

ReAction Report For Value for Money

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 **value for money**. 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:
<p>Q: The recent incentive scheme to encourage tenants to be at home for notified gas servicing visit – is the money for the £100 prize draw coming from GCH or the contractors?</p>	<p>A: The prize draw is paid equally between Connaughts and GCH</p>
<p>Q: Can Connaughts allocate appointments within shorter time slots ie 2 hour slots instead of 6 hour slots e.g. “between 12noon and 6pm “?</p>	<p>A: If requested a 2 hour slot can be allocated, this is not done as a matter of course because it becomes more difficult to manage.</p>
<p>Q: Why do leaseholders have to pay £55 for a GIFTS card that tenants receive free?</p>	<p>A: GIFTS card are a tenants incentive scheme, to encourage adherence to the tenancy agreement including payment of rent. This is why tenants receive them free.</p>
<p>Q: Sheltered Schemes should be looked at as standalone schemes</p>	<p>A: They are currently stand alone schemes and when a reviewed in 2010 will be full costing which may or may not include the Kingsholm laundry. Any decision will be made under procurement process and consultation.</p>
<p>Q: A way of reducing costs of Income Management service could be to stop holding the quarterly prize draw for tenants who have clear rent accounts. Tenants are supposed to pay their rent anyway so why reward them? The annual cost of the quarterly draw is £4000 which could be spent elsewhere.</p>	<p>A: This was implemented following detailed research into best practice by other housing providers as results showed reduction in arrears and tenancy issues. GCH performance is in top quartile for rent arrears.</p>
<p>Q: Kingsholm TCC deal with issuing replacement key fobs. Sometimes strong security devices found in shops or airports will wipe the code off key fobs</p>	<p>A: Investigations have shown that this is not a normal occurrence and specific incidents should be reported to GCH.</p>

REACTION



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

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