

Estate Services Focus Group Minutes

Held at Southgate House on 16th December 2009

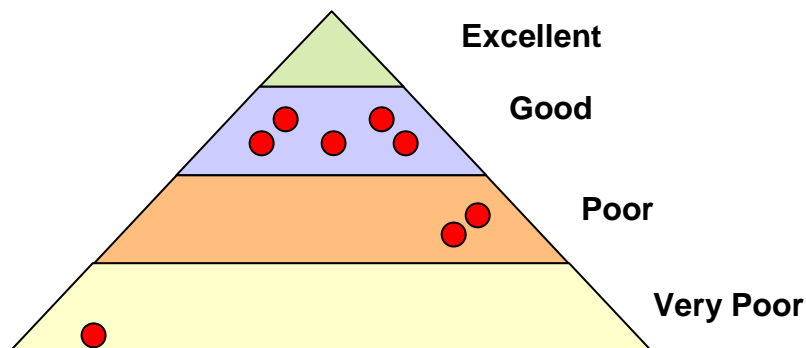
Background

Lisa explained that the reason for holding the focus group was to identify areas where the Gloucester City Homes' Estate Services can be improved. This will help GCH to provide an "excellent" service. The group were advised of the cost of the estate services in terms of annual budget, which was calculated at £271,050 and the contribution from weekly rent that is estimated at £1.15 p/p. Also discussed was the Kingsholm area and the enhanced service provided to the tenants at an additional rent rate.

Discussion feedback

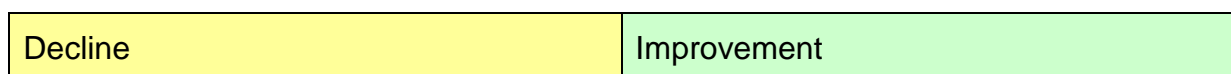
1. Current standard

- The group were asked their opinion of the current standard of the Estate Services team: poor, fair, good or excellent, the response given was varied from Good to very poor. with the majority of responses in the good field.



2. Evaluation of standards

- The group was then asked to evaluate the status of GCH estate service workers over the past 12 months. The feedback given scaled from decline to improvement. Yet again the majority of the responses were in the area of improvement.



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3. Comments of level of service

- The group were then asked to give feedback on service levels of GCH Estate service workers. The feedback was recorded for good practise and areas of improvement.
- 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.
- 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.

4. Review of the service standards

- Lisa informed the group of what the current schedule of works is for the estate service workers. These are the types of work that is expected and also what timeframe that it is expected to be.
- The floor was open to discussion to the targets set by GCH and if changes were needed to the current provision of service and timeframes. The following items came up in discussion:

The removal of snow in communal areas and blocks of flats should be immediate.

New tenants should also have assistance with district heating

The priority of offensive/racist graffiti should also include anti-gay and have a quicker response time

Estate service workers should immediately report repair issues also the wording of the service standard should be reworded

5.Areas of improvement of service

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.

6. Summary of findings

After the analysis of the levels of satisfaction, cost of service, and current working standards Lisa asked 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.

Jack Davies
Trainee Housing Officer
16/12/09