

## ReAction Report For Income Management Mystery Shop March & August 2010

This Mystery Shop was conducted to evaluate customer service and advice provided by staff in the area of Income Management. Please refer to the corresponding Mystery Shop Evaluation for the full analysis. Our response to the remedial actions identified as a result of the exercise follows.

Area for improvement	Responsibility	Our response
<ul style="list-style-type: none"><li>• Incorrect advice was given regarding the City Council Corporate Debt Scheme. The Scheme, which enables tenants to agree a plan to repay Council tax, is only available to those tenants who have £500 or more rent arrears. However, on one reported occasion the caller was advised this option was available, even though the tenant owed £70 in rent arrears.</li></ul>	Income Management	This comment may have been made as an illustration of the tenancy sustainability work we undertake. All staff are aware of the financial limits of the Scheme.
<ul style="list-style-type: none"><li>• At least two callers found Call Centre staff either reluctant or refuse to provide basic advice or put call through to Income Management Team</li></ul>	Income Management/Customer Services	Training and awareness provided to the Customer Service Team.

# 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)