



Customer Service Centre

WE are making it even easier for you to contact us. Our new Customer Service Centre is based in New Gorbals and will soon open for business from 8am until 8pm, seven days a week. The centre will initially handle general enquiries and telephone payments.

Many of the staff at the centre have worked with us in other areas of business, and have a strong understanding of your requirements as a tenant.

We plan to further improve the service by extending the opening hours to 24 hours a day, seven days a week and by making more GHA services accessible via the centre in the near future.

Chief Executive Taroub Zahran said: "GHA is set to launch a range of new customer services over the next year. The first of these is the new Customer Service Centre. Tenants are at the heart of everything we do and when the Scottish Housing Regulator recommended that we improve our customer service, we immediately drew up an improvement plan. The centre is a direct result of this and we will carry on making other changes to increase the level of customer satisfaction."

The new Customer Service Centre will open in September – find out more details in the next edition of the Key!

Meanwhile, you can continue to contact us on our current general inquiries number for the next few months until we complete a switchover to the new number.

General inquiries: 08459 001 001

Repairs and maintenance: 0800 595 595