014, registered number 8734, and a Registered Provider of Social Housing, registered number 4803