

## 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](http://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
<b>We do not meet current service standards</b>	<b>Calls are currently monitored at Customer Services only. Review mechanisms in place to ensure service standards are met.</b>
<b>The painting was poor quality – not value for money</b>	<b>Complaints about the painting service received have been investigated and works that are required to remedy any defects will be carried out in spring.</b>
<b>Staff training – lack of Leasehold awareness in Customer Services Team</b>	<b>All new staff receives induction in terms of general Leasehold management.</b>
<b>Late billing – concern that no bill has been received for Westgate heating this year.</b>	<b>Due to the heating system being renewed the bill will be calculated to the change over date. A surgery was held in November to advise tenants and Leaseholders of the current position.</b>

# REACTION



<p><b>Repairs communication – getting the job done</b></p>	<p>We are currently working hard with Enterprise to ensure that there is no deterioration of service provision as they are aware that they have not been put forward for the new/ long-term repairs contractor. Following the expiry of the consultation period, works will commence to implement the new repairs contract with the successful candidate.</p>
<p><b>Cleaning contract – Leaseholders do not know what service standards are for their block. Cleaning standards are low.</b></p>	<p>There is a Cleaning Contract monitoring Panel that currently meets monthly and leaseholders are represented at this. Procurement for the new Cleaning Contract is currently underway and a Leaseholder was invited to join the Procurement Project group to assist with this process. If any leaseholder is interested in joining this group, please contact Sharon Goode, Resident Involvement Officer on Glos 396488 by Friday 5<sup>th</sup> February 2010.</p>
<p><b>Block inspections – need ESW’s to check blocks as per their role</b></p>	<p>Following a review of practice, we have introduced a hands on supervisor role to ensure objectives are met. The post holder starts on 08/02/2010</p>
<p><b>Leasehold management team is hard to access</b></p>	<p>Home Ownership Officer post has now been filled for 6 months, freeing Leasehold Manager for other duties.</p>
<p><b>Gas Servicing – payments have been made but no appointments received</b></p>	<p>We have spoken to Connaught and have asked them why they have not yet contacted Leaseholders. Contact made with effected Leaseholders to advise of current situation by Home Ownership Officer and Connaught tasked to make appts ASAP.</p>

# REACTION



**Staff Contact list for Leaseholders to be made available on rear of Leaseholders news**

**Contact information is currently available on the website and from Customer Services.**

# REACTION



Short term objective	Long-term objective	Final Objective
Make sure that letter logging and performance data is up to date	Improve on performance in terms of service response times	To adhere to, and be able to evidence meeting publicised service standards
Contact all Leaseholders who have had painting done to communal areas to identify all areas of concern	Ensure that Leaseholders' issues are dealt with effectively and contractors do not make the same mistakes again.	A painting service that is good quality and value for money.
Refresher training for staff on Leasehold matters	Annual programme for Leasehold refresher training for staff	New starters to continue to receive Leasehold training
Contact Leaseholders at Westgate to update them on the heating system and when to expect the bill	Replacement of old heating and billing system.	Accurate and timely billing.
Repairs – get repairs information out to Leaseholders quarterly starting end Jan/ Feb	1 <sup>st</sup> class repairs service, a job gets ordered, the job gets done, 1 <sup>st</sup> time. Better communication where issues arise.	Block rep for Leaseholders and system where they get sent every communal repair job, so that they can inspect/ chase.
Repairs – maintaining current situation with Enterprise Changing repairs contractor	1 <sup>st</sup> class repairs service	Ensure minimal impact to leaseholders during transition of contractor
To create an action plan to increase satisfaction with services	High level of satisfaction	1 <sup>st</sup> class service for Leaseholders

Focus groups procedure

Owner: Lisa Howarth, Head of Customer Services and Community Investment

Appendix B react report.doc

**REACTION**

