

SHELTERED ACCOMODATION Focus Group

Badger Vale Court, Woodpecker Close
Podsmead, Gloucester

14th August 2007 at 2pm

Customer Attendees

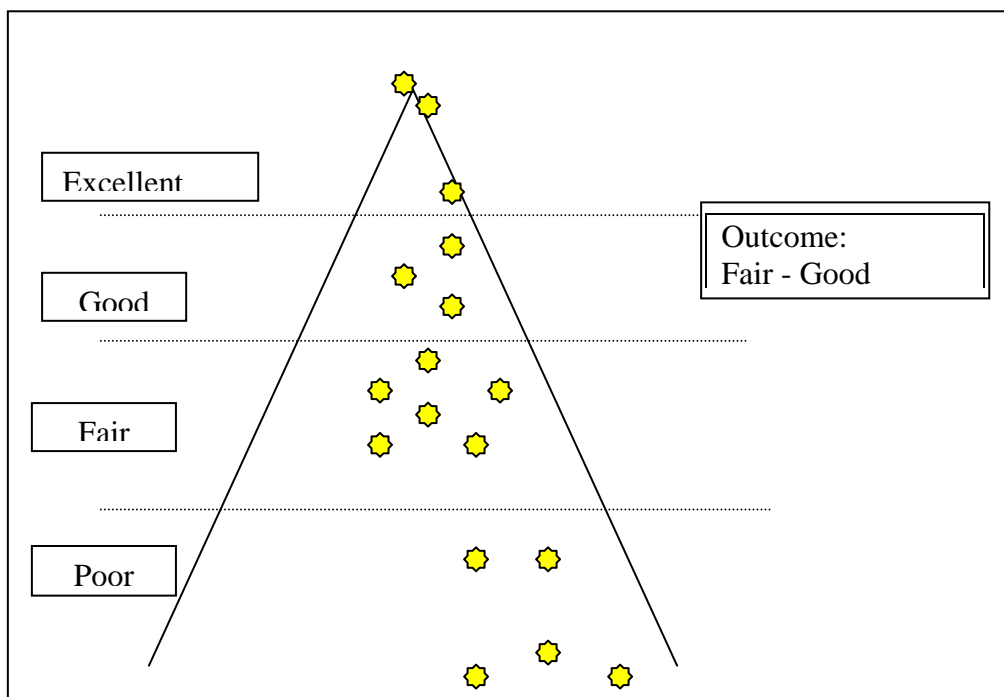
18 customers attended with representation for all sheltered schemes

GCH Attendees

Name	Company Position	Email
Di Wilks	Supported Housing Manager	Diana.wilks@gloscityhomes.co.uk
Terry Elcock	Resident Involvement Officer	Terry.elcock@gloscityhomes.co.uk

Overall satisfaction with Sheltered Housing

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



The group were asked to name things we do well.

- There is now a higher level of presence and engagement from our scheme manager.
- My scheme manager gave good support when I moved into my home.
- The standard of our accommodation is very good in comparison to private rented accommodation.
- The rent level is fair

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

- Scheme managers should have an induction onto the scheme if they are changed for any length of time
- When GCH was established tenants weren't given enough information about how the scheme managers duties and responsibilities had changed.
- Our scheme manager puts up a notice when she leaves the scheme but does not inform when she is likely to return
- There is sometimes a lack of involvement from our scheme manager
- Our guest accommodation is in a poor state and may not be being used for real family or friends visiting.

The group was asked what GCH could do better?

- Some schemes entrances need redecoration and better lighting
- GCH awards should be on display in the scheme managers office only not in the corridors
- Some communal corridor heating is poor
- Reduce surveys and literature that is sent out to people living in sheltered schemes
- When sending out directives to tenants, explain that it is legal legislation, not just Gloucester City Homes rules