

**General Issues relating to Governance and the Elections
Focus Group held on 1st April 2008 at 6pm
at Badger Vale Court, Podsmead.**

Customer Attendees

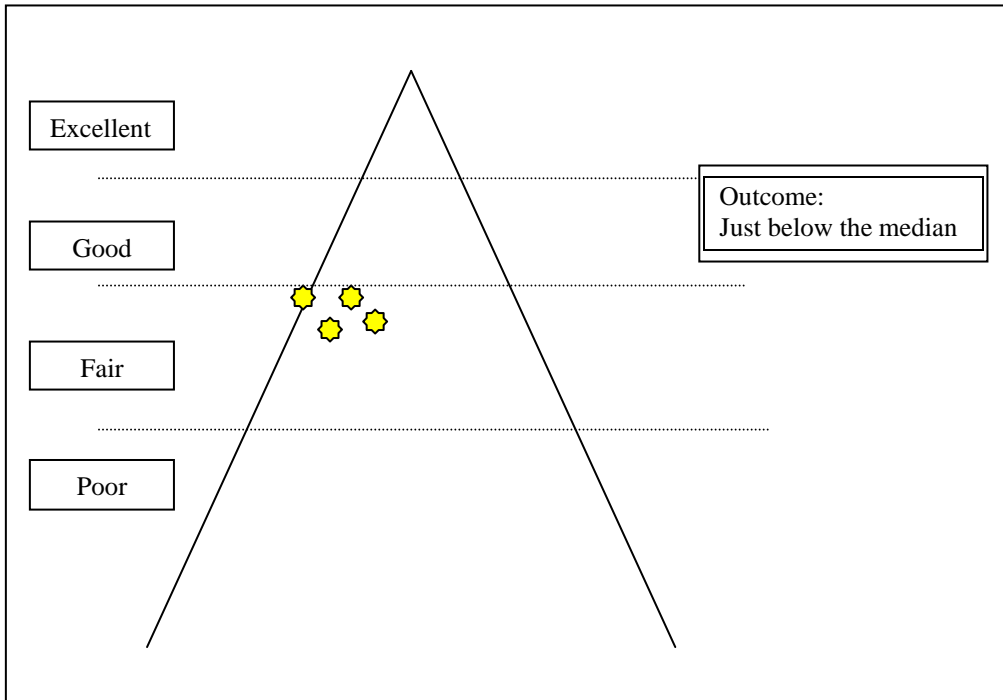
7 customers attended the meeting

GCH Attendees

Name	Company Position	Telephone	Email
Paul Masters	Governance Manager		Paul.masters:gloscityhomes.co.uk
Lyn Scudamore	Resident Involvement Officer	396081	Lyn.scudamore@gloscityhomes.co.uk

Overall satisfaction for Governance

The group were asked to indicate on a mountain how well they thought GCH were currently performing.



The group were asked to name things we do well.

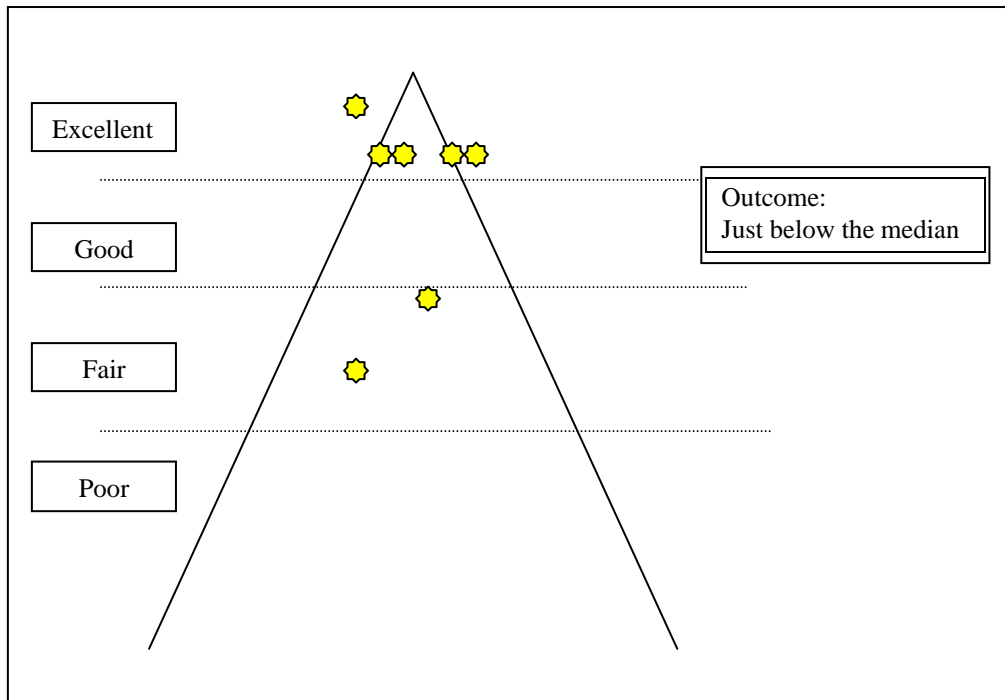
- Meetings prior to elections
-

The group were asked to name things we do not do so well.

- No awareness of what the board does
- Minutes not up to date on website
- Private topics should be addressed

Overall satisfaction for elections

The group were asked to indicate on a mountain how well they thought GCH were currently performing.



The group were asked to name things we do well.

- Various voting methods
- Good quality of information for candidates
- Well informed

The group were asked to name things we do not do so well.

- Insufficient information

What can we do to improve the elections?

- Hold a forum to meet the people2
- Skills to offer1
- Demonstrate commitment
- Opinion on issues
- Experience
- Open to change and able to adapt1
- Personality
- Where they live
- How they have been involved with GCH1
- Commitment to customers

GLOUCESTER CITY HOMES FOCUS GROUP MINUTES

- How would they improve decent homes programme
- What ideas do they have to take GCH forward2
- Good background of personal information4
- How involved is candidate with GCH, i.e. Tenant groups2
- Ballot paper has larger print
- Ballot paper in a different language
- Candidates willing to visit various tenants and resident groups to make their policies known4
- Reliability – able to commit to board duties4

Accessibility to Information:

Accessibility – Hearing and sight

Personal meetings

DVD

Plain Language

Role of Board members

Electric newsletter6

Profiles1

Ballot boxes in locations, i.e. sheltered housing