

Leaseholders Focus Group Minutes

Held at Southgate House on 30 January 2009

Customer Attendees

There were ten attendees: 4 male and 6 female; middle aged and older age groups; white and black ethnic groups; and from a variety of areas including Westgate, Barnwood, Kingsholm and Tuffley.

Gloucester City Homes Attendees

Name	Company Position	Telephone	Email
Jasmine Ellicott	Leaseholder and Home Ownership Manager	01452 396555	jasmine.ellicott@gloscityhomes.co.uk
Philip Amos	Resident Involvement Officer	01452 396080	philip.amos@gloscityhomes.co.uk

Background

Jasmine and Philip explained that the reason for holding the focus group was to identify areas where the service provided to leaseholders by Gloucester City Homes can be improved.

Discussion feedback

The group were asked for feedback on their experiences of the service provided by Gloucester City Homes. Areas for improvement identified were noted and our response is recorded in the corresponding Reaction Report. The content of the discussion follows.

a) Communication

- One leaseholder claimed that they had not been given a copy of the Leaseholders' Handbook.
- Questions were raised about the external painting contract: when will leaseholders be notified? Will front doors be painted?

b) Access to staff and responsibilities

- One attendee commented that it can be difficult to get in touch with the relevant member of staff.
- Several attendees were unsure who they should contact if there are issues around: communal cleaning, tree maintenance, painting standards.

c) Cleaning standards

- A comment was made that a complaint made regarding poor communal cleaning was not followed up satisfactorily.
- Suggestions to improve cleaning standards include:
 - Increase the number of inspections.
 - Steam clean communal walkways regularly.

d) Communal heating

- Residents of Westgate were unhappy that it takes so long to get the evaporation meters read for the heating and hot water each year.

e) Anti-social behaviour

- Several attendees complained of experiencing occasional anti-social behaviour in the form of loud music or inappropriate ball games. Who should leaseholders contact in these cases?

f) Maintenance eligibility

- One attendee commented that an elderly leaseholder had contacted Morrison for a repair to be carried out but this was refused. Clarification is needed for leaseholders regarding which repairs are covered by Morrison and which are not.
- Another attendee queried who is responsible for the maintenance of roof guttering.

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