

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
It was mentioned that customers sometimes have to wait for the PC in Southgate house reception	We currently have 2 PC's and can look into the possibility of having one as a drop in and a booking system for the other.
It was mentioned that some tenants are not PC literate, it was suggested that other customers could be used to assist those less able.	This is not in place at this time but an idea we can look to implement through our Resident Involvement Team with our customers that have expressed an interest with being involved
The group would like to know what the waiting list figures were before and after Choice Based Lettings	I have been able to confirm the figures. Pre CBL = 5000+ on waiting list. Following CBL = 4000+ with approximately 300 applying each month. In the past the process was that people would await the offer coming to them and now they are instrumental in gaining themselves a property.

REACTION



Short term objective	Long-term objective	Final Objective
Assign a booking system to the PC in southgate house reception	Gain more PC's for ease of use	Ensure a positive method of enabling everyone being able to access the service from their homes.
Assigning a buddy system to assist people bidding	Have handy help points in communities for people to access the service	Ensure a positive method of enabling everyone being able to access the service from their homes with ease.