

ReAction Report For IT Focus Group, Oct 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 **(enter service area)**. 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:
When is internet connection going to be available in Clapham court residents lounge?	A new router system has been purchased for Clapham Court and will be being tested and installed by the end of March.
Is there an automatic time out?	Unfortunately we are not currently able to add this facility, but it is something we will ask for in future upgrades of the site.

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

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