

# Current Service Levels

September 2020























**NORMAL** - with COVID checks and measures in place where necessary, along with social distancing measures where required



**DISRUPTED**



**CLOSED**

						
Customer Services (phone & email)	Allocations/ Mutual Exchanges	Major & Cyclical Repairs	Open Space Maintenance	End of Tenancy Inspections	Requests for Information	Estate Management and Inspections
						
Processing Housing Applications	Reactive Repairs	Payment Advice	Complaints	Wellbeing Fund Project	Development Programme	Invoice Payment Processing
						
CHA Power Ltd	Payments in person	Tenant Participation	Centre81	Main Office - 77-83 Kilbowie Road	Temporary Office - 63 Kilbowie Road	