

# Current Service Levels

March 2021



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



**DISRUPTED**  
(depending on lockdown/  
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



Main Office - 77-  
83 Kilbowie Road

More information is available <https://www.clydebank-ha.org.uk/cha-news/coronavirus-information/>