



Income Management Focus Group

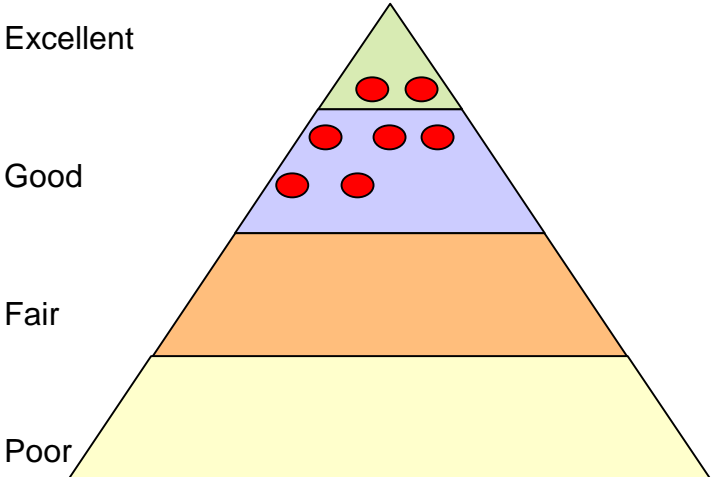
Held on Tuesday, 2nd February 2010 at 12.00pm
In the Boardroom, Southgate House

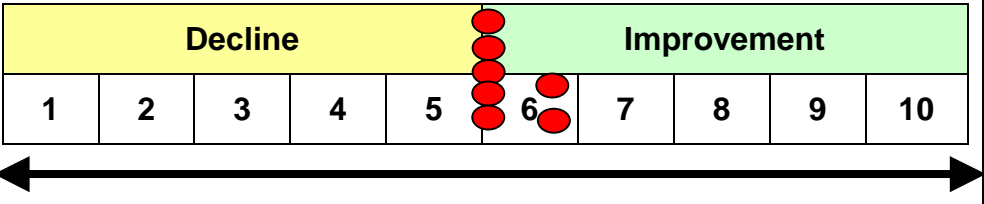
Present: M Day J Blackwood D Porter C Newman D Fews V Fews D Smith Lyn Scudamore Sally Howell Sharon Goode Dan Hopwood	Fountain Square, Westgate Stratford Close, Podsmead Clapham Court, Kingsholm Shakespeare Ave, Podsmead Dombey Bungalows Podsmead Dombey Bungalows Podsmead Gurney Ave, Tuffley GCH GCH GCH GCH
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Item	Action
1 Apologies S Chambers	
1.1 Welcome by Lyn Scudamore	
2 Introduction and health/safety issues	
2.1 Lyn Scudamore explained the health and safety rules	
3 Identifying cost of service	
3.1 Attendees were provided with a breakdown of the costs of the service, total costs and weekly cost.	
3.2 Information was provided about current performance and collection rates.	
3.3 Figures given that service costs 0.97p per week for each tenant.	
Comments 'looks reasonable' 'looks cheap'	

Gloucester City Homes Limited

Registered Address: Atlantic Suite, Southgate House, Southgate Street, Gloucester GL1 1UW
Place of Registration: Companies House, Cardiff

4 Rating the service	
<p>Attendees were given the opportunity to rate the service by placing a mark to indicate level of satisfaction</p> 	

5 Service Improvement/Decline	
 <p>Service has been consistent or slightly improving.</p>	

6 Reviewing Service Standards	
<p>Copies of the service standards for income and recharges were provided to the attendees for comment and information.</p> <p>Direct Debit procedure needs to be better explained i.e. how rent account is not in arrears when paying monthly. Arrears letters should not come out to those tenants who pay by direct debit.</p> <p>Ensure that arrears text messages are only sent to those people in arrears and not those paying by monthly direct debit.</p> <p>Can we provide a leaflet about the implications of direct debit on those people in arrears.</p> <p>Need to ensure that we explain rent-free weeks clearly to people so</p>	

<p>they understand the implications for DD payers.</p> <p>The group were happy with the Income Management Service Standards produced stating they were self-explanatory, but some required minor wording changes.</p> <p>Rechargeable Repairs Service Standards, there were no suggestions to improve the service.</p> <p>Copy of previous ReAction Report provided for information and review of progress</p>	
<p>7 Summary</p>	
<p>Overall service good value for money</p> <p>The service has provided consistent service, slightly improving</p>	
<p>8 Any other business</p>	