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YourPlace Property Management  
[www.your-place.net](http://www.your-place.net)

Part of the GHA family

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**YourPlace**

Looking for a property manager?



**Does your place  
need some TLC?  
We can start the  
ball rolling**

**Your place is our business**

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**YourPlace Property Management is a cost effective, responsive and innovative company who are committed to helping you and your neighbours manage and improve your property.**

**We have a wealth of knowledge and expertise in property management offering excellent customer care and value for money while delivering results efficiently.**

**If you're looking for a property manager, we can help.**

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### **What can we do for you?**

- ▶▶ Offer a 'one stop' shop
- ▶▶ Access to our Customer Service Centre to deal with your enquiries 24 hours a day, 7 days a week
- ▶▶ Deal with emergencies - making sure you are supported and assisted through our responsive service
- ▶▶ Deliver high quality workmanship at competitive prices
- ▶▶ Listen to your views and value your opinion
- ▶▶ Support your requests to maintain your property
- ▶▶ Offer an appointment service to suit your lifestyle
- ▶▶ Deliver affordable packages to make your property the best it can be

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### **Services**

YourPlace can deliver a comprehensive package of services that can be tailored to suit your needs

- ▶▶ Garden maintenance
- ▶▶ Stair cleaning
- ▶▶ Stair lighting
- ▶▶ Concierge service
- ▶▶ Lift maintenance
- ▶▶ Contents insurance
- ▶▶ Buildings insurance

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## Maintenance and repairs

- ›› Management of common repairs
- ›› Planned maintenance services
- ›› Organise and manage major improvement work and projects

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## Insurance

Protect your place through our competitive building and contents insurance. We also offer Landlord insurance.

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## Payment methods

You can pay by a variety of methods – including Direct Debit, standing order, cheque, online payment and in person at our city centre one stop shop at 173 Trongate.

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## How we communicate with you:

- ›› Website
- ›› YourPlace Matters, our quarterly newsletter
- ›› Owners' Forum every two months
- ›› A variety of owner surveys
- ›› Telephone, email, letters and visits to the office
- ›› Open days and local events
- ›› Homeowners' Handbook – with details of our services and commitments
- ›› Focus groups – we consult a randomly selected group of owners for feedback on new initiatives
- ›› Welcome Pack for new owners
- ›› Useful information leaflets on a variety of topics
- ›› We also publish our service commitments

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## What happens next?

If you are looking for a property manager, or want to change your existing property manager, we can help.

We can guide you through the process of appointing a new property manager and arrange formal owners' meetings as required.

Call us on **0141 274 6460**.

## Our customer service commitments

### We will

Provide you with access and assistance



### When

24 hours a day, seven days a week through our Customer Service Centre

Identify ourselves, be polite, approachable and helpful



In all your contacts with us

Respond to your letter, faxes, emails and text messages



Within five working days

Respond in full to your home enquiry



Within one working day

Ensure you meet a member of staff who can assist you with your enquiry when you visit one of our offices



Within 15 minutes

Visit you at home if this is necessary



Within five working days of agreeing a visit

Use of private interview room



On request

Tell you how to request a review of any decision or make an appeal, and the relevant timescales



When advising you of any decision

## Our contact details

**Telephone** 0141 274 6460 Monday - Friday, 9-5  
or 0800 479 7979 (24hrs)

**Fax** 0141 274 6202

**Email** [talk@your-place.net](mailto:talk@your-place.net)

**Internet** [www.your-place.net](http://www.your-place.net)

**By letter to** YourPlace Property Management  
177 Trongate  
Glasgow  
G1 5HF

## You can also visit us

Why not pop into our city centre one-stop shop at 173 Trongate, to sign up for our services. Your local housing office can also help.

## Contact us

For more information about any of our services, please call **0141 274 6460** or visit **www.your-place.net**. Our customer service centre is available 24 hours a day, 7 days a week – simply call **0800 479 7979**.

This leaflet follows RNIB's Clear Print guidelines. It is available on request in Braille, tape and on disk. It is also available on request in other languages. If you need the leaflet provided in any of these formats, please contact us on **0141 274 6460**.

YourPlace Property Management is the trading name of GHA (Management) Limited and carries out factoring management services for The Glasgow Housing Association Limited (a registered Scottish Charity SC 034054). GHA (Management) Limited is registered in Scotland under the Companies Act 1985, Registered No. SC 245072. Registered Office: Granite House, 177 Trongate, Glasgow G1 5HF. Regulated by the Financial Services Authority.



All contact details are correct at time of publication.