



# Gloucester City Homes

## New Tenancies Survey

July 2008



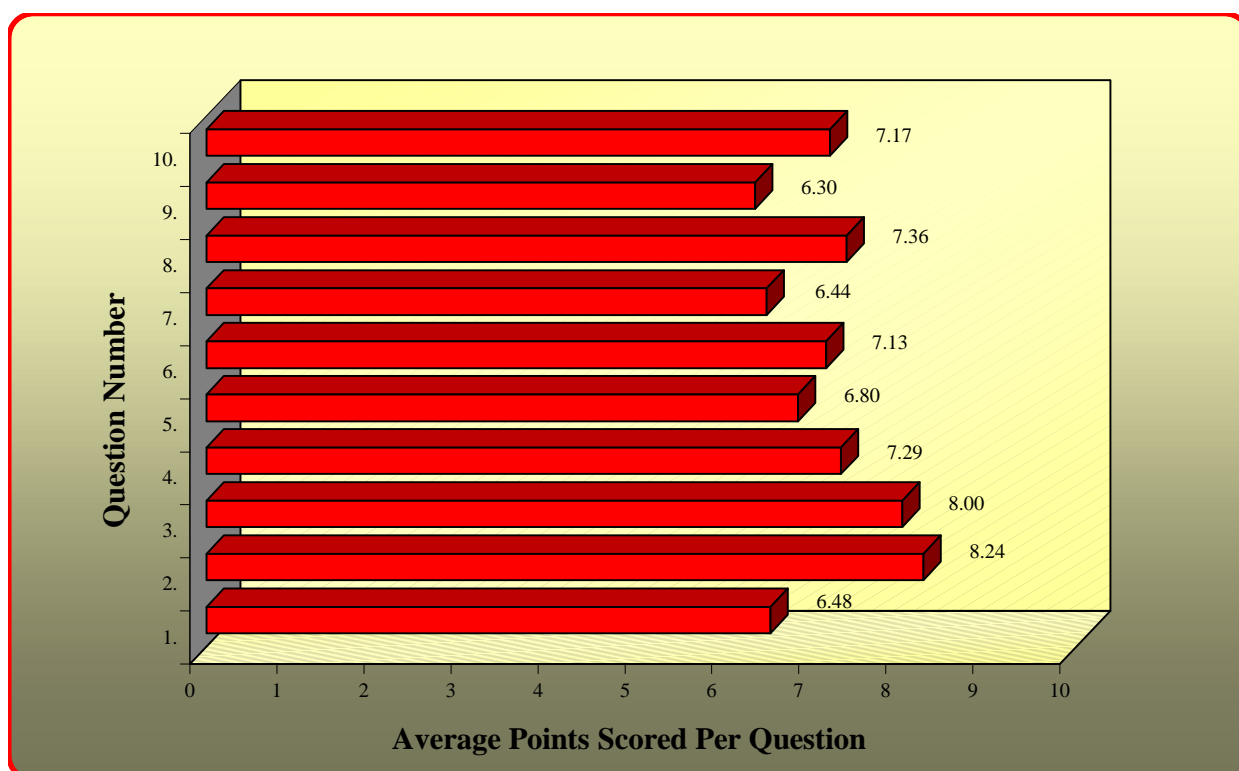
# Gloucester City Homes

## New Tenancies

July-08

From an initial issue of 103 surveys, the following scores out of 10 have been achieved from 25 replies (24.27% return)

Questions	Average Score
1. How helpful was the information received when you applied and whilst on the housing register?	6.48
2. How well did the property you were offered match what you asked for on your application?	8.24
3. How do you rate the service provided by staff when signing up for the property?	8.00
4. How well were repair issues dealt with, once you had moved into your new home?	7.29
5. How do you rate the external appearance of your new home?	6.80
6. How do you rate the internal condition of the property ?	7.13
7. How do you rate the quality of the bathroom/kitchen fittings?	6.44
8. How do you rate the cleanliness of the property?	7.36
9. How do you rate the timescale allowed for you to make a decision on the housing offer?	6.30
10. Overall how do you rate how this service was provided to you ?	7.17
<b>OVERALL AVERAGE</b>	<b>7.12</b>



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New Tenancies

July-08

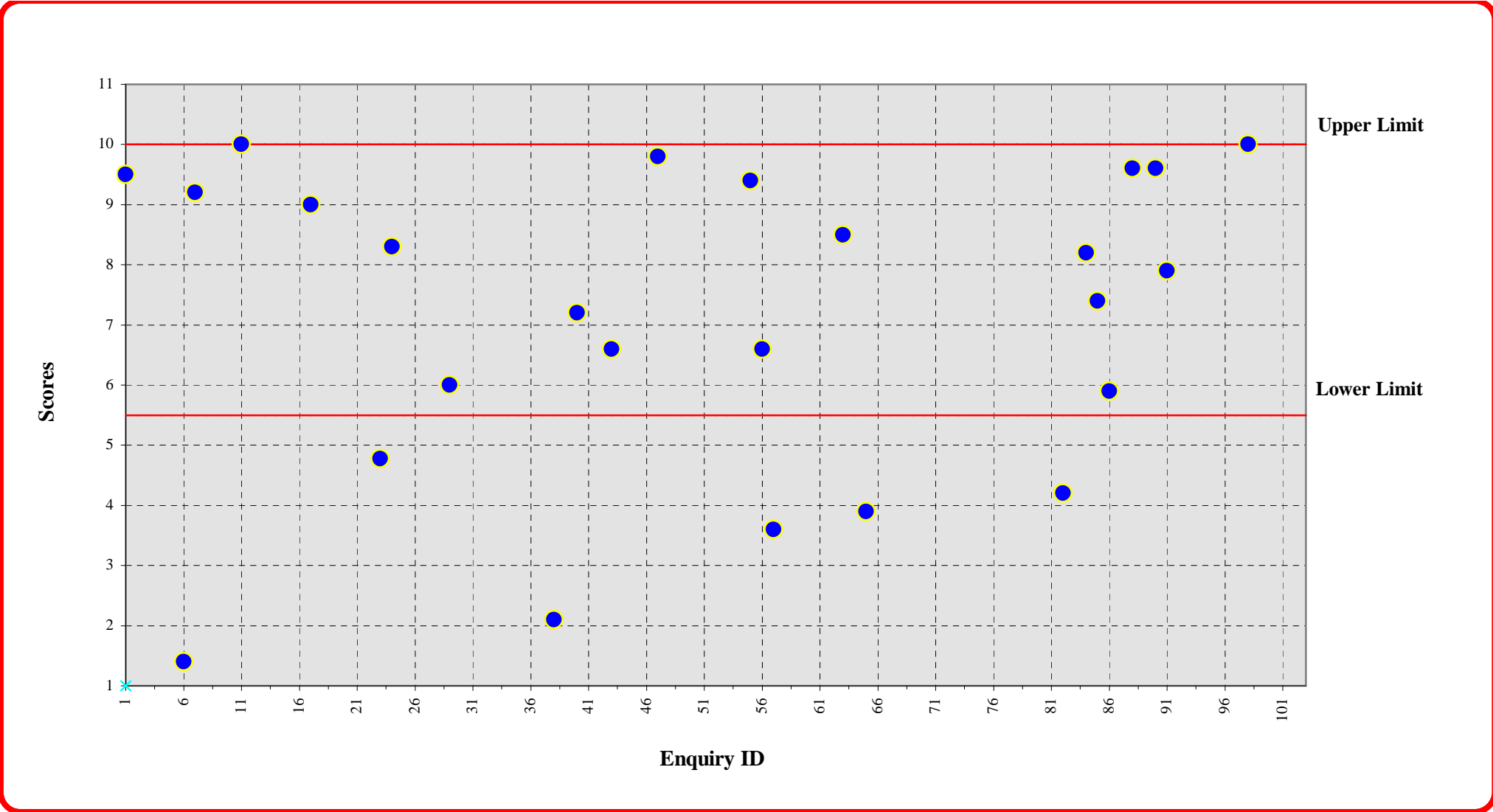
Questions	Score Less than 7	Score greater than 7
1. How easy was it, to report your repair ?	11 (44%)	14 (56%)
2. How well do you think our staff treated you, when you reported your repair?	5 (20%)	20 (80%)
3. How do you rate the arrangements that were made for carrying out the repair to your home?	6 (24%)	19 (76%)
4. How close to the agreed time scale was the work carried out?	6 (25%)	18 (75%)
5. How would you rate the conduct of the workman? E.g. polite and respectful?	10 (40%)	15 (60%)
6. How well did the workmen protect your property whilst repairing your home?	6 (25%)	18 (75%)
7. How do you rate the way your home was left after completion of repair work? E.g. clean & tidy	11 (44%)	14 (56%)
8. How effective was the work in resolving your repair problem?	10 (40%)	15 (60%)
9. How do you rate the quality of the completed work?	11 (48%)	12 (52%)
10. Overall how would you rate the repairs system?	9 (38%)	15 (63%)



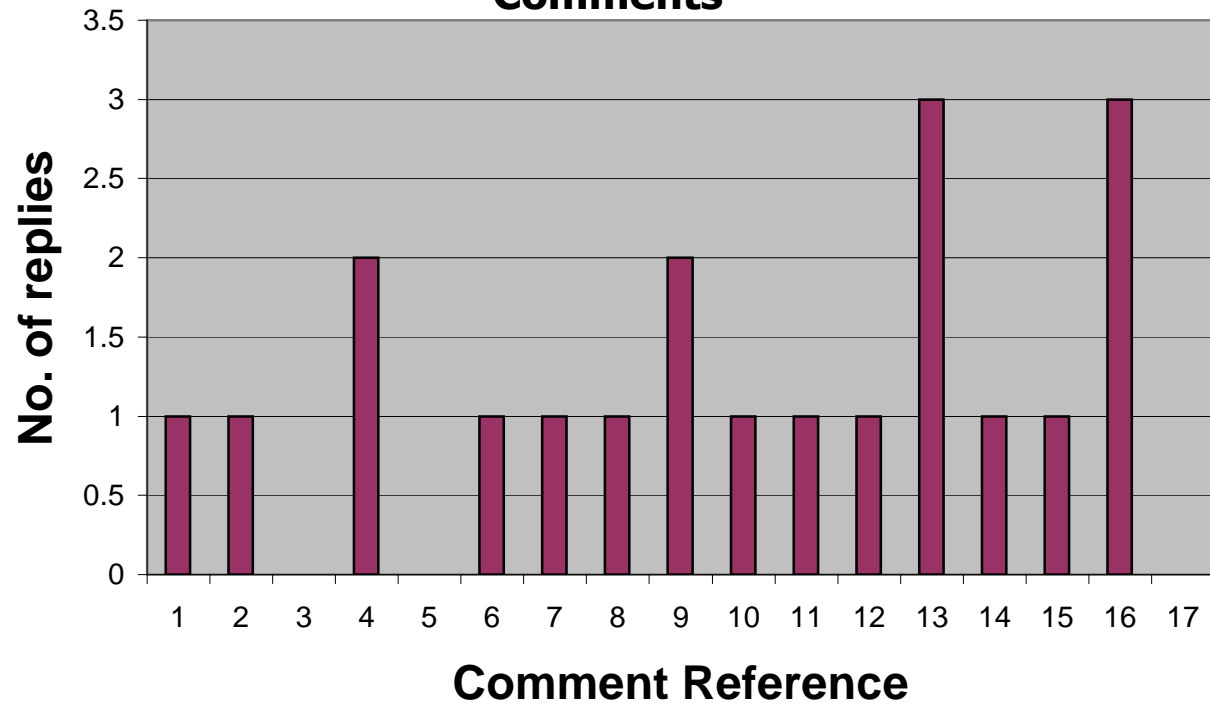
# Gloucester City Homes

## New Tenancies

July-08



## Gloucester City Homes New Tenancies July 2008 Comments



Ref	Comment Issues	Total
1	Reporting repairs	1
2	Staff response	1
3	Arrangements to carry out work	0
4	Timescales for repairs	2
5	Workmen issues	0
6	Timescales to accept house	1
7	Gas smell	1
8	Cleaning of communal areas	1
9	Condition of flat / house	2
10	Economy 7	1
11	Parking	1
12	Property too small	1
13	Bathroom/ Kitchen	3
14	Needles / rubbish	1
15	Lifts	1
16	Well done	3
Total		20

# Gloucester City Homes

## New Tenancies

Scorecard Date : **July 2008**

Scorecard ID : 020

ID	Title	Full Name	Address	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Score	Comment
2	Mr M Maloney		Flat 11124, Matson Avenue, Matson, Gloucester, GL4 6HT	9	9	10	10	9	0	10	9	0	10	9.50	Tel - 07810033125
7	Ms JA Starowicki		Flat 11, Fairfield Court, Matson, Gloucester, GL4 6HA	1	1	1	1	1	1	1	5	1	1	1.40	<p>I am in a second floor flat with a young toddler. The lift is never working so I have to carry toddler and pram and shopping up 2 flights of stairs. A window is broken in the building, left for weeks. Loose floor tiles everywhere. Inside doors are fixed on rotten wood, which keep coming loose. Handles are not fixed on to kitchen cupboards properly. Staff don't do there job peoperly, they leave issues till it is to late and I have to sort them out myself, my child could have had a accident through the doors coming off inside my property.</p> <p>I have three other children that visit, the property is to small for when they stay over, it's totally unsuitable. I had to accept the 1st offer of a home so I took it on that basis.</p>
8	Miss DI Phillips		4, Castle Cottages, Hucclecote, Gloucester, GL3 3RS	10	10	9	9	9	10	8	9	9	9	9.20	Tel - 01452 613936
12	Miss E Drake		8, Weller Bungalows, Podsmead, Gloucester, GL2 5BL	10	10	10	10	10	10	10	10	10	10	10.00	<p>The only problem I am having is I'm not happy with this Economy 7. I moved into this property 16 March and the 16 April Npower billed me £154, I had to pay this because I would be cut off and they want £83 monthly which I think is as bit steep, I went to see the manager in the project centre he rang them up on my behalf he was arguing with them that I could not afford £83 a month as I as only a pensioner, so he told them that he wanted me put on a vunerable scheme, so they agreed to take £40 a month and review it in 6 months time. So can you please install gas central heating in for me. I'd appreciate it as I had it in 53a St Aldalyn Road. I am struggling to make ends meet. I simply cant afford this Economy 7.</p> <p>I'm very happy with my new Bungalow its lovely thank you Ms Ellen Drake.</p> <p>Tel - 07717278066</p>
18	Miss KE Stack		Flat 64, Quenneys Close, Matson, Gloucester, GL4 6LU	8	9	10	8	9	8	9	10	9	10	9.00	

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Scorecard Date : **July 2008**

Scorecard ID : 020

ID	Title	Full Name	Address	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Score	Comment
24	Mr MJ Fewster		Flat 13, Claremont Court, London Road, Gloucester, GL1 3NY	5	5	5	0	6	3	5	4	5	5	4.78	<p>Needles in car park 1 in bin area was reported to yourselves.</p> <p>Bins, non tenants going through the rubbish ripping open bags and leaving it all over the floor in the bin area. (Has been reported to the police). Saturday 12th July 2008.</p> <p>Parking - there is never enough spaces as there are four cars that do not move. There are two that do not have any tax on, there is also another that I believe the owner does'nt live in any of the flats within the blocks.</p> <p>Glass panel in hall way on stairs is all shattered, it has been reported to yourselfe but nothing yet has been done.</p> <p>Communal areas (stairs, hallways) are supposed to be cleaned on a weekly basis (as I was told to believe) is never done and also could be repainted as it is tatty and a mess as there is writing that has been carved into the walls.</p> <p>Tel - 07858813299</p>
25	Mr DJ Wright		Flat 39, Chadwick Close, Tuffley, Gloucester, GL4 0YG	8	9	7	8	9	10	7	8	9	8	8.30	<p>Tel - 07767085441</p>
30	Mrs JI Haile		1, Wilton Close, The Oval, Gloucester, GL1 5NZ	6	7	7	6	5	7	8	8	1	5	6.00	<p>Gas escaping from pipe behine cooker.</p> <p>Back garden very bad.</p> <p>Tel - 537073</p>
39	Mr RF Meadows		Flat 45, Fountain Square, Westgate, Gloucester, GL1 2QY	2	4	8	1	1	1	1	1	1	1	2.10	<p>Tel - 07787820288</p>
41	Mr DA Thomas		Flat 37, Columbia Close, Kingsholm, Gloucester, GL1 3DF	3	9	5	10	5	8	10	9	6	7	7.20	
44	Mr JE Sadler		Flat 4, Alington Close, Gloucester, GL1 4XR	6	7	7	8	8	7	4	6	6	7	6.60	<p>Tel - 01452 301742</p>
48	Mr AC Dodd		46, Chadwick Close, Tuffley, Gloucester, GL4 0YG	10	10	10	10	10	8	10	10	10	10	9.80	<p>1. Special thanks to Mr Mark Smith</p> <p>7. Due to be renewed with home improvements scheme.</p> <p>Tel - 304124 07949077172</p>
56	Mr PF Fletcher		Flat 235, Parliament Street, Gloucester, GL1 1HY	10	10	10	10	7	10	7	10	10	10	9.40	<p>Very pleased with property and service.</p>

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ID	Title	Full Name	Address	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Score	Comment
57	Mrs LE Clissold		5, Jaythorpe , Abbeydale, Gloucester, GL4 9ES	7	10	6	8	7	8	5	5	5	5	6.60	Property was not fit for purpose on occupancy.  Required a lot of communication with City Homes to resolve these issues.
58	Miss C Roe		Flat 1, Sherborne Street, Kingsholm, Gloucester, GL1 3BY	8	10	8	1	1	1	1	1	1	4	3.60	Most problems resolved  I've recently been in to ask when my kitchen and bathroom is going to be re-done and still have not received any estimate date feedback.  Also need ventalation in kitchen and bathroom as the smell is unbearable at times. ASAP  Also problem with ants in living room there's millions and its disgusting.  The walls are in awful condition and help sanding and taking wallpaper down would be much appreciated as I am a young girl.  Tel - 07833378468
64	Mr LR Weaver		Flat 20, Clapham Court, Kingsholm, Gloucester, GL1 3DD	10	10	10	10	5	10	3	10	0	0	8.50	
66	Miss KM Parke		Flat 136, Winnycroft Lane, Matson, Gloucester, GL4 6EJ	5	4	6	3	3	5	2	4	2	5	3.90	Overall the property is OK. It wasn't until I moved in that I found a few problems with the propety. It was not an area I put down to live in, but I was put here, so I do not see why you are not gived the choice of area. The reason for rating my kitchen and bathroom so low was because I have had a few problems and reported them, but nothing is being done as it stands.
83	Miss R Davies		2A, Windrush Road, Tuffley, Gloucester, GL4 0JP	3	6	5	2	3	5	5	5	3	5	4.20	
85	Mr DB Harris		Flat 28, Nightingale House, Abbeydale, Gloucester, GL4 4AD	7	9	7	8	9	8	9	9	8	8	8.20	Tel - 01452 504131
86	Mrs DM Brown		10, Elmleaze , Elmbridge, Gloucester, GL2 0JT	5	10	10	7	7	7	5	5	10	8	7.40	Overall I found it more than satisfactory.  Tel - 01452 534596

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ID	Title	Full Name	Address	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Comment
87	Mrs	JH Gilbert	Flat 16, Caledonian Road, Matson, Gloucester, GL4 6HX	1	9	9	10	6	7	4	6	1	6	5.90 We were never able to find out where on the housing list we were.  We were not giving any time to think the keys were presented at the viewing. There was not enough time to properly assess the property.  Tel - 01452 560572
89	Ms	DM Bianchi	Flat 23, Clapham Court, Kingsholm, Gloucester, GL1 3DD	8	10	10	10	10	9	9	10	10	10	9.60 The bathroom was clean but needs to be upgraded and a shower added. Lots of old people have difficulty getting into the bath.
91	Mr	JJ Mullarkey	Flat 20, Archdeacon Court, Westgate, Gloucester, GL1 2TA	8	10	10	8	10	10	10	10	10	10	9.60 Tel - 07504169103
92	Mr	JT Zorrando	Flat 1, The Lampreys, Gloucester, GL4 6QD	2	8	10	7	10	8	8	10	8	8	7.90
99	Mrs	GB Acland	Flat 46, Charter Court, Gloucester, GL1 4EW	10	10	10	10	10	10	10	10	10	10	10.00 Tel - 549553
<i>Average Scores</i>				6.48	8.24	8.00	7.29	6.80	7.13	6.44	7.36	6.30	7.17	7.13

# Gloucester City Homes

## *New Tenancies*

Scorecard Date : **July 2008**

Scorecard ID : 020

<b>Ethnicity:</b>	<b>Average Score:</b>	<b>Total:</b>	
Non Defined	8.28	8	(32.00%)
White	6.62	17	(68.00%)
<b>Total:</b>		<b>25</b>	

<b>Gender:</b>	<b>Average Score:</b>	<b>Total:</b>	
Female	6.54	10	(40.00%)
Male	6.18	6	(24.00%)
Non Defined	8.47	9	(36.00%)
<b>Total:</b>		<b>25</b>	

<b>Ethnic Origin:</b>	<b>Average Score:</b>	<b>Total:</b>	
British	6.62	17	(68.00%)
Irish	9.60	1	(4.00%)
Non Defined	8.09	7	(28.00%)
<b>Total:</b>		<b>25</b>	

<b>Age Band:</b>	<b>Average Score:</b>	<b>Total:</b>	
18 - 24	5.50	3	(12.00%)
25 - 59	5.48	5	(20.00%)
60 - 74	7.07	6	(24.00%)
Non Defined	8.28	8	(32.00%)
Over 75	8.73	3	(12.00%)
<b>Total:</b>		<b>25</b>	

<b>Disabled:</b>	<b>Average Score:</b>	<b>Total:</b>	
No	7.19	23	(92.00%)
Yes	6.70	2	(8.00%)
<b>Total:</b>		<b>25</b>	

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Prop ID	Enquiry	Name / Address	Ethnic Origin	Ethnicity	Gender	AgeBand	Disabled	Comment
13491	2	Mr M Maloney Flat 11124, Matson Avenue, Matson, Gloucester, GL4 6HT						9.50 Tel - 07810033125
14452	7	Ms JA Starowicki Flat 11, Fairfield Court, Matson, Gloucester, GL4 6HA						1.40 I am in a second floor flat with a young toddler. The lift is never working so I have to carry toddler and pram and shopping up 2 flights of stairs. A window is broken in the building, left for weeks. Loose floor tiles everywhere. Inside doors are fixed on rotten wood, which keep coming loose. Handles are not fixed on to kitchen cupboards properly. Staff don't do there job peoperly, they leave issues till it is to late and I have to sort them out myself, my child could have had a accident through the doors coming off inside my property.  I have three other children that visit, the property is to small for when they stay over, it's totally unsuitable. I had to accept the 1st offer of a home so I took it on that basis.
16583	8	Miss DI Phillips 4, Castle Cottages, Hucclecote, Gloucester, GL3 3RS	British	White	Female	60 - 74	Yes	9.20 Tel - 01452 613936
15814	12	Miss E Drake 8, Weller Bungalows, Podsmead, Gloucester, GL2 5BL						10.00 The only problem I am having is I'm not happy with this Economy 7. I moved into this property 16 March and the 16 April Npower billed me £154, I had to pay this because I would be cut off and they want £83 monthly which I think is as bit steep, I went to see the manager in the project centre he rang them up on my behalf he was arguing with them that I could not afford £83 a month as I as only a pensioner, so he told them that he wanted me put on a vunerable scheme, so they agreed to take £40 a month and review it in 6 months time. So can you please install gas central heating in for me. I'd appreciate it as I had it in 53a St Aldalyn Road. I am struggling to make ends meet. I simply cant afford this Economy 7. I'm very happy with my new Bungalow its lovely thank you Ms Ellen Drake.  Tel - 07717278066

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Prop ID	Enquiry	Name / Address	Ethnic Origin	Ethnicity	Gender	AgeBand	Disabled	Comment
14434	18	Miss KE Stack Flat 64, Quenneys Close, Matson, Gloucester, GL4 6LU	British	White	Female	18 - 24	9.00	
11468	24	Mr MJ Fewster Flat 13, Claremont Court, London Road, Gloucester, GL1 3NY	British	White	Male	25 - 59	4.78	<p>Needles in car park 1 in bin area was reported to yourselves.</p> <p>Bins, non tenants going through the rubbish ripping open bags and leaving it all over the floor in the bin area. (Has been reported to the police). Saturday 12th July 2008.</p> <p>Parking - there is never enough spaces as there are four cars that do not move. There are two that do not have any tax on, there is also another that I believe the owner does'nt live in any of the flats within the blocks.</p> <p>Glass panel in hall way on stairs is all shattered, it has been reported to yourselfe but nothing yet has been done.</p> <p>Communal areas (stairs, hallways) are supposed to be cleaned on a weekly basis (as I was told to believe) is never done and also could be repainted as it is tatty and a mess as there is writing that has been carved into the walls.</p> <p>Tel - 07858813299</p>
11240	25	Mr DJ Wright Flat 39, Chadwick Close, Tuffley, Gloucester, GL4 0YG					8.30	Tel - 07767085441
16095	30	Mrs JI Haile 1, Wilton Close, The Oval, Gloucester, GL1 5NZ	British	White	Female	60 - 74	6.00	<p>Gas escaping from pipe behine cooker.</p> <p>Back garden very bad.</p> <p>Tel - 537073</p>
12248	39	Mr RF Meadows Flat 45, Fountain Square, Westgate, Gloucester, GL1 2QY	British	White	Male	25 - 59	2.10	Tel - 07787820288

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Prop ID	Enquiry	Name / Address	Ethnic Origin	Ethnicity	Gender	AgeBand	Disabled	Comment
11535	41	Mr DA Thomas Flat 37, Columbia Close, Kingsholm, Gloucester, GL1 3DF	British	White	Male	25 - 59		7.20
10008	44	Mr JE Sadler Flat 4, Alington Close, Gloucester, GL1 4XR	British	White	Male	60 - 74		6.60 Tel - 01452 301742
11247	48	Mr AC Dodd 46, Chadwick Close, Tuffley, Gloucester, GL4 0YG						9.80 1. Special thanks to Mr Mark Smith 7. Due to be renewed with home improvements scheme. Tel - 304124 07949077172
14226	56	Mr PF Fletcher Flat 235, Parliament Street, Gloucester, GL1 1HY						9.40 Very pleased with property and service.
16674	57	Mrs LE Clissold 5, Jaythorpe , Abbeydale, Gloucester, GL4 9ES	British	White	Female	Over 75		6.60 Property was not fit for purpose on occupancy. Required a lot of communication with City Homes to resolve these issues. Most problems resolved

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## New Tenancies

Scorecard Date : **July 2008**

Scorecard ID : 020

Prop ID	Enquiry	Name / Address	Ethnic Origin	Ethnicity	Gender	AgeBand	Disabled	Comment
15208	58	Miss C Roe Flat 1, Sherborne Street, Kingsholm, Gloucester, GL1 3BY	British	White	Female	18 - 24		3.60  I've recently been in to ask when my kitchen and bathroom is going to be re-done and still have not received any estimate date feedback.  Also need ventlation in kitchen and bathroom as the smell is unbearable at times. ASAP  Also problem with ants in living room there's millions and its disgusting.  The walls are in awful condition and help sanding and taking wallpaper down would be much appreciated as I am a young girl.  Tel - 07833378468
11392	64	Mr LR Weaver Flat 20, Clapham Court, Kingsholm, Gloucester, GL1 3DD	British	White	Male	60 - 74		8.50
16218	66	Miss KM Parke Flat 136, Winnycroft Lane, Matson, Gloucester, GL4 6EJ	British	White	Female	18 - 24		3.90  Overall the property is OK. It wasn't until I moved in that I found a few problems with the propety. It was not an area I put down to live in, but I was put here, so I do not see why you are not gived the choice of area. The reason for rating my kitchen and bathroom so low was because I have had a few problems and reported them, but nothing is being done as it stands.
16136	83	Miss R Davies 2A, Windrush Road, Tuffley, Gloucester, GL4 0JP	British	White	Female	60 - 74	Yes	4.20
16711	85	Mr DB Harris Flat 28, Nightingale House, Abbeydale, Gloucester, GL4 4AD						8.20 Tel - 01452 504131

# Gloucester City Homes

## New Tenancies

Scorecard Date : **July 2008**

Scorecard ID : 020

Prop ID	Enquiry	Name / Address	Ethnic Origin	Ethnicity	Gender	AgeBand	Disabled	Comment
11962	86	Mrs DM Brown 10, Elmleaze , Elmbridge, Gloucester, GL2 0JT	British	White	Female	25 - 59	7.40	Overall I found it more than satisfactory.  Tel - 01452 534596
11162	87	Mrs JH Gilbert Flat 16, Caledonian Road, Matson, Gloucester, GL4 6HX	British	White	Female	25 - 59	5.90	We were never able to find out where on the housing list we were.  We were not giving any time to think the keys were presented at the viewing. There was not enough time to properly assess the property.  Tel - 01452 560572
11395	89	Ms DM Bianchi Flat 23, Clapham Court, Kingsholm, Gloucester, GL1 3DD	British	White	Female	Over 75	9.60	The bathroom was clean but needs to be upgraded and a shower added. Lots of old people have difficulty getting into the bath.
10083	91	Mr JJ Mullarkey Flat 20, Archdeacon Court, Westgate, Gloucester, GL1 2TA	Irish				9.60	Tel - 07504169103
12955	92	Mr JT Zorrando Flat 1, The Lampreys, Gloucester, GL4 6QD	British	White	Male	60 - 74	7.90	
15766	99	Mrs GB Acland Flat 46, Charter Court, Gloucester, GL1 4EW	British	White		Over 75	10.00	Tel - 549553

## Gloucester City Homes

# Rectification Notice

### New Tenancies

Input Date: 18/07/08  
Name: Mr MJ Fewster

Reply ID: 24

Address: Flat 13 Claremont Court London Road Gloucester GL1 3NY  
Property ID : 11468

Scorecard Date: **July 2008**

Scorecard ID: **020**

Date of Notice: 27/07/08

Scores	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Avg
	5	5	5	0	6	3	5	4	5	5	4.8

### Customer's

Needles in car park 1 in bin area was reported to yourselves.

Bins, non tenants going through the rubbish ripping open bags and leaving it all over the floor in the bin area. (Has been reported to the police). Saturday 12th July 2008.

Parking - there is never enough spaces as there are four cars that do not move. There are two that do not have any tax on, there is also another that I believe the owner does'nt live in any of the flats within the blocks.

Glass panel in hall way on stairs is all shattered, it has been reported to yourselfe but nothing yet has been done.

Communal areas (stairs, hallways) are supposed to be cleaned on a weekly basis (as I was told to believe) is never done and also could be repainted as it is tatty and a mess as there is writing that has been carved into the walls.

Tel - 07858813299

### Action Taken

Gloucester City Homes

# Rectification Notice

## New Tenancies

Input Date: 18/07/08

Reply ID: 30

Scorecard Date:

**July 2008**

Scorecard ID:

**020**

Name: Mrs JI Haile

Date of Notice:

27/07/08

Address: 1 Wilton Close The Oval Gloucester GL1 5NZ

Property ID : 16095

Scores	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Avg
	6	7	7	6	5	7	8	8	1	5	6.0

### Customer's

Gas escaping from pipe behine cooker.

Back garden very bad.

Tel - 537073

### Action Taken

Gloucester City Homes

# Rectification Notice

## New Tenancies

Input Date: 14/07/08

Reply ID: 39

Name: Mr RF Meadows

Address: Flat 45 Fountain Square Westgate Gloucester GL1 2QY

Property ID : 12248

Scorecard Date:

**July 2008**

Scorecard ID:

**020**

Date of Notice:

27/07/08

Scores	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Avg
	2	4	8	1	1	1	1	1	1	1	2.1

### Customer's

Tel - 07787820288

### Action Taken

Gloucester City Homes

# Rectification Notice

## New Tenancies

Input Date: 18/07/08

Reply ID: 58

Scorecard Date:

**July 2008**

Scorecard ID:

**020**

Name: Miss C Roe

Date of Notice:

27/07/08

Address: Flat 1 Sherborne Street Kingsholm Gloucester GL1 3BY

Property ID : 15208

Scores	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Avg
	8	10	8	1	1	1	1	1	1	4	3.6

### Customer's

I've recently been in to ask when my kitchen and bathroom is going to be re-done and still have not received any estimate date feedback.

Also need ventilation in kitchen and bathroom as the smell is unbearable at times. ASAP

Also problem with ants in living room there's millions and its disgusting.

The walls are in awful condition and help sanding and taking wallpaper down would be much appreciated as I am a young girl.

Tel - 07833378468

### Action Taken

**Gloucester City Homes**

# Rectification Notice

**New Tenancies**

Scorecard Date: **July 2008**

Scorecard ID: **020**

Input Date: 27/07/08

Reply ID: 66

Date of Notice:

27/07/08

Name: Miss KM Parke

Address: Flat 1 36 Winnycroft Lane Matson Gloucester GL4 6EJ

Property ID : 16218

Scores	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Avg
	5	4	6	3	3	5	2	4	2	5	3.9

### Customer's

Overall the property is OK. It wasn't until I moved in that I found a few problems with the property.

It was not an area I put down to live in, but I was put here, so I do not see why you are not given the choice of area.

The reason for rating my kitchen and bathroom so low was because I have had a few problems and reported them, but nothing is being done as it stands.

### Action Taken

Gloucester City Homes

# Rectification Notice

## New Tenancies

Scorecard Date: **July 2008**

Scorecard ID: **020**

Input Date: 14/07/08 Reply ID: 7

Date of Notice: 27/07/08

Name: Ms JA Starowicki

Address: Flat 11 Fairfield Court Matson Gloucester GL4 6HA

Property ID : 14452

Scores	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Avg
	1	1	1	1	1	1	1	5	1	1	1.4

### Customer's

I am in a second floor flat with a young toddler. The lift is never working so I have to carry toddler and pram and shopping up 2 flights of stairs. A window is broken in the building, left for weeks. Loose floor tiles everywhere. Inside doors are fixed on rotten wood, which keep coming loose. Handles are not fixed on to kitchen cupboards properly. Staff don't do there job properly, they leave issues till it is to late and I have to sort them out myself, my child could have had a accident through the doors coming off inside my property.

I have three other children that visit, the property is to small for when they stay over, it's totally unsuitable. I had to accept the 1st offer of a home so I took it on that basis.

### Action Taken

Gloucester City Homes

# Rectification Notice

## New Tenancies

Scorecard Date: **July 2008**

Scorecard ID: **020**

Input Date: 18/07/08

Reply ID: 83

Date of Notice:

27/07/08

Name: Miss R Davies

Address: 2A Windrush Road Tuffley Gloucester GL4 0JP

Property ID : 16136

Scores	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Avg
	3	6	5	2	3	5	5	5	3	5	4.2

Customer's

Action Taken

Gloucester City Homes

# Rectification Notice

## New Tenancies

Scorecard Date: **July 2008**

Scorecard ID: **020**

Input Date: 14/07/08

Reply ID: 87

Date of Notice:

27/07/08

Name: Mrs JH Gilbert

Address: Flat 16 Caledonian Road Matson Gloucester GL4 6HX

Property ID : 11162

Scores	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Avg
	1	9	9	10	6	7	4	6	1	6	5.9

### Customer's

We were never able to find out where on the housing list we were.

We were not giving any time to think the keys were presented at the viewing. There was not enough time to properly assess the property.

Tel - 01452 560572

### Action Taken

# Gloucester City Homes - Rectification Tracking for Score Card 020

July 2008

Property	Reply Score	Name and Address	Avg Date	Tenant's Comment	Reply Date	Action Taken	Action	Closed
14452	7	Ms J Starowicki Flat 11 Fairfield Court Matson Gloucester GL4 6HA	1.4	<p>I am in a second floor flat with a young toddler. The lift is never working so I have to carry toddler and pram and shopping up 2 flights of stairs. A window is broken in the building, left for weeks. Loose floor tiles everywhere. Inside doors are fixed on rotten wood, which keep coming loose. Handles are not fixed on to kitchen cupboards properly. Staff don't do there job peoperly, they leave issues till it is to late and I have to sort them out myself, my child could have had a accident through the doors coming off inside my property.</p> <p>I have three other children that visit, the property is to small for when they stay over, it's totally unsuitable. I had to accept the 1st offer of a home so I took it on that basis.</p>	14/07/08			
11468	24	Mr M Fewster Flat 13 Claremont Court London Road Gloucester GL1 3NY	4.77	<p>Needles in car park 1 in bin area was reported to yourselves.18/07/08</p> <p>Bins, non tenants going through the rubbish ripping open bags and leaving it all over the floor in the bin area. (Has been reported to the police). Saturday 12th July 2008.</p> <p>Parking - there is never enough spaces as there are four cars that do not move. There are two that do not have any tax on, there is also another that I believe the owner does'nt live in any of the flats within the blocks.</p> <p>Glass panel in hall way on stairs is all shattered, it has been reported to yourselve but nothing yet has been done.</p> <p>Communal areas (stairs, hallways) are supposed to be cleaned on a weekly basis (as I was told to believe) is never done and also could be repainted as it is tatty and a mess as there is writing that has been carved into the walls.</p> <p>Tel - 07858813299</p>				
16095	30	Mrs J Haile 1 Wilton Close The Oval Gloucester GL1 5NZ	6	<p>Gas escaping from pipe behine cooker.</p> <p>Back garden very bad.</p> <p>Tel - 537073</p>	18/07/08			

# Gloucester City Homes - Rectification Tracking for Score Card 020

July 2008

Property	Reply Score	Name and Address	Avg Date	Tenant's Comment	Reply Date	Action Taken	Action	Closed
12248	39	Mr R Meadows Flat 45 Fountain Square Westgate Gloucester GL1 2QY	2.1	Tel - 07787820288	14/07/08			
15208	58	Miss C Roe Flat 1 Sherborne Street Kingsholm Gloucester GL1 3BY	3.6	I've recently been in to ask when my kitchen and bathroom is going to be re-done and still have not received any estimate date feedback.  Also need ventilation in kitchen and bathroom as the smell is unbearable at times. ASAP  Also problem with ants in living room there's millions and its disgusting.  The walls are in awful condition and help sanding and taking wallpaper down would be much appreciated as I am a young girl.  Tel - 07833378468	14/07/08			
16218	66	Miss K Parke Flat 1 36 Winnycroft Lane Matson Gloucester GL4 6EJ	3.9	Overall the property is OK. It wasn't until I moved in that I found a few problems with the property. It was not an area I put down to live in, but I was put here, so I do not see why you are not given the choice of area. The reason for rating my kitchen and bathroom so low was because I have had a few problems and reported them, but nothing is being done as it stands.	24/07/08			
16136	83	Miss R Davies 2A Windrush Road Tuffley Gloucester GL4 0JP	4.2		18/07/08			
11162	87	Mrs J Gilbert Flat 16 Caledonian Road Matson Gloucester GL4 6HX	5.9	We were never able to find out where on the housing list we were.  We were not given any time to think the keys were presented at the viewing. There was not enough time to properly assess the property.  Tel - 01452 560572	14/07/08			