



Golden Lane Housing

working in partnership with  mencap

Contacting Golden Lane Housing





Sending us a letter



5 working days

- If you have sent us a letter we will write back to you within 5 working days to let you know we have received it.

We will tell you who your letter has been passed to and when you they will be contacting you.



Ringing us



- 95% of our phone calls will be answered within 7 seconds. If we are not able to answer your call you can leave us a message on our voice mail.



7 working days

- Some people do not work from the office and they travel a lot. If you want to speak to them it may take up to 7 working days before they phone you back.

You can ask our Customer Services Team to check the person's diary to find out when they may be phoning you back.



- If you have an emergency ring our helpline number on **0845 604 0046**. We and members of our out of hours team will always try to help you.



Leaving us a voice mail message



4 hours

- If you have left a voice mail for our Customer Services Team or Repairs Team they always try to phone you back within 4 hours.

- If you leave a voice mail message for a member of staff who does not work at the office:



24 hours

The person or a member of the Customer Services Team will ring you back within 24 hours. They may only be ringing to book an appointment to speak to you at another time.



Sending us an email



5 working days

- If you have sent us an email we will reply to you within 5 working days.

We will tell you who your email has been passed to, when you they will be contacting you and how to contact them.



- If you email a person who is out of the office or on holiday you will get an automatic response telling you what date they will be reading their emails on.

How to find out more



For advice and information you can get in touch with **Golden Lane Housing.**



You can ring us on **0845 604 0046**



You can write to us at:
Golden Lane Housing
West Point
501 Chester Road
Manchester
M16 9HU



Email **enquiries@glh.org.uk**



The website is at **www.glh.org.uk**

Follow us on Twitter **[@GoldenLaneHouse](https://twitter.com/GoldenLaneHouse)**