



## FOCUS GROUP TITLE

Held on Tuesday, 26<sup>th</sup> January 2009 at 6pm  
In the Boardroom, Southgate House

<b>Present:</b>	Sally Howell	Leasehold and Home Ownership
	Sam Chambers	Income
	Georgina Meredith	Leaseholder
	Phil Mayo	Leaseholder
	Grace Allaway	Leaseholder
	Ruth Thomas	Leaseholder
	M Hawkes	Leaseholder
	C Ashmead	Leaseholder
	Colin O'Reilly	Leaseholder
	Jan Langford	Leaseholder
	Heather Bailey	Leaseholder
	Gary Thomas	Leaseholder
	Joseph Blackwood	Tenant

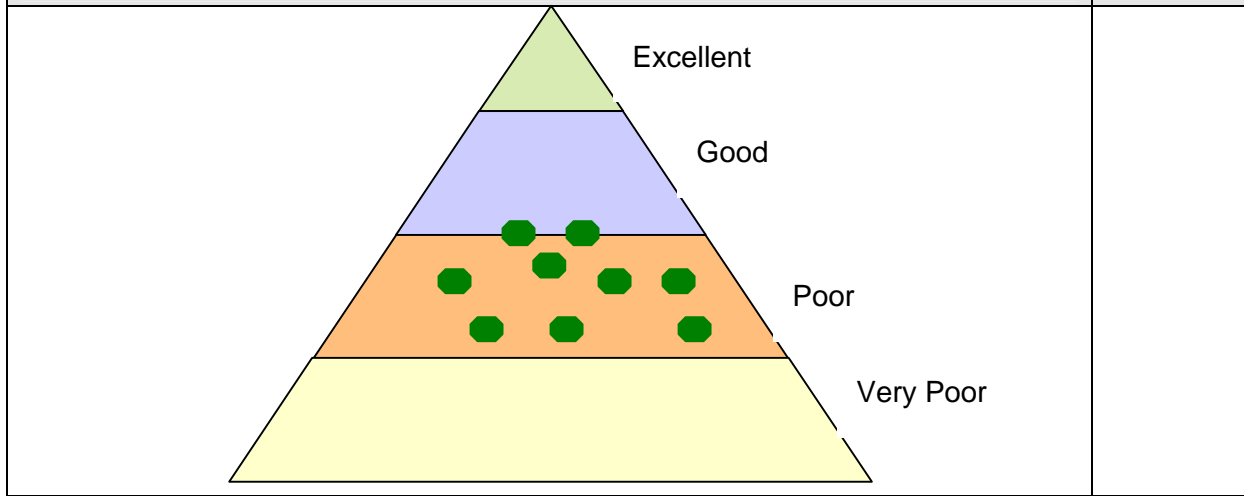
Item	Action
<b>1 Apologies</b>	
Apologies received from Mrs Palmer – Matson	
<b>2 Introduction and health/safety issues</b>	
2.1 As per instructions in boardroom	
<b>3 Identifying cost of service</b>	
3.1 Management costs for year £24,243.20	
3.2 Management cost for each Leaseholder £94.70 in 2008/09	
3.3 Management cost per leaseholder per week £1.82 in 2008/09	
3.4 Leaseholders were advised that the management fee covered (not exclusive):	

### Gloucester City Homes Limited

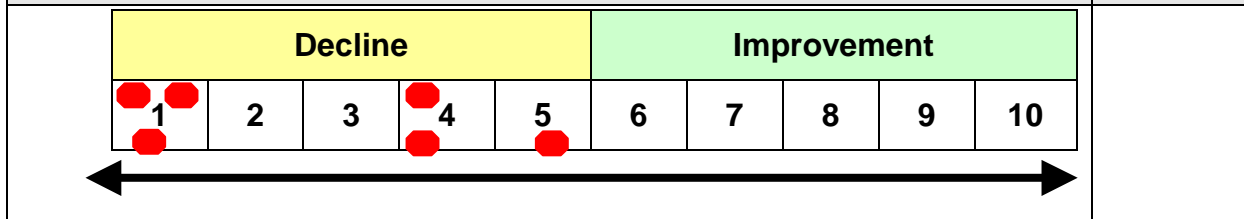
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Place of Registration: Companies House, Cardiff

- Forum – arranging it, attending it, taking minutes, sending minutes out;
- Section 20 consultation and contract reviews.
- Updating the website;
- Production of Leasehold news;
- Arranging additional services e.g. gas servicing;
- Best practice reviews;
- Calculating of service charges;
- Sending out service charge bills;
- Collecting debts / chasing payments;
- Solicitor enquiries;
- Transfer of ownership enquiries.

**4 Rating the service**



**5 Service Improvement/Decline**



**6 Reviewing Service Standards|**

Sally Howell outlined the existing service standards and pointed out

that they were the same as the general service standards. Sally offered the opportunity to Leaseholders to change and/ or adjust the standards. Leaseholders said that the service standards were not being met as it was, so there was no point changing any as they did not want to increase the response times.

Leaseholders want to see that the current service standards are being met, rather than set new standards.

A resident asked if there were enough resources to ensure that the service standards were met. Leaseholders were adamant that they did not want more resources, as this would cost them more money in management fee.

## 7 Summary

### Suggested improvements/ Priorities

Suggested improvement	1 <sup>st</sup> choice	2 <sup>nd</sup> choice
Painting – want a guarantee that the job will be completed to satisfactory level	●	
Staff training on Leasehold issues, specifically CST	●	
Late billing – e.g concerns over heating bill – none sent this year		●
Repairs – Communication and getting the job done	● ● ● ●	
Monitoring of service standards	● ●	
Cleaning Service – not good standards or practices – want specification for each block		● ● ● ●
Block inspections – ESW’s role	●	
Contact information for different departments on rear of Leaseholders News		●

## 8 Any other business

- Many Leaseholders did not wish to give priority to items as they stated that these things should be being done anyway and they were all important.

<ul style="list-style-type: none"><li>• Issue raised with contacting Sally Howell/ Leasehold Team, perception is that she is hard to get hold of and does not call back or respond to letters/ emails.</li><li>• It was stated that staff on the switchboard do not understand the rights and responsibilities of leaseholders and do not respond favourably when contacted.</li><li>• 1/1 Byron Avenue – repair issue raised, this has been outstanding for a very long time.</li><li>• Union Street – repair issue raised, this has been outstanding for too long.</li><li>• Gas servicing – Leaseholders made payments in December for their gas service to be done; still no appointments have been made.</li><li>• No heating charge has been issued at Westgate</li><li>• Repairs breakdown – were promised quarterly repairs breakdowns – this has not happened</li><li>• Cleaning contract – Leasehold representative – still not been contacted to assist/ sit in/ give feedback</li><li>• Swan Court – ESW's/ Cleaners do not clean the block, it still has leaves in the bottom stairwell</li><li>• Leaseholder requests that a contact list be made available</li></ul>	
<p>End of meeting: Sally advised that minutes and outcomes would be sent out to attendees.</p>	