

ReAction Report For Communications and Marketing Focus Group October 2009

Thank you for attending the above focus group. You should have received the notes from the meeting but if by some chance you did not and would like a copy, please contact our Customer Services Team on 0800 408 2000 or you can visit our web site www.gloscityhomes.co.uk.

When you attended the focus group meeting, we asked you to suggest ideas on how Gloucester City Homes could improve their service in regards to **communications and marketing**. We can now respond to your suggestions and give you some details on what we intend to do in the future to address these:

You Said:	Our Reply:
Provide tenants with officers mobile phone numbers to allow speedier contact	We will review this suggestion.
Make Tenants Handbook available on GCH TV service	We will look at making this available when the review and update of the handbook is complete.
Provide information about resident groups and Choice Based Lettings on GCH TV	We have now added the information about residents groups to GCHTV. We have secured funding to link Gloucestershire Homeseeker to GCHTV
Take advantage of technology to communicate with young people	We have launched GCH Facebook and Twitter pages.
Make more use of video on GCH website	We have published the GCH pantomime on the website and are looking at other film opportunities.
Film GCH Board Meetings	We will review this suggestion
Advertise community information and tenant group events on digi - TV	We are happy to publish this information on GCHTV

If you have any further questions or comments please do not hesitate to contact us:

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