

ReAction Report For Compliments & Complaints Focus Group 04/08/09

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 our service and also when the service delivery was not good. 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:
There is poor communication between GCH and the contractors doing the work, I waited in all day to have an immersion heater fitted only to be told at 2.00pm they did not have a heater in stock to fit.	
When the plumber fitted an immersion heater in my home, he returned 2 weeks later claiming he had left his screwdriver in the airing cupboard and walked mud into my carpet to retrieve it.	
I did not get a letter or call informing me what was happening next when I made my complaint.	
When I talk to my scheme manager about issues I have about my home, he never takes me seriously.	.
It would save people needing to complain if properties were let in a better standard and there are no repairs that a new tenant has to report when they move in.	
We need to be kept informed about jobs when we report them.	

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

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REACTION



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