

ReAction Report For Resident involvement 09/12/09

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 their service in regards to Income Management. 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 a lack of advertising of opportunities.	We are currently in the process of re-writing the tenant participation charter that will help promote the ways in which resident can be involved. We will be launching facebook, twitter, launching new resident involvement contact email address as well as developing our website. The resident involvement officers work hard to promote all our events through as many channels as possible and are always looking for ways in which advertising can be maximised.
Short notice of meetings on occasions	Focus groups, customer forum, services and operations, GCH board and partnering meetings are all scheduled for the year ahead however understand that not all meetings are scheduled this way. I will feed this information back to service teams.
We should be involved in pre start meetings prior to contractors arriving on estates	A number of meetings have taken place with tenants in attendance prior to contractors arriving on site that also includes tender evaluation panels.
Ensure tenants are involved in staff recruitment.	A number of staff are already involved in interview panels for staff recruitment. Training of tenants to take part in interview panels is in development in order to ensure that more tenants can be involved in future.
It would be good to hold one Focus Group day on a regular set day in the month to cover a number of service areas in the one meeting.	Focus groups are scheduled a year in advance in order to ensure that every service area can be reviewed.

REACTION



Avoid overkill by too many meetings.	Unfortunately there is a large number of meetings that is reflective of a number of developments and on-going improvement of all services. At each meeting held we try to ensure that they are specific and relevant.
One person felt some problems had occurred when meetings had been cancelled at short notice – this person stipulated this comment was not a criticism directed solely at the resident involvement team but generally across all services.	Unfortunately on occasion it maybe necessary to cancel meetings at short notice. Where possible this is kept to a minimum. Any resident invited to that particular meeting would always be contacted as soon as possible.

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

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