



FOCUS GROUP TITLE

Held on Tuesday 1st June 2010 at 11.00 am
In the Boardroom, Southgate House

Present:

Item	Action
1 Apologies	
1.1 Gordon Barrington	
2 Introduction and health/safety issues	
<p>2.1</p> <p>Terry E checked that everyone knew where the toilets are located, did Health & Safety check and confirmed there is a scheduled Fire Alarm test today.</p> <p>2.2</p> <p>Terry E explained the purpose of the meeting is concerning feedback relating to response repairs – and our new partner, Lovell Respond. Lovell have been operating since 6th April. GCH is looking for feedback of any service calls, for the entire service from the initial call to the Call Centre, right through to the end of the repair.</p>	
3 Identifying cost of service	
<p>3.1</p> <p>Steve F informed the contract costs will save £700,00 with Lovell Respond in Partnership with GCH</p>	

<p>and will follow these repairs up.</p> <p>6.5 Feedback for Connaught – are they reporting correctly? Various examples were given that contractor turned up completed the work but then needed more parts so agreed with the tenant directly it would be completed. When they called the call centre, they were told the job was closed. SF explained that he a weekly meeting with the contractors and these examples will be given.</p> <p>6.6 Feedback attendees was given that since the Morrison contract has finished the management of the new contractor has been taken over very well.</p>	
<p>7 Summary</p>	
<p>7.1 4 out of 5 people here have had to make repair requests and with exception of out of hours, were generally happy.</p>	
<p>8 Any other business</p>	
<p>8.1 A list of issues were taken from attendees and given to SF to resolve</p> <p>8.2 TE said that if there are any further examples, please do contact us, so action can be taken to fix it.</p>	<p>SF</p>