

REACTION REPORT

Thank you for attending the focus group. You should have received the notes from the meeting you attended on (date of focus group meeting held) but if by some chance you did not receive the notes and would like a copy sent to you, please contact our Customer Contact Centre on 0800 408 2000 (option 1) or you can visit our web site www.gloscityhomes.co.uk

When you attended the focus group meeting, we asked you a number of questions, which you replied to. 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	Things we already do
There were some outstanding issues with workmanship after a medical adaptation had been completed	We now have a dedicated surveyor who post inspections at least 10% of all minor, standard and major adaptations.

Short term objective	Long-term objective	Final Objective
To review the adaptations leaflet and reissue		