

## ReAction Report For IT based Communications and Marketing Focus Group August 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 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 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:
You could involve young people in showing older people how to use technology such as GCHTV or the website.	We will arrange some sessions at our sheltered housing scheme as part of full of Life week in October 2010.
It can be difficult using a TV remote control to type information into reporting forms on GCHTV.	We will investigate this issue with the service providers.
Publish a simple guide to using GCHTV in Tenant Times.	We included a guide in Tenant Times when GCHTV was first launched but will include an article in the next edition to remind residents how to use the service.
Arrange more training for residents on using IT based communications.	We will look at arranging more IT based courses as part of the Shine Learning Academy process.
Repair workers should use mobile phones to let residents know when they are coming to appointments	Use of mobile technology by repair workers is already in place.

If you have any more questions or comments please contact us:

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