

ReAction Report For Communications and Marketing Focus Group July 2010

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 01452 530626 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 **communications and marketing**. 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:
Have a page in Tenant Times for news from each area.	Our Community News section includes news from the areas. We included a spread in the last 2 editions on Matson & Robinswood news. We could develop and reorganise this section depending on the amount of news we have submitted from resident groups.
Will the cost of Tenant Times reduce now that we have new photo copiers?	Tenant Times is printed externally so the cost will not be affected by the new copiers. We do regularly review printing costs from external suppliers to ensure value for money.
A number of sheltered housing scheme residents mentioned they don't like having hoards of posters on scheme notice boards. The notices are only relevant for short time scales.	We try to provide a full range of information about GCH services and events at each scheme. Following comments made at the Sheltered Action Group we are consulting residents of individual schemes to ensure the information on display meets their needs.
Are the service standards published in Tenant Times?	Service standards are included in our Tenants Handbook.

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

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