

ReAction Report For Introductory & Demoted Tenancies Focus Group 14/10/09

Thank you for attending the Introductory & Demoted Tenancies focus group. You will find enclosed the notes from the meeting you attended on 14/10/09.

When you attended the Introductory & Demoted Tenancies focus group meeting, we asked you a number of questions, which you replied to. Although there were no suggestions for service improvements, you raised individual queries relating to your properties which we can now respond to. We asked you:

How did you feel about the process of the allocation to your property?

You Said:	Our Reply:
1. You were allowed to view the property before accepting it	1. We are happy that our process is working and we enjoyed hearing positive comments about the process
2. You were happy with the process	2. This is a positive result. By hearing that the procedure is working for people gives us the confidence that our service is customer focused.

Was the move a happy experience?

You Said:	Our Reply:
1. Yes	1. Thank you – we are pleased with our standards
2. received welcome bucket in new property	2. It is good to have the feedback that our procedure works

What do you think Gloucester City Homes could do to improve this service?

You Said:	Our Reply:
1. Provide contact details for agencies/suppliers for change of address etc	1. This is already in the process of the handbook re-write but we are pleased to have it confirmed that the rewrite was needed

REACTION



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

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