

## ReAction Report For Disabled Customers Focus Group 11/06/10

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](http://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 for their disabled tenants and residents. 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:
<b>Things GCH Does Well</b>	
Opportunities for development through the SHINE learning Academy	We are continuing to develop opportunities through the SHINE academy and will be contacting tenants and residents groups to find out what their development needs are to help us plan future training.
Make the effort to try and communicate in the way that suits customers	We have added facebook, twitter, GCH TV and increased our use of texting in response to customer requests. We encourage customers to tell us how they want to be communicated through our Customer Knowledge information.
The Estate Service Workers provide a great deal of support, particularly to those who are unable to keep their gardens tidy	We recognise how much our customers value the work of the Estate Services team and we have developed and strengthen the team over the last three years.
<b>Things GCH Does Not Do Well</b>	
Simplify letters and information that we send out	We are constantly trying to improve the information we send out to customers. We will raise this issue at the next customer reading panel to see what further improvements can be made.
Make invitations to focus groups and events like this more interesting and inviting.	We are working with our Customer Equality Proofing group to design appropriate invitations
Whilst it has greatly improved the waiting time for aids and adaptations is still sometimes too long.	Medical adaptations are subject to budget provision and the OT assessment process, which can be over subscribed. We have amended our processes to ensure regular communication takes place to keep customers informed.

# REACTION



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

Gloucester City Homes  
Atlantic Suite  
Southgate House  
Southgate Street  
Gloucester  
GL1 1UW

Customer Services Line: 0800 408 2000  
Text: 0778 148 2656  
Fax: 01452 396599  
Minicom: 01452 396161  
Email: [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)  
Web site: [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)