

ReAction Report For The Estate Service Workers Focus Group 16/12/2009

At this focus group meeting, we asked our customers to suggest ideas on how we can improve our service provided for Estate Service Workers. Our response to the issues raised and the action we plan to take follows.

You Said:	Our Reply:
<ul style="list-style-type: none"> The good service was identified as more physical presence in communal areas, more amiable and friendlier service given, more presentable and smarter appearance, GCH estate workers were seen more. 	
<ul style="list-style-type: none"> The areas identified for improvement: fronts of blocks of flats, supervision-poor service at Kingsholm, the second job share member of staff at Kingsholm is not seen but one is a good worker, the team need more workers one of which should be a team leader. 	
<ul style="list-style-type: none"> The removal of snow in communal areas and blocks of flats should be immediate. 	
<ul style="list-style-type: none"> New tenants should also have assistance with district heating 	
<ul style="list-style-type: none"> The priority of offensive/racist graffiti should also include anti-gay and have a quicker response time 	
<ul style="list-style-type: none"> Estate service workers should immediately report repair issues also the wording of the service standard should be reworded 	
<ul style="list-style-type: none"> The groups suggested areas in which service could be improved and developments that the ESW's could do. These included general assistance for vulnerable tenants, The adding of tenants with issues such as changing of light bulbs. 	
<ul style="list-style-type: none"> After the analysis of the levels of satisfaction, cost of service, and current working standards Lisa asked 	

REACTION



<p>the group the level of satisfaction and perceived value for money the estate services has. As before the level of satisfaction within the group was of good value for money as, the relative cost of 1.15 P/P was a good rate for the service that is provided.</p>	
--	--

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

Gloucester City Homes
Atlantic Suite
Southgate House
Southgate Street
Gloucester GL1 1UW

Customer Services Line: 0800 408 2000
Text: 0778 148 2656
Fax: 01452 396599
Email: customer.services@gloscityhomes.co.uk
Web site: www.gloscityhomes.co.uk