

IT based Communications Focus Group Minutes

Held at Southgate House on 12th August 2010

Customer Attendees

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Gloucester City Homes Attendees

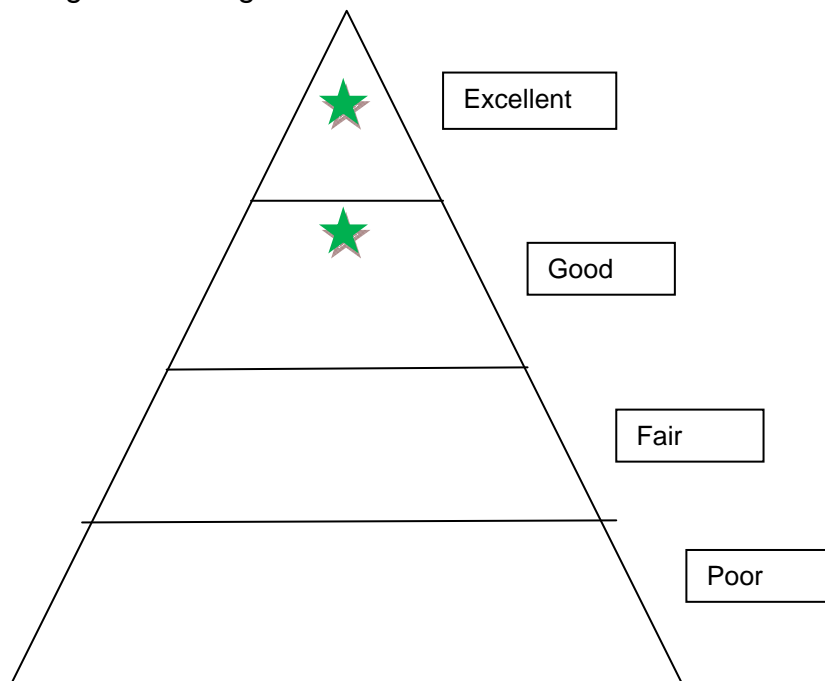
Name	Company Position	Telephone	Email
Jenny Wyatt	Head of Marketing and Communications	01452 396559	Jenny.wyatt@gloscityhomes.co.uk

Background

Jenny explained that GCH provides a range of IT based methods of communications such as the GCH website, GCHTV, pages on social networking sites such as Facebook and Twitter and also a text messaging service. The GCH website and GCHTV allow users to report issues online. There is also a new self service portal on the website that allows users to view their rent and repairs history.

Evaluation of the service and whether it has improved in the last 12 months

Attendees were asked to mark a chart to indicate how good they consider the service to be and if they think it is improving or declining.



Decline					Improvement									
1	2	3	4	5	+1	+2	+3	+4	+5	★+6	+7	+8	+9	★+10

Cost of the service

The annual cost of the providing these services is £16000 which equates to £0.07 per week for each tenant. Jenny explained that this year costs had been higher because we had implemented a new website and that this year alone, costs were £28,000 equivalent to £0.12p per week for each tenant. Both residents who attended felt that this was good value for money.

Further discussion

GCHTV online service

It can be difficult to type in the details on an online form if you are using a TV remote control.

One suggestion was to involve young people to help older residents to use technology such as the website and GCHTV.

We could help people to understand how to use GCHTV by publishing a simple guide in Tenant Times.

It was felt that the Silver Surfer type training at sheltered housing schemes were a good idea and that more training session in IT would be a good idea to help people use these services.

There were issues about lack of communication between Lovell and residents over progress of repairs.

It was suggested that Lovell workers could use mobile phones to notify residents when they were calling. Jenny explained that this technology was already in place.

End of meeting

Jenny Wyatt

Head of Marketing and Communications