

INCOME MANAGEMENT REACTION REPORT

Thank you for attending the focus group. You should have received the notes from the meeting you attended on (date of focus group meeting held) but if by some chance you did not receive the notes and would like a copy sent to you, please contact our Customer Contact Centre on 0800 408 2000 (option 1) or you can visit our web site www.gloscityhomes.co.uk

When you attended the focus group meeting, we asked you a number of questions, which you replied to. 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	Things we already do
Explain direct debits at the pre-tenancy interview	Explain direct debits on the pretenancy interview
Publicise rent free weeks	Letters sent to all tenants each year

Short term objective	Long-term objective	Final Objective
Re-word service standards	Provide a booklet explaining DD to customers.	