

## ReAction Report For Assistance With Decorations Focus Group 19/02/09

Thank you for attending the above focus group. You should have received the notes from the meeting but if by some chance you did not and would like a copy, please contact our Customer Services Team on 0800 408 2000 or you can visit our web site [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk).

When you attended the focus group meeting, we asked you to suggest ideas on how Gloucester City Homes could improve their service in regards to Income Management. We can now respond to your suggestions and give you some details on what we intend to do in the future to address these:

You Said:	Our Reply:
MN informed that publicity of the scheme is still not wide enough to reach all people and GCH should consider advertising in the Tenant Times. PS reminded attendees that too much advertising would have an even greater impact on the current £40.000 budget and people would be disappointed having to remain on a waiting list for too long a time.	PS reminded attendees that too much advertising would have an even greater demand and impact on the current £40.000 budget and people would be disappointed having to remain on a waiting list for too long a time.
MN pointed out, some customers would like GCH to explore providing labour for decorating if the customer provided the materials,	PS explained that the current contract requires GCH to use the schedule of rates agreed in the contract. There is a price which includes materials and labour
MN pointed out, some customers would like GCH to explore providing labour for decorating if the customer provided the materials,	TE informed the attendees there is already an organisation in Gloucester called Care & Repair that can provide this kind of assistance. DS informed that she had already used them and was happy with work they provided
CB raised that some older customers have family living locally and their lives are too busy through work to get their help with decorating their homes,	TE informed that a review of the policy for the way this service is being provided and it should help make things clearer.
Some expressed an interest in being part of a working panel to review this service	TE informed the people who expressed an interest they will be contacted when the review is due to take place
Have sufficient funds and review funding every year	Funding is reviewed by the board of directors and increases are agreed by this method each year.

# REACTION



Have a transparent policy that is easy for people to access and understand.	The review of this service will have customers helping to ensure the policy is written in a way that customers will find it a lot easier to interpret.
Ensure young vulnerable people are not excluded	The review of the service will set out how our diverse customers will be included in this scheme.
Introduce a points system similar to GCC housing allocations	The review of the service is where this will be explored to find out if a similar system can be introduced.
Following a request for decorating it was felt that this request should not be high priority and the tenant should be visited within 28 days of request.	Thank you for your feedback; your suggestions have been highlighted within the review of service standards that will be reported on at our next customer forum.
It was felt that timescales should be changed to 14 days following home visit for decorating vouchers to be issued.	Thank you for your feedback; your suggestions have been highlighted within the review of service standards that will be reported on at our next customer forum.
It was suggested that the current one-day target to advise tenants that they had been added to a programme should be changed to 14 days.	Thank you for your feedback; your suggestions have been highlighted within the review of service standards that will be reported on at our next customer forum.

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

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