



Our Ref: LJ
9 March 2026
Stephen Hart
15 Garthuk Street
Flat 012
Glasgow
G42 8JG

Dear Mr Hart,

I understand that you collected the keys for your property at 15 Garthuk Street this morning and have now returned to the property.
I am aware that you are unhappy with the circumstances surrounding the repairs to your home and the period during which you were unable to live there. I appreciate that this has been a difficult and frustrating situation for you.
If you remain dissatisfied with the service you have received, you have the option of raising a formal complaint with us. This will allow us to fully investigate the issues you have experienced, including the repair works, the decant arrangements and the communication during this time.

If you would like us to investigate this formally, please submit your complaint in writing to our Complaints Team at:

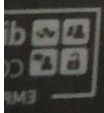
complaints@govanhill.org

Once received, your complaint will be logged and investigated in line with our complaint's procedure, and we will provide you with a full written response.
If you would prefer to discuss this matter first, you are also welcome to contact me directly and I will do my best to assist.

Yours sincerely,

L. Irvine

Louise Irvine
Information Officer



HAPPY TO TRANSLATE

GOVANHILL HOUSING ASSOCIATION LIMITED
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