

**ReAction Report For
Anti Social Behaviour & Hate Crime Focus Group
11 December 2006**

Thank you for attending the focus group. You should have received the notes from the meeting you attended on 11 December 2006 but if by some chance you did not receive the notes and would like a copy sent to you, please contact our Customer Services Team on 0800 408 2000 or you can visit our web site www.gloscityhomes.co.uk

When you attended the Anti Social Behaviour & Hate Crime 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. We asked you:

What do you think Gloucester City Homes is doing well?

You Said:	Our Reply:
1. Setting up a specialist ASB Team	1. Thank you. To keep the Team's knowledge and skills up-to-date they attend training as and when required by their role. The Team works within the guidelines on the Respect Standard to ensure a holistic approach is taken to tackle the causes of ASB and use enforcement measures where necessary. 2. This information is filtered throughout the organisation to ensure all staff members deal with ASB with an efficient and effective manner.
2. Doubling the size of the ESW Team	2. By doubling the size of the ESW Team we have more of a presence on our estates. Doubling the size of the Team enables more work to be carried out within communities making them a better place to live. The ESW Team will increasingly become involved in community activities such as action days and walkabouts. The ESW will be the "eyes and ears" of

REACTION



	<p>Gloucester City Homes, being more responsive to issues which occur on the estates.</p> <p>By doubling the ESW, it will make GCH more effective in providing a sensitive service to the tenants on all their estates.</p>
3. Quicker response to telephone calls	<p>3. To help us continually improve we work with the Institute of Customer Service to ensure we are trained to deliver the highest possible service.</p> <p>4. There is a Customer Service project group, which meets regularly to review the standard of service provided by GCH staff.</p> <p>5. Regular questionnaires ensure GCH are aware of their customer needs and are in a position to provide this.</p>
4. Staff are generally polite	6. See 3 above.

What do you think Gloucester City Homes does not do well in?

You Said:	Our Reply:
1. Allowing overcrowding in properties	<p>1. As families grow accommodation is needed to house them. There are currently 2547 families on the waiting list, and only 240 were allocated last year.</p> <p>Where we are made aware of overcrowding conditions, tenants are advised on the best way to minimise this situation, for example the process of Mutual Exchange is thoroughly explored.</p> <p>Over the next 3 years around 400 affordable homes will be built in Gloucester.</p>
2. Allowing too many pets in individual homes	2. There is no limit on the number of domestic pets in individual homes. However, where these pets cause a nuisance, cause damage, or create

REACTION



	<p>health hazards, this is a breach of tenancy condition. Section E.17 of the Tenancy Agreement stipulates the conditions of tenants being able to keep pets in their home.</p> <p>3. Appropriate action is taken against tenants who breach this tenancy condition.</p>
<p>3. Sometimes response is not quick enough</p>	<p>4. Policies and procedures are constantly being updated, and training provided, to ensure that all staff meet service standards and response times.</p> <p>When dealing with ASB, timescales are agreed with the complainant and it is hoped the ASB situation will cease within this period. Where this is not possible the complainant is kept fully updated on the situation.</p> <p>Gloucester City Homes acknowledge there are some ASB cases, which cannot be resolved quickly due to the complexities of some ASB.</p>
<p>4. Not always making appropriate allocations</p>	<p>5. Gloucester City Council (GCC) is still responsible for all allocations. GCH maintain the Transfer Waiting List and work in partnership with GCC to ensure appropriate allocations are made.</p> <p>6. GCH and GCC meet regularly to discuss on issues on allocations. Where inappropriate allocations take place GCH and GCC investigate these cases to ensure this does not occur the future.</p>

What do you think Gloucester City Homes could do to improve this service?

You Said:	Our Reply:
<p>1. Do more to encourage tenants to keep their homes clean and tidy</p>	<p>1. GCH tenants who leave their dwelling in good order to transfer are rewarded with a week's free rent. We are currently looking at best practice initiatives for reward schemes for tenants who keep to the</p>

REACTION



	<p>terms of their tenancy agreement.</p> <p>GCH undertake Periodic Audit Checks to ensure tenants are keeping to their Tenancy Agreement. Where there is a breach appropriate action is taken.</p>
2. More CCTV cameras on estates	2. Replacing and installing CCTV cameras on our estates is an issue identified within the GCH 3-year Estate Improvement Plan. These improvements will be carried out based on tenant's priorities from tenants groups.
3. Vandalised items and graffiti should be dealt with quicker	3. The Estate Services Policy states that hate-motivated damage and graffiti will be rectified within 24 hours. All other vandalism and graffiti will be dealt with within 5 working days. To do this effectively we need tenants and residents on the estates to let us know about these problems.
4. Not just walk around estates but also get repairs done.	<p>4. Repairs are identified during walkabouts and action days. Morrison provides GCH repairs service. Where repairs are identified and reported Morrison undertake these within the agreed time frame; emergency repairs d within 4 hours, urgent repairs will be completed within 5 working days, and routine repairs will be carried out within 20 working days.</p> <p>We are now considering the multi-tasking of our ESW Team to enable them to carry out small repairs on behalf of the tenants.</p>
5. CCTV should be checked regularly to ensure in working order.	5. CCTV is checked on a regular basis to ensure they are operating at an appropriate level.

If you have any further questions or comments please do not hesitate to contact us:

Gloucester City Homes
 Atlantic Suite
 Southgate House

REACTION



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
Web site: www.gloscityhomes.co.uk