

Current Service Levels

December 2020



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



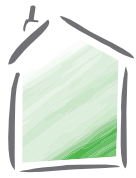
DISRUPTED
(depending on level 4 restrictions)



CLOSED



Customer Services
(phone & email)



Allocations/
Mutual Exchanges



Major & Cyclical
Repairs



Open Space
Maintenance



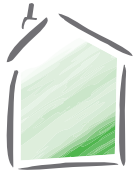
End of Tenancy
Inspections



Requests for
Information



Estate
Management
and Inspections



Processing Housing
Applications



Reactive
Repairs



Payment Advice



Complaints



Development
Programme



Invoice Payment
Processing



CHA Power Ltd



Payments in
person



Tenant
Participation



Centre81 &
Gym81



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