

ReAction Report For Board Membership Focus Group 19/03/2009

At this focus group meeting, we asked our customers to suggest ideas on how we can improve the process for electing tenant board members. Our response to the issues raised and the action we plan to take follows.

You Said:	Our Reply:
<p>1. Information regarding tenants standing for election</p> <ul style="list-style-type: none"> • Invite candidates to Customer Forum or a separate meeting to give an opportunity for tenants to meet them and ask questions. • Question and Answer section in Tenant Times: Customer Forum representatives should form appropriate questions for candidates to answer. This should be publicised in Tenant Times prior to the election. • On-line interactive forum: questions could be posted on-line to candidates to answer via the Gloucester City Homes website. 	<p>These are things we can explore with Customer Forum for this year's process; unfortunately the election timescale in 2009 was dramatically reduced due to a review of the leaseholder position, and did not allow time to implement these arrangements. We are very conscious of the need for voters to know as much as possible about those standing for election, and we did therefore provide training for candidates which included an activity to help them complete their election statements, and we encouraged them to give as much background as possible.</p> <p>We did invite voters to ask a question to the candidates online but there was no response. Perhaps a standard set of questions could be prepared by interested tenants to put to the candidates online and either at a meeting or through a Youtube type facility.</p>
<p>2. Information about the board</p> <ul style="list-style-type: none"> • Regular board updates for Customer Forum: a standing item for this should be included on the Forum agenda. • Handouts regarding board news could be provided at Customer Forum to be taken to tenant and resident group meetings. • Occasionally invite a board representative to Customer Forum to provide updates on key board decisions. 	<p>We have introduced Board updates as a standing item at Customer Forum, and also a standing item on the Board agenda is a Customer Forum update.</p> <p>There is a regular Board News page in each Tenant Times and we have introduced a Customer Forum newsletter which gives updates various matters.</p> <p>Customer Forum representatives were chosen by Customer Forum, although one has since become a Board member; we have now widened customer involvement in the Board by having Customer</p>

REACTION



<ul style="list-style-type: none">• Tenants should be encouraged to attend board meetings as observers.	<p>Forum and Leaseholder representatives as co-optees on Services and Operations Committee, and they now have full voting rights so can fully participate in the scrutiny of performance, service improvement, policies and other customer-facing matters.</p> <p>Tenants are encouraged to attend Board meetings through Tenant Times and the website.</p>
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If you have any further questions or comments please do not hesitate to contact us:

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