



Gloucestershire
Housing Association

Accessing our services

This leaflet gives advice on the different ways you can access our services



If you would like this information in any of the following formats or a different language please contact us. **T. 01452 529 255**

- Large print
- In Braille
- On tape
- Face to face

Bengali

আপনি কি অন্য কোন ভাষায় কিছু জানতে চান? যদি তাই হয়, দয়া করে সহায়তার জন্য 01452 529255 এ নাম্বারে কোন কক্ষ অবলম্বন করে আমাদের সার্ভিস এজেন্টদের সাথে কথা বলুন।

Cantonese

您是否要將一些資料翻譯成另一種語言? 如果您有此需要, 請致電 01452 529255 尋求幫助與一位「客戶服務發展員」聯絡。

Czech

Potřebujete něco přeložit do jiné řeči? V případě, že ano, zavolejte na číslo 01452 629255 a požádejte poradce z oddělení služeb zákazníkům [Customer Services] o pomoc.

French

Avez-vous besoin de faire traduire quelque chose dans une autre langue? Dans ce cas, veuillez téléphoner au 01452 529255 pour assister et parler à un conseiller du service clientèle.

Gujarati

શું તમને કોઈ વસ્તુનું ભાષાંતર જુદી ભાષામાં કરાવેવું જોઈએ છે? જો હા, તો કૃપા કરીને ૫૬૬ ૫૬૬ નંબરે ૦૧૪૫૨ ૫૨૯૨૫૫ પર કોલ કરો અને કસ્ટમર સર્વિસીસ એજન્ટ્સ સાથે વાત કરો.

Mandarin

您是否要將一些資料翻譯成另一種文字? 如果您有此需要, 請致電 01452 529255 尋求幫助與一位「客戶服務發展員」聯絡。

Polish

Potrzebujesz tłumaczenia? Jeśli tak, zadzwoń pod numer 01452 529255 i porozmawiaj z doradcą ds. obsługi klienta

Portuguese

Necessita de alguma informação traduzida para um idioma diferente? Se necessitar, ligue 01452 529255 para pedir ajuda e falar com um Consultor do Serviço ao Cliente

Spanish

Necesita alguien que le haga traducciones a otros idiomas? Si es así, por favor llamo al 01452 529255 y pida hablar al servicio de atención al cliente.

Urdu

کیا آپ کو کسی چیز کی ترجمان کی ضرورت ہے؟ اگر ہاں ہے تو براہ کرم 01452 529255 پر کال کریں اور ہمارے سروس ایجنٹس سے بات کریں۔

At Gloucestershire Housing Association we aim to make it as easy as possible for you to access our services.

Throughout this leaflet we have listed the ways in which we are making our services more accessible, in particular for customers who have disabilities and customers whose first language is not English.

To help you find the services which are most useful to you, we have coded them as follows:



of use to wheelchair users



of use to customers who are visually impaired



of use to customers who are hard of hearing



of help with translation

If you have a particular need which we do not currently cater for, please contact us on **01452 529 255** and we will do our best to help you.

Access to our offices



We have ensured that our office is designed to be accessible to all customers.

The reception and private interview areas are wheelchair accessible. We also have wheelchair access to our committee room.

There are two public disabled car parking spaces at the front of our offices and two bookable visitors spaces at the rear.

If you have any questions about accessibility, please call **01452 529 255** before visiting.

Hearing induction loops



We have installed a hearing induction loop system within our reception area and we also have a portable induction loop available to use either within our offices or at your home.

Telephone services



We have a customer services team which you can contact by telephone on **01452 529255** for all enquiries.

To report repairs you can also use our free phone telephone number **0800 318522** (calls are free from a landline only, if dialling from a mobile please drop the first '0').

We have access to telephone interpreters who will be able to translate languages. To use this please call us on **01452 529255** where we will quickly assess your language communication needs.

RNID Typetalk



If you are hard of hearing and you have access to a textphone you can use Typetalk – a national telephone relay service which allows customers who are hard of hearing to communicate with us via our standard telephone system phone numbers. An RNID operator will act as 'go-between', converting speech into text and vice versa so that a conversation can take place.

If you have a textphone and you wish to use this service please call **18001** followed by the telephone number of the person you want to call (please remember to include the dialling code).



Fax machines



We have fax machines in our office. If you would like to, you can send us your communication by fax and, if appropriate, we can reply using the same method.

Our fax number is **01452 310 520**.

Documents in alternative format



If you request it, we can provide customer information and correspondence in Braille, large print, audio and in a different language as well as in our standard format.

Communication support



If you would like any of our information read to you, please ask and a member of staff will be happy to help.

If you are unable to complete a form yourself and a friend or family member cannot do it on your behalf, a member of staff will be able to help you.

If you need us to, we can arrange in advance for language interpreters, lip readers/speakers or sign language interpreters to attend a meeting with you.

As we will have to arrange these through our local partnerships we will need some time to set this up, so please try to give us as much notice as possible.

Internet and email



Our website at www.gloscha.co.uk gives full details of the range of services we offer.

Our website enables you to:

- View your rent statement
- Request a non emergency repair
- Submit a general enquiry
- Request a home visit
- Submit an anti-social behaviour report
- Request a document in an alternative format

Our website conforms to Web Content Accessibility Guidelines. It enables you to enlarge the font size, download a free speech enabler so that you can listen rather than read the content, and some text is available in a variety of community languages.

You can also email us at info@gloscha.co.uk with your request.

Equality and Diversity

GHA is committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business.

GHA will treat all service users, fairly and equally, regardless of their sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, colour, nationality, national origins, ethnic origin or disability.



Gloucestershire
Housing Association

Leaflet updated June 2008

2 St Michael's Court
Brunswick Road
Gloucester
GL1 1JB

T. 01452 529 255
F. 01452 310 520
E. info@glosa.co.uk
W. www.glosa.co.uk

GHA: *providing
sustaining
enhancing*