

**18<sup>TH</sup> FEBRUARY 2009**

The National Conversation event took place at Gloucester City Homes on 18<sup>th</sup> February 2009 facilitated by Lisa Ritchie, Community Involvement and Customer Access Manager.

In total 14 tenants attended as follows:-

## **FEEDBACK**

### **3 best things about your landlord**

1. Keeping them informed, opportunities for involvement and being able to have their say.
2. Customer service.
3. Dealing with Anti-social behaviour.

### **3 worst things about your landlord.**

1. Repairs call centre.
2. Health and safety is "over the top".
3. Feedback from officers who attend Tenants and Resident Association Meetings.

### **How can your landlord improve services it provides to you?**

1. Improve repairs service.
2. Officers from other partners to be consistent with GCH customer service.
3. Workmen should always tidy-up well after completing a job.
4. Improve communications.

### **Top 5 things that your landlord could do that would really impress you.**

1. Recognition of those tenants that are actively involved at GCH.
2. Provide housing that meets need.
3. Not moving on problem families.
4. Enhance incentive to move scheme.
5. Transfer points system to be made easier to understand.

### **What choice do you have?**

Tenants agreed that:

- They can pick an appointment for repairs.
- They have enough say on big decisions.
- They can contact their landlord in a way that suits them.

### **What other choices would you want?**

- More text to be sent regarding events.