

CONTACT DETAILS

Local Area Housing Offices

Opening Hours

Monday - Friday 9am - 5pm

(First Thursday of each month offices close at 2pm)

For all out-of-hours emergencies please call the Control Centre on Tel: 01493 330369.

Yarmouth and Rural North

Greyfriars House, Greyfriars Way,
Great Yarmouth, Norfolk
NR30 2QE

Estate management: Tel: 01493 846490/1

Repairs: Tel: 01493 846381

South Yarmouth Area Housing Office

King Street,
Great Yarmouth, Norfolk
NR30 2PR

Estate management: Tel: 01493 857965

Repairs: 01493 857945

Gorleston Area Housing Office

46-50 Magdalen Way,
Great Yarmouth, Norfolk
NR31 7DA

Estate management: Tel: 01493 443004

Repairs Tel: 01493 440446/7

Repairs line (contact centre)

Tel: 01493 846381

Housing Environmental Services Officer

Tel: 01493 846531

Tenant Participation

Tel: 01493 846115 or 01493 846521

Community Housing Support Services...

Telephone: **01493 846219**

**Greyfriars House,
Greyfriars Way,
Great Yarmouth
NR30 2QE**

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us at the above address.

Jeżeli życzą sobie Państwo otrzymać poniższy dokument dotyczący zmian w innym języku lub formacie, lub gdy potrzebujecie Państwo pomocy tłumacza, prosimy o kontakt w tej sprawie.

Se desejar obter este documento noutra idioma ou formato, ou se necessitar dos serviços de um(a) intérprete, por favor contacte-nos.

Jei šį dokumentą norėtumėte gauti kita kalba ar formatu, ar jei jums reikia vertėjo paslaugų, prašome su mumis susisiekti.

Ref: Service Standards -
2) Anti-Social Behaviour v1



Service Standards

Communication



March 2010



GYCH communicates with you in a number of ways ranging from face to face, letters, phone calls, newsletters and, in this electronic age, email and the internet. We are constantly looking at how we communicate and are working towards making sure that when we do communicate with you it is in a way that is appropriate and easy to understand.

These Service Standards have been written in partnership with tenants to let you know what you can expect from Great Yarmouth Community Housing.

The standards are monitored by the Service Delivery Working Groups where tenants and GYCH staff meet to improve services.

If you would like to be involved from filling out questionnaires to being interested in joining a Service Delivery working Group, the Tenants Forum or the Community Housing Board, please contact the Tenant Participation Team

Communication Standards

We will

- set up a Communication Service Delivery Working Group by January 2010
- produce a Tenants Newsletter twice per year, delivered to all tenants homes
- produce an Annual Report to tenants on how GYCH has performed in the previous year.
- make information available in accessible formats including different languages, Braille and audio.
- produce a revised Tenants Handbook by April 2010 that will include contact details for all GYCH services and emergency contact numbers.
- meet the GYBC Customer Care Standards when you contact us.

Great Yarmouth Community Housing want to know what you think about the services we provide. We want to do things better and you are the best people to tell us how we can improve our services.

We believe that the more involved you are the more satisfied you will be with the services that you receive from us.

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