



OUR CUSTOMER SERVICE OFFER 2022

*OUR AIM IS TO GIVE YOU ACCESS TO THE SERVICES
YOU NEED, AT TIMES THAT SUIT YOU. THESE INCLUDE:*

- 24/7 online services
- 24/7 emergency repairs service by telephone
- Customer Service Advisors to answer your questions quickly
- New office opening hours (page 3)
- Meetings and appointments with staff



Self-service

YOU CAN QUICKLY AND EASILY....

- Check your rent balance
- Pay your rent
- Make other payments
- Report repairs
- Apply for housing or a transfer using Findmyhome.org.uk
- Let us know about a change in your circumstances
- Ask for an appointment
- Make a complaint or offer compliments
- Tell us about anti-social behaviour
- Access service documents and information
- Email a service query
- Find out what's on in the community

WHEN:
Available 24/7

HOW:

- QC App
- QC website, **qcha.org.uk**
- Email us on **contactus@qcha.org.uk**
- QC Factoring App
- Follow us on **Twitter, Facebook, Instagram**



Enquiries / chat

*CUSTOMER SERVICE ADVISORS
CAN HELP YOU TO....*

- Make an appointment with a staff member
- Check your rent balance
- Pay your rent
- Make other payments including Ecopod payments
- Report repairs and answer follow up questions about repairs
- Make a housing and transfer application
- Make a complaint or make a compliment
- Report anti-social behaviour
- Access service information
- Arrange a gas service
- Request bulk uplift
- Request a new fob or parking permit

WHEN:
8am to 5pm
Monday to Friday
(except public holidays)

HOW:

Call us on
0808 143 2002



Meetings / appointments

WHEN YOU NEED TO MEET A MEMBER OF STAFF..

- Housing Officer
- Maintenance Officer
- Money and Benefits Advisor
- Energy Advisor
- Engagement Officer
- Other staff members

We will make an appointment for you.

WHEN:

Monday to Friday
by appointment
(except public holidays)

HOW:

Call us on **0808 143 2002** for an appointment:

- At home
- Online (using NearMe)
- In an office



Emergency repairs

CALL US AND WE WILL...

Respond in the event of fires or floods, loss of power or heating and any event that affects your health and safety.

WHEN:

Any time, every day,
all year round

HOW:

Call us on
0808 143 2002

NEW office opening hours from 22 March 2022

From 22 March our office at 45 Firhill Road will open at the hours set out below for people who need to come in to make an appointment.

OFFICE OPENING HOURS: Monday to Friday
10am to 12noon and 2pm to 4pm

Unfortunately we can't offer drop-in appointments as housing and maintenance officers spend much of their time either visiting people at home or are out and about working on homes and properties.

VIDEO MEETINGS USING NEAR ME

Video meetings allow us to meet you virtually... to see you and talk with you in your home or in an office when you have an appointment.

We can offer online video appointments using Near Me, a system used by doctors and health practitioners that works on a mobile phone or tablet.

Most appointments are made Monday to Friday between 9am and 5pm. But video meetings also mean we can offer early evening appointments.



WANT ANOTHER VERSION OF THIS DOCUMENT?

If you would like this information in another language, in large print, Braille, Easy Read, on tape or disk or in British Sign Language (BSL), please ask us. You can call us on 0808 143 2002 or email contactus@qcha.org.uk

GET IN TOUCH

- Call** 0808 143 2002
Visit www.qcha.org.uk
Email contactus@qcha.org.uk
Follow www.twitter.com/QueensCrossHA
Like www.facebook.com/QueensCrossHousing
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