

ReAction Report For Leaseholders Focus Group 30/01/2009

At this focus group meeting, we asked our customers to suggest ideas on how we can improve our service provided to leaseholders. Our response to the issues raised and the action we plan to take follows.

You Said:	Our Reply:
<p>Communication</p> <ul style="list-style-type: none"> • One leaseholder claimed that they had not been given a copy of the Leaseholders' Handbook. • Questions were raised about the external painting contract, and how this is being communicated when will leaseholders be notified? Will front doors be painted? Will windowsills be repaired? Do those who rent garages have the right not to have their garage doors painted? 	<p>As they had only just completed on the sale of the property the handbook had not been sent out as yet. The handbook is also in process of being revised and the content and layout will be discussed at the next Leaseholders forum. Leaseholders will only be provided with another copy of the handbook if requested.</p> <p>Leaseholders have had formal consultation through S20 of the Housing Act. Prices to individual properties will be sent as soon as the Homeownership team are notified. Windowsills should be repaired under this contract, and tenants do not have the right to refuse having a garage door painted.</p>
<p>Access to staff and responsibilities</p> <ul style="list-style-type: none"> • 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. 	<p>Customer Services aim to deal with the majority of enquiries. They will direct enquiries to the relevant team if they are unable to answer a question.</p> <p>Again these enquires should be passed through Customer Services in the first instance.</p>
<p>Cleaning standards</p> <ul style="list-style-type: none"> • A comment was made that a complaint made regarding poor communal cleaning was not followed up satisfactorily. • Suggestions to improve cleaning standards include: <ul style="list-style-type: none"> - Increase the number of inspections. - Steam clean communal walkways 	<p>We actively encourage residents to inform GCH when things are not done as they should be. Please report any incidents to Our Customer Services Team on 0800 408 2000.</p> <p>Formal complaints can also be made in person, writing, and email, or over the phone. The Service manager then has 5 days to investigate your complaint and make a response. If the answer is still not satisfactory, the case can then be escalated</p>

REACTION



	to Senior Management Level.
Communal heating <ul style="list-style-type: none">Residents of Westgate were unhappy that it takes so long to get the evaporation meters read for the heating and hot water each year.	We are aware of this situation and are sorry for any frustration these delays have caused. This is the last year that GCH will be reliant on the evaporation meters being read in the flats who benefit from the District Heating in Westgate. The new system that is being installed will allow the reading to be taken remotely, and reduce the delay in sending out heating and hot water bills.
Anti-social behaviour <ul style="list-style-type: none">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?	Again these matters should be reported to Customer services. They will then pass you through to a ASB officer or your Neighbourhood Manager who will address your concerns.
Maintenance eligibility <ul style="list-style-type: none">One attendee commented that an elderly leaseholder had contacted Morrison for a repair to be carried out but this was refused. Clarification is needed regarding which repairs are the responsibility of the landlord and those of the lessee.	<p>Repairing obligations are laid out in the Leaseholders Handbook and the Lease. In general the structure and any communal services – such as a door entry system are up to the Landlord to repair, and the inside of any flat and individual supplies and services – such as individual properties’ electric supply, are up to the lessee to maintain.</p> <p>A further breakdown will be provided in the next Leaseholders News and Clarified information will be forwarded to our repairs contractor Morrison.</p>

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

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