



'YOUR VIEWS COUNT' SATISFACTION SURVEY RESULTS

APRIL 2010 – 16th AUGUST 2010

Status Key					
	Improving		Consistent		Declining

Aids & Adaptations

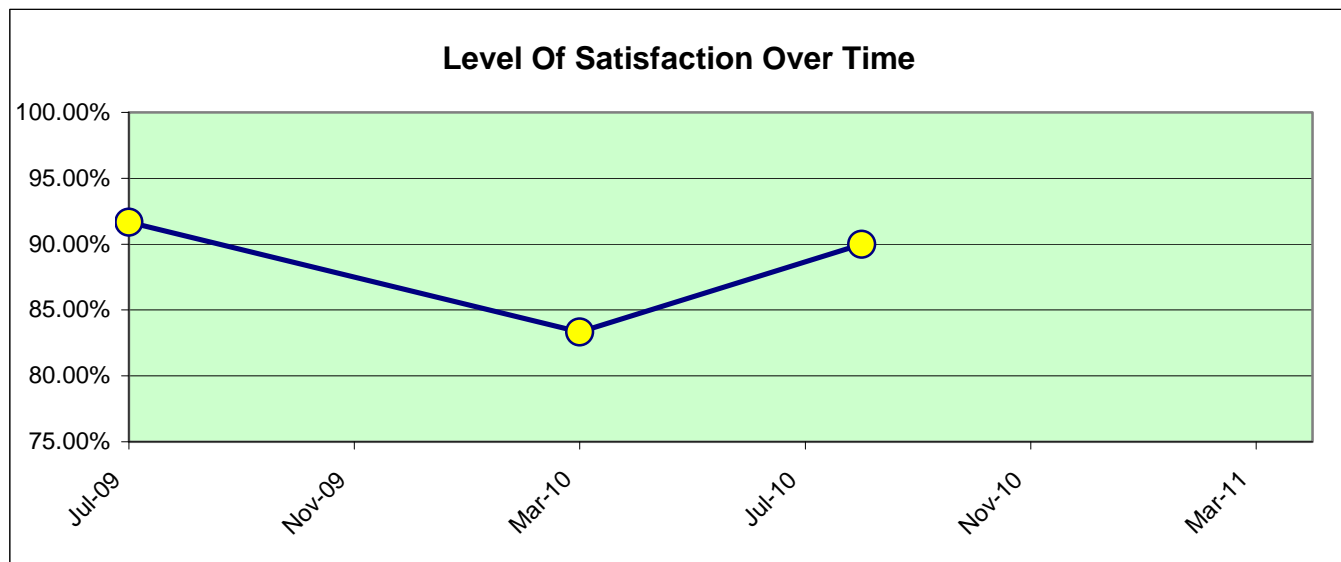
Period: Apr 2010 - Aug 2010

A specialist Contracts manager is responsible for managing requests for Aids & Adaptations in conjunction with Occupational Health officers from Gloucestershire County Council. The Customer Services team will undertake telephone surveys of all completed adaptations to ensure returns are maximised

		Trend
Excellent	65.00%	
Good	25.00%	
Satisfied	90.00%	↗
Responses	40	

Responsible Officer: Sarah Crawford, Repairs Support Team Co-Ordinator

Question	Yes	
Was it easy to ask for adaptations to your property?	87.50%	
Were you satisfied with the arrangements made for carrying out the adaptations?	92.30%	
Did we take into account your specific needs?	100.00%	
Were you treated with respect at all times?	100.00%	
Did we take care of your home and property whilst doing the adaptation?	97.40%	
Were you satisfied with the time it took to complete the adaptation?	90.00%	
Was the adaptation what you expected?	92.50%	
Has the adaptation helped you stay in your home and improved your independence?	100.00%	
Overall, was the service you received	Excellent	65.00%
	Good	25.00%
	Fair	10.00%
	Poor	
	Not stated	



Previous Results	Jul-09	Mar-10						Aug-10
Overall Satisfaction	91.67%	83.33%						90.00%

Performance is consistently high, though levels of satisfaction with the original request and the length of time taken to complete the adaptations is lower. New arrangements are in place to speed up referrals to and from the Occupational Health officers

Arrears Visits

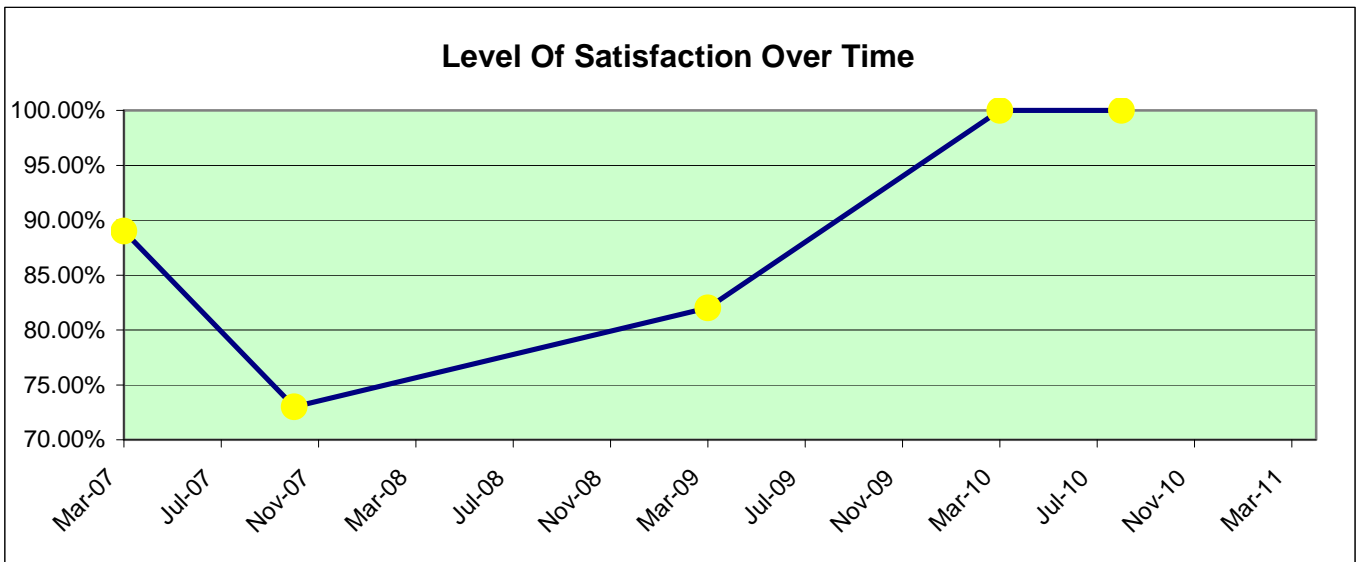
Period: Apr 2010 - Aug 2010

The Income Team take every opportunity to contact tenants with arrears. Income Response rates are low, though satisfaction is high. The Income Management team will continue to promote the cards to their customers. The Customer services team will undertake telephone surveys to maximise response rates

		Trend
Excellent	78.30%	
Good	21.70%	
Satisfied	100.00%	➔
Responses	46	

Responsible Officer: Sam Chambers, Income Manager

Question	Yes	
Was it easy to contact GCH to discuss a rent matter?	97.70%	
Did the Income Management officer meet you as arranged?	93.00%	
Did we take into account your specific needs?	97.60%	
Are you comfortable discussing rent matters with GCH?	100.00%	
Did we take your income & expenditure into account when discussing a plan with you?	100.00%	
Were you treated with respect at all times?	100.00%	
Did our staff listen and respond to any questions you had?	100.00%	
Did our staff seem knowledgeable about the subjects you discussed?	100.00%	
Could our staff provide all of the information that you needed?	100.00%	
Overall, was the service you received	Excellent	78.30%
	Good	21.70%
	Fair	
	Poor	
	Not stated	



Previous Results	Mar-07	Oct-07	Mar-09	Mar-10				Aug-10
Overall Satisfaction	89.00%	73.00%	82.00%	100.00%				100.00%

The level of satisfaction with meeting tenants as arranged seems lower, but this may be because income officers often call on an ad-hoc basis in an attempt to maximise their contact with their customers

Communal Cleaning

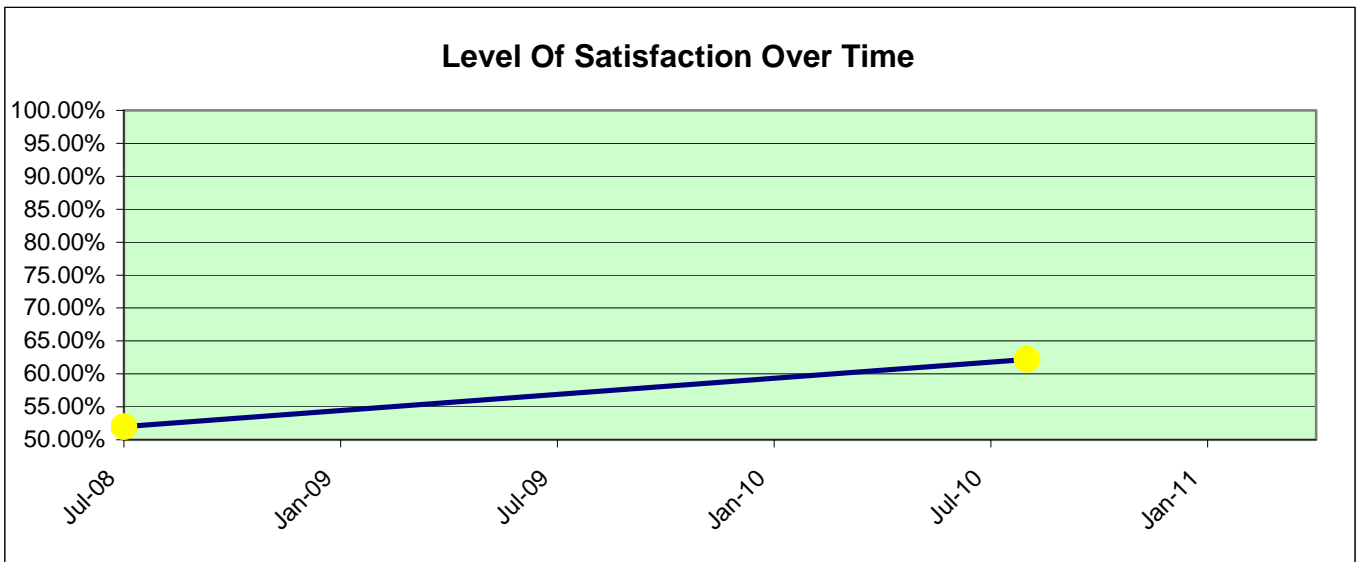
Period: Apr 2010 - Aug 2010

New arrangements are in place - one flat in each block will be given a survey card at each clean. This should ensure that all tenants are given the opportunity to comment and the numbers of returns should increase

		Trend
Excellent	26.80%	
Good	35.40%	
Satisfied	62.20%	↗
Responses	127	

Responsible Officer: Phillip Thomas, Head of Tenancy Services

Question	Yes
Are the internal areas in your block being cleaned weekly?	88.10%
Is there a poster on the notice board giving details of the items to be cleaned?	77.30%
Are all the items listed on the poster on the notice board being cleaned?	67.00%
Are the bin store areas cleaned regularly?	58.70%
Is the block being cleaned on the specified day?	86.80%
Are the cleaning staff polite/courteous?	93.80%
Are you satisfied with the overall standard of cleaning in the block?	72.60%
Overall, was the service you received	
	Excellent 26.80%
	Good 35.40%
	Fair 15.70%
	Poor 22.10%
	Not stated



Previous Results	Jul-08							Aug-10
Overall Satisfaction	52.00%							62.20%

Satisfaction levels are slowly improving and the level of complaints is reducing reciprocally. A new contract has just been let and the customer representatives on the procurement team have agreed with the recommendation that the existing contractor be re-appointed, though with an increased level of supervision with input from customer block and street representatives

Communications

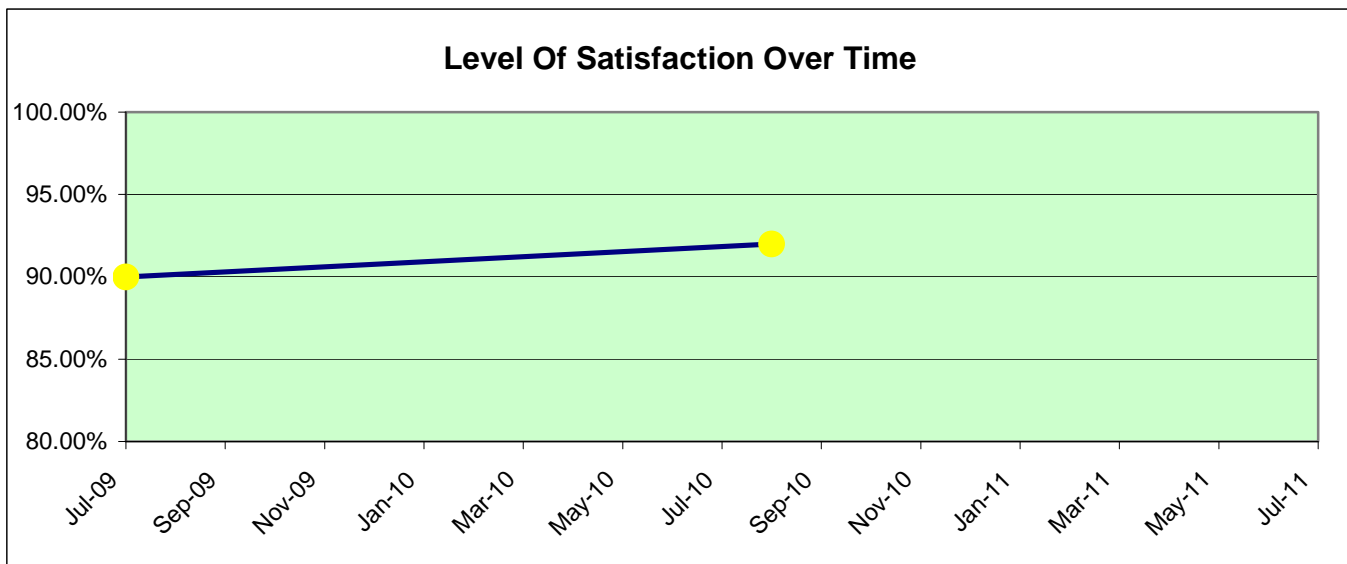
Period: Apr 2010 - Aug 2010

This survey has been previously been an annual initiative. All tenants were sent a Communications 'Your Views Count' card with the last edition of Tenant Times and the results are collated here. The survey will be reated in July 2011.

		Trend
Excellent	55.30%	
Good	36.70%	
Satisfied	92.00%	↗
Responses	275	

Responsible Officer: Jenny Wyatt, Head of Marketing and Communications

Question	Yes	
Do you think that GCH is good at keeping you informed about its services?	93.50%	
Do you think that GCH is good at letting you know about GCH meetings and events?	96.40%	
Is GCH good at keeping you informed about the home improvement programme?	90.80%	
Are the letters that GCH send you clear and easy to understand?	96.70%	
Are our leaflets, handbooks and other information clear and easy to understand?	96.70%	
Do you find the GCH web-site informative and easy to use?	80.90%	
Do you find the GCHTV service informative and easy to use?	85.20%	
Do you enjoy reading our newly redesigned Tenant Times newsletter?	94.80%	
Do you find new, larger 2010 GCH calendar useful and informative?	93.50%	
Is GCH good at communicating with you in the format you prefer e.g. large print?	94.20%	
Overall, how good are our communications with you?	Excellent	55.30%
	Good	36.70%
	Fair	5.50%
	Poor	2.50%
	Not stated	



Previous Results	Jul-09								Aug-10
Overall Satisfaction	90.00%								92.00%

Lower levels of satisfaction indicated for ease of use of the web-site and GCHTV are because many respondents have not completed these questions as they state that they do not have access to IT systems at their homes.

Complaints

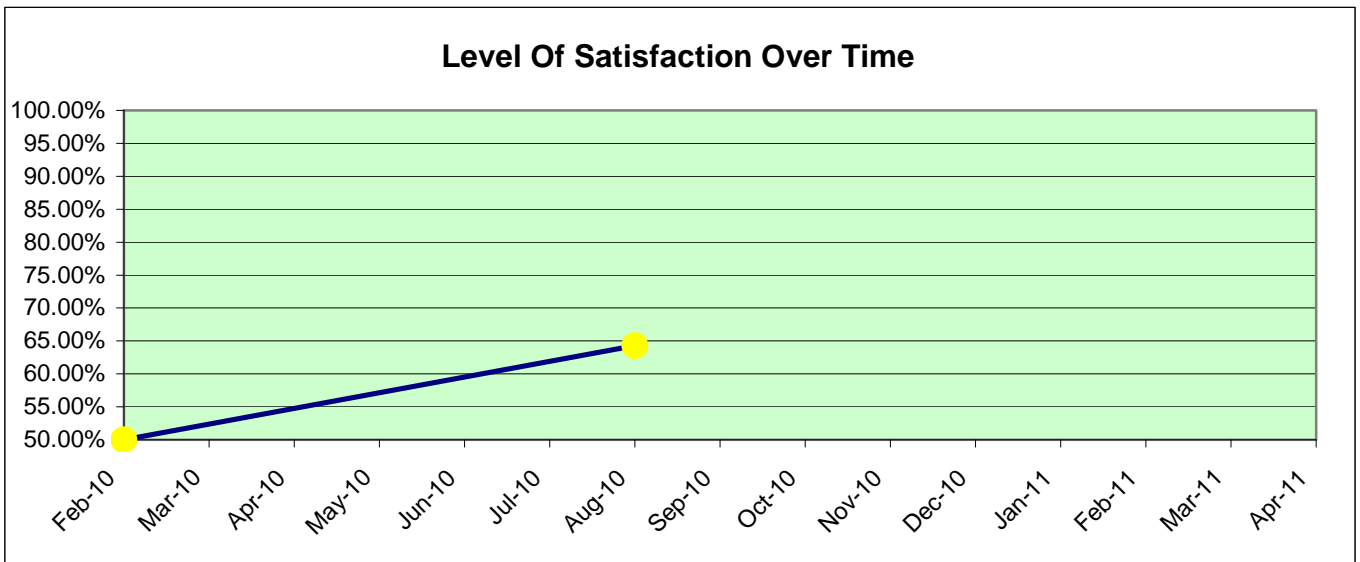
Period: Apr 2010 - Aug 2010

The Customer Services team will undertake telephone surveys for complaints to ensure that the return rate is maximised. The team will ensure that the complainants realise that GCH is asking for satisfaction levels with the actual process of the complaint, rather than the original cause for the complaint.

		Trend
Excellent	14.30%	
Good	50.00%	
Satisfied	64.30%	↗
Responses	14	

Responsible Officer: All Managers

Question	Yes	
Was the complaint handled well?	85.70%	
Was your complaint dealt with promptly?	92.90%	
Were GCH staff polite and helpful?	92.90%	
Did we take into account your specific needs?	78.60%	
Were you treated with respect at all times?	92.90%	
Did our staff listen and respond to any questions you had?	76.90%	
Did we keep you informed of the progress of your complaint?	71.40%	
Are you satisfied with the management of your complaint?	64.30%	
Are you satisfied with the outcome of your complaint?	50.00%	
Overall, was the service you received	Excellent	14.30%
	Good	50.00%
	Fair	21.40%
	Poor	14.30%
	Not stated	



Previous Results	Feb-10							Aug-10
Overall Satisfaction	50.00%							64.30%

Satisfaction levels with the outcomes of complaints are increasing slowly. The very nature of this transaction implies lower satisfaction levels, but very few complainants escalate their complaints to Stage 2.

Community Pride Days

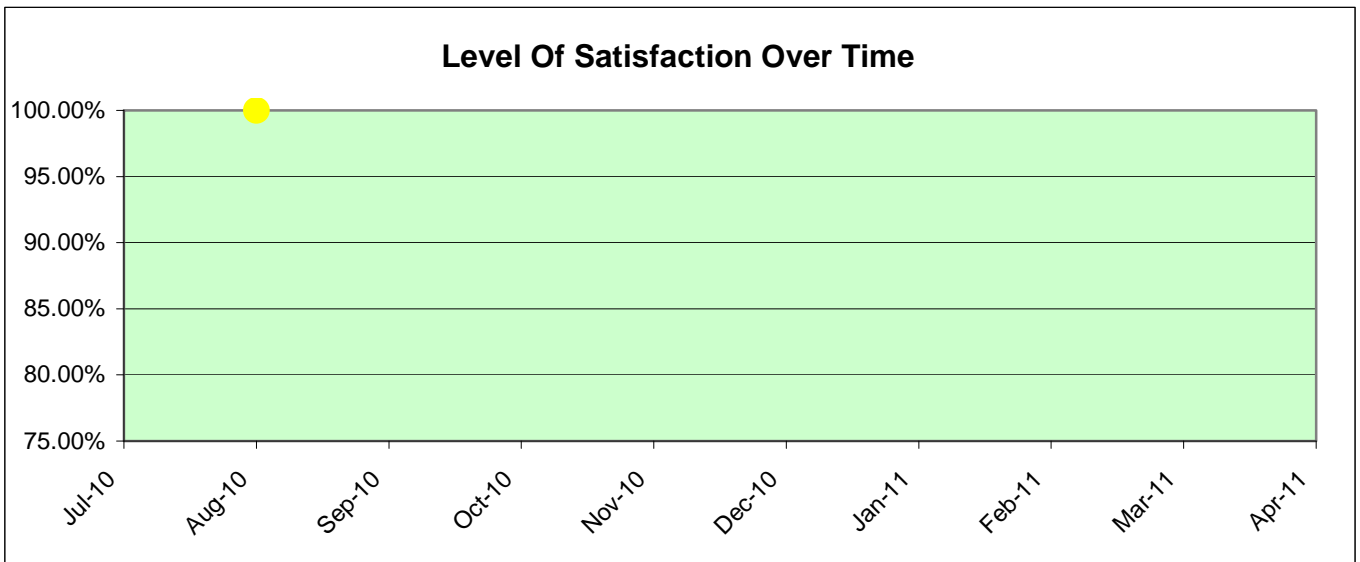
Period: Apr 2010 - Aug 2010

Community Pride Days are a GCH initiative to enhance the environment on our estates. Officers collaborate with local residents to tidy up overgrown or unsightly areas, plant shrubs and plants, improve security and paint fencing and structures to generally enhance the area.

		Trend
Excellent	66.70%	
Good	33.30%	
Satisfied	100.00%	➔
Responses	3	

Responsible Officer: Lisa Howarth, Customer Services & Community Investment

Question	Yes	
Were you aware that the event was taking place?	100.00%	
Are you satisfied that you had an opportunity to be involved?	100.00%	
Did we take into account your specific needs?	100.00%	
Are you satisfied with the work that has taken place?	100.00%	
Was everyone who took part friendly, helpful and polite?	100.00%	
Do you feel the event was positive?	100.00%	
Did our staff listen and respond to any questions you had?	100.00%	
Overall, was the event	Excellent	66.70%
	Good	33.30%
	Fair	
	Poor	
	Not stated	




Previous Results									Aug-10
Overall Satisfaction									100.00%

This is a new survey and only 3 responses have been recorded which may give a distorted satisfaction result.

Customer Services

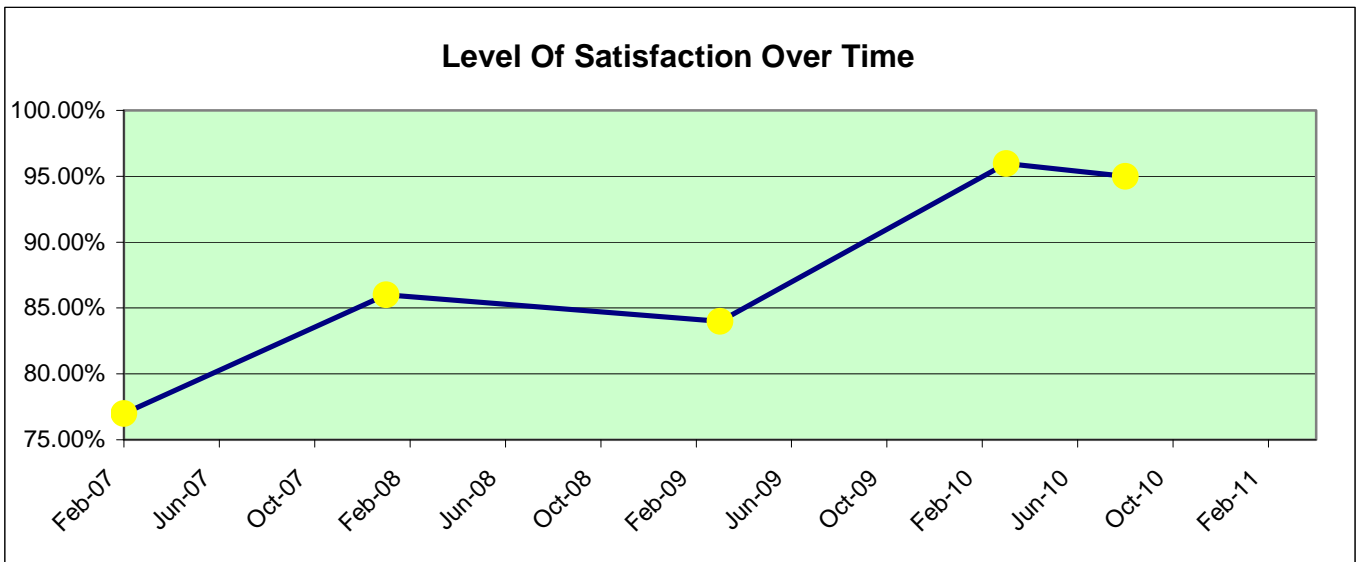
Period: Apr 2010 - Aug 2010

All visitors to Southgate House are asked to complete a survey card, regardless of their tenure or the reason for their visit.

		Trend
Excellent	74.30%	
Good	20.70%	
Satisfied	95.00%	
Responses	140	

Responsible Officer: Diane Thomas, Customer Services Manager

Question	Yes
Was your enquiry handled well?	97.80%
Was your enquiry dealt with promptly?	97.10%
Were GCH staff polite and helpful?	99.30%
Did we take into account your specific needs?	98.50%
Were you treated with respect at all times?	99.30%
Was there a good display of relevant information available?	97.80%
Did our staff seem knowledgeable about the subject you discussed?	98.50%
Could our staff provide all of the information that you needed?	95.60%
Overall, was the service you received	
	Excellent 74.30%
	Good 20.70%
	Fair 4.30%
	Poor 0.70%
	Not stated



Previous Results	Feb-07	Jan-08	Mar-09	Mar-10				Aug-10
Overall Satisfaction	77.00%	86.00%	84.00%	95.96%				95.00%

Satisfaction levels have increased significantly since the 'Your Views Count' cards have been introduced to replace surveys previously carried out by an annual telephone survey with a random sample of tenants.

Decent Homes

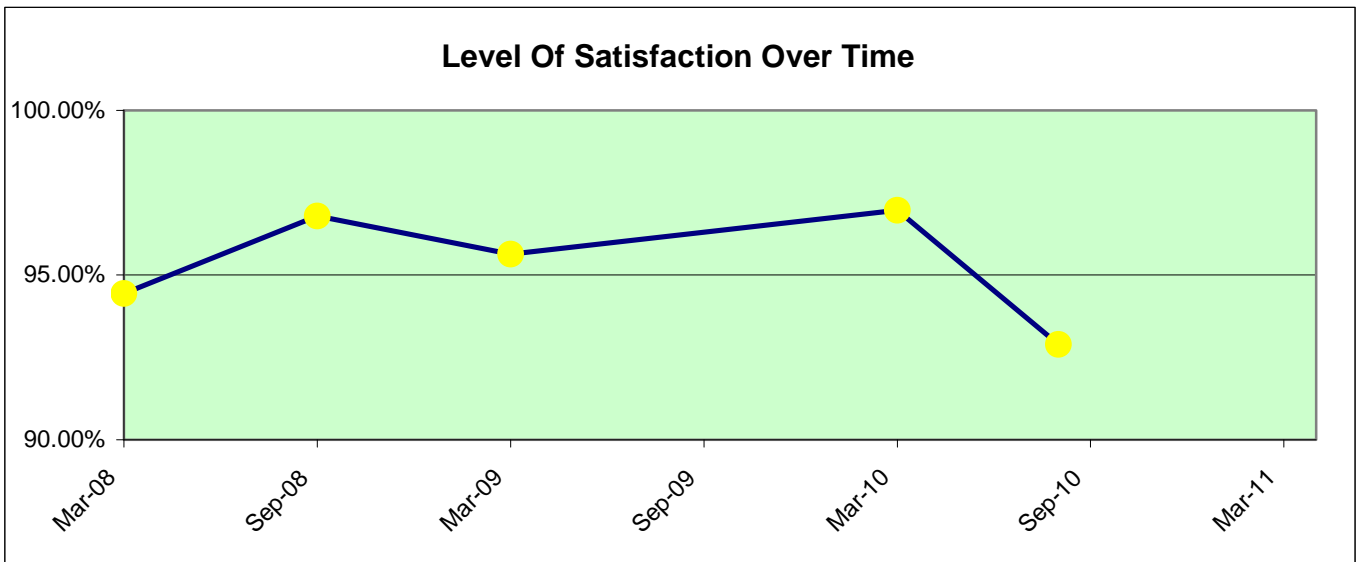
Period: Apr 2010 - Aug 2010

The new format for these surveys has been agreed with Lovell who manage the cards on our behalf.

		Trend
Excellent	61.90%	
Good	31.00%	
Satisfied	92.90%	↓
Responses	42	

Responsible Officer: Michael Hill, Investment Manager

Question	Yes	
Were you kept informed and consulted in advance of when the works would be done?	97.50%	
Were you treated with respect at all times by GCH and Lovells staff?	100.00%	
Did we take into account your specific needs when making arrangements for the work?	100.00%	
Did we take care of your home and property whilst doing the work?	97.60%	
Did we leave your home clean and tidy and take away any rubbish?	95.20%	
Were you happy with the contact between you and Lovell's staff?	100.00%	
Were any problems dealt with quickly and efficiently?	97.40%	
Are you happy with the finished improvements to your home?	90.50%	
Was the quality of the completed work satisfactory?	95.20%	
Overall, was the service you received	Excellent	61.90%
	Good	31.00%
	Fair	7.10%
	Poor	
	Not stated	



Previous Results	Mar-08	Sep-08	Mar-09	Mar-10				Aug-10
Overall Satisfaction	94.44%	96.79%	95.64%	96.97%				92.90%

Satisfaction levels have taken a slight dip with lowest scores for keeping properties clean and tidy and removing rubbish and happiness with the finished improvements, though the satisfaction levels remain consistently over 90%.

Estate Services

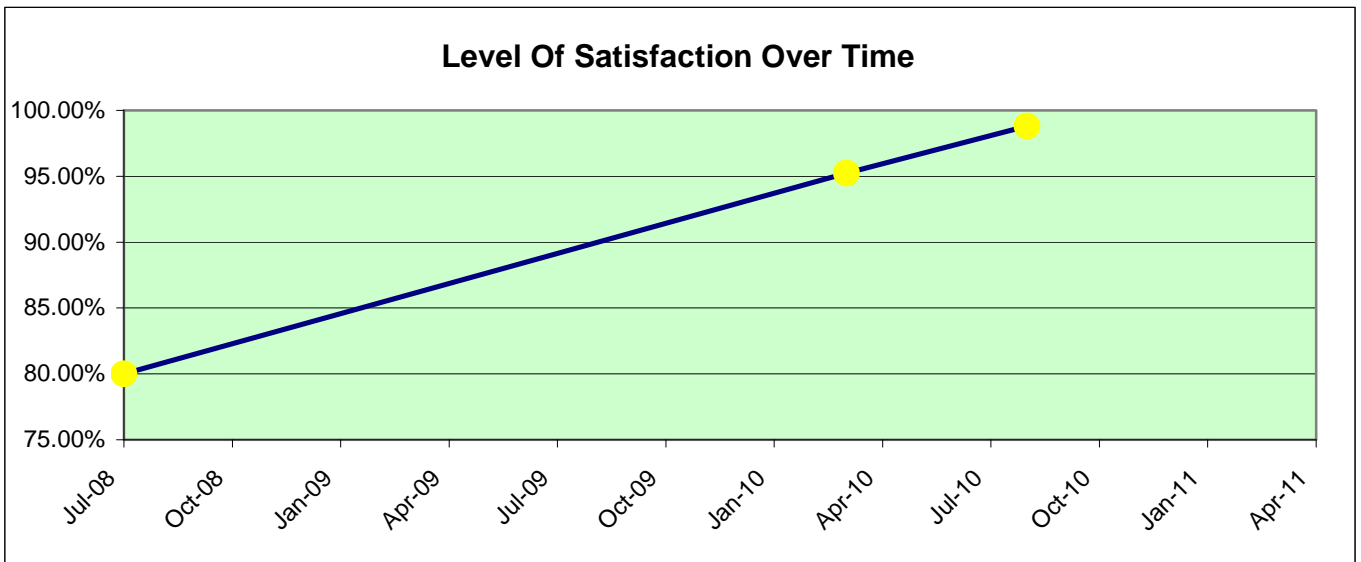
Period: Apr 2010 - Aug 2010

This survey was originally directed at customers who have asked for specific help at their homes. In future, the cards will be issued to customers who receive a service for communal areas, when appointment date and times are not given in many cases.

		Trend
Excellent	92.60%	
Good	6.20%	
Satisfied	98.80%	↗
Responses	82	

Responsible Officer: Mark Smith, Estate Services Team Leader

Question	Yes	
Were you given an appointment date and time?	74.40%	
Did the estate service workers keep the appointment?	92.30%	
Did we take into account your specific needs?	100.00%	
Were you treated with respect at all times?	100.00%	
Did the estate workers do the work that you requested?	98.60%	
If not, did they explain why they could not do the work?	98.10%	
Did the estate workers leave everything in a clean and tidy state?	100.00%	
Did the workman listen and respond to any questions you had?	100.00%	
Would you use the estate service again?	100.00%	
Overall, was the service you received	Excellent	92.60%
	Good	6.20%
	Fair	1.20%
	Poor	
	Not stated	



Previous Results	Jul-08	Mar-10						Aug-10
Overall Satisfaction	80.00%	95.23%						98.80%

Satisfaction with the Estate Services team has improved significantly since the service was introduced and later enhanced. Each estate has a designated team of Estate Services staff and the familiarity with, and accessibility of the team, this offers to customers, is reflected in the increased satisfaction levels

Focus Groups

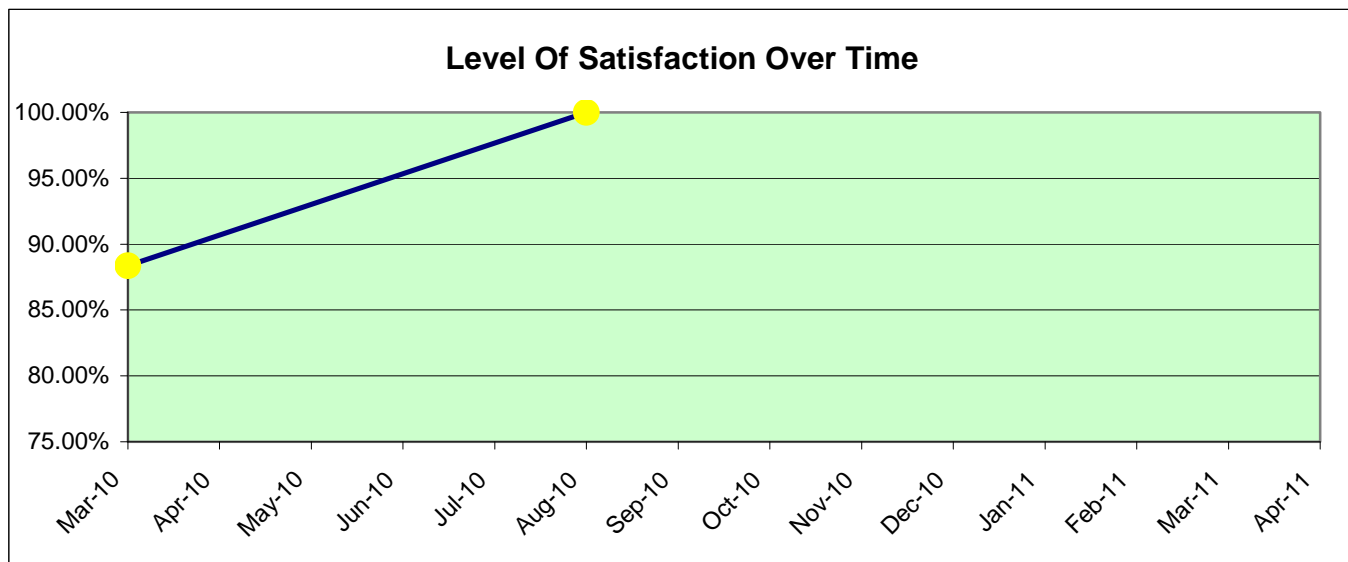
Period: Apr 2010 - Aug 2010

Focus groups are held for every service area at least annually. All service users are invited to attend and some groups have a significant attendance rate.

		Trend
Excellent	70.30%	
Good	29.70%	
Satisfied	100.00%	↗
Responses	37	

Responsible Officer: Resident Involvement Team

Question	Yes	
Did you have sufficient notice of the focus group, event or project?	94.60%	
Are you satisfied with the location and accessibility of the venue?	97.30%	
Did we take into account your specific needs?	97.20%	
Are you satisfied with the content of the session?	97.20%	
Do you feel your views were listened to?	97.30%	
Are you confident that action will be taken as a result of your contribution?	94.60%	
Did our staff listen and respond to any questions you had?	100.00%	
Did our staff seem knowledgeable about the subject you discussed?	100.00%	
Could our staff provide all of the information that you needed?	97.20%	
Overall, was the service you received	Excellent	70.30%
	Good	29.70%
	Fair	
	Poor	
	Not stated	



Previous Results	Mar-10							Aug-10
Overall Satisfaction	88.37%							100.00%

A consistently high score, but slightly reduced levels of satisfaction with the notice given for the event and confidence levels that action will be taken as a result of residents' contributions need to be reviewed by the Resident Involvement Team

Gas Repairs

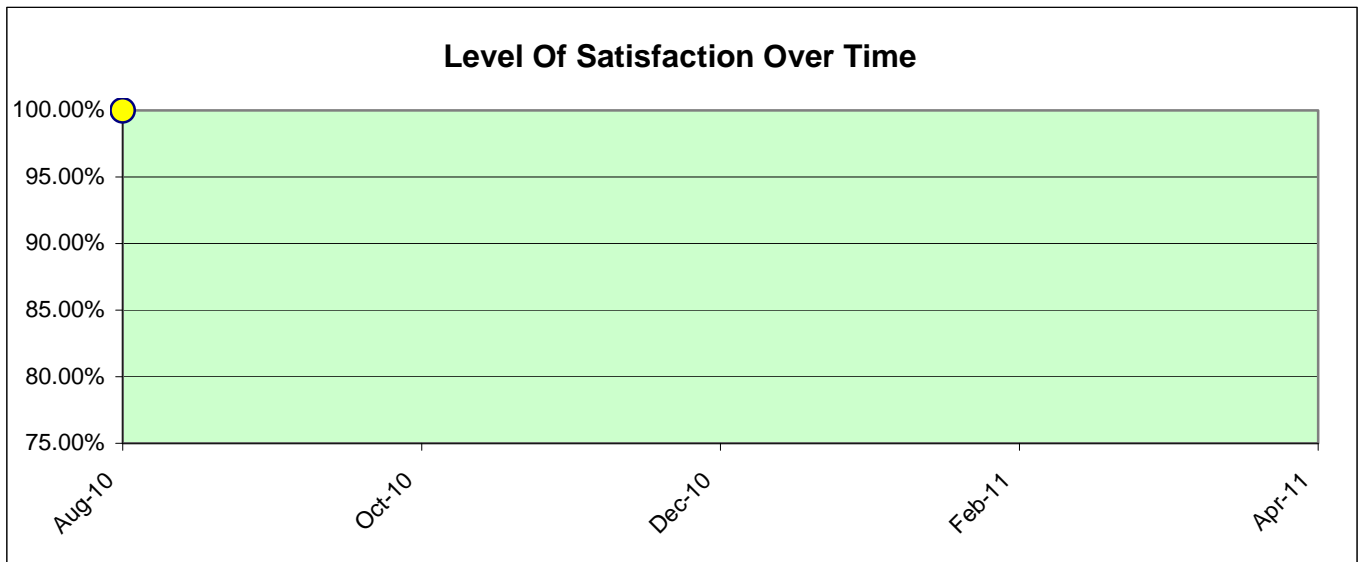
Period: Apr 2010 - Aug 2010

The Gas and Heating Repairs contract was taken over by Connaught in June 2009. No previous surveys have been carried out for gas and heating repairs separately from the overall Response Repairs survey

		Trend
Excellent	80.00%	
Good	20.00%	
Satisfied	100.00%	➔
Responses	15	

Responsible Officer: Steve Fowley - Repairs Manager

Question	Yes	
Was it easy to report your repair?	100.00%	
Were you treated with respect at all times by GCH and Connaught staff?	100.00%	
Did we take into account your specific needs when making arrangements for the work?	100.00%	
If an appointment was made, was it kept?	100.00%	
Did we complete the work on the first visit to your property?	42.90%	
Did we take care of your home and property whilst doing the work?	100.00%	
Did we leave your home clean and tidy and take away any rubbish?	100.00%	
Did the work carried out resolve your repair problem?	85.70%	
Was the quality of the completed work satisfactory?	100.00%	
Overall, was the service you received	Excellent	80.00%
	Good	20.00%
	Fair	
	Poor	
	Not stated	



Previous Results									Aug-10
Overall Satisfaction									100.00%

High level of satisfaction, however it appears that the work does not get completed on the first visit and resolution of repair problems is only 82%.

Gas Servicing

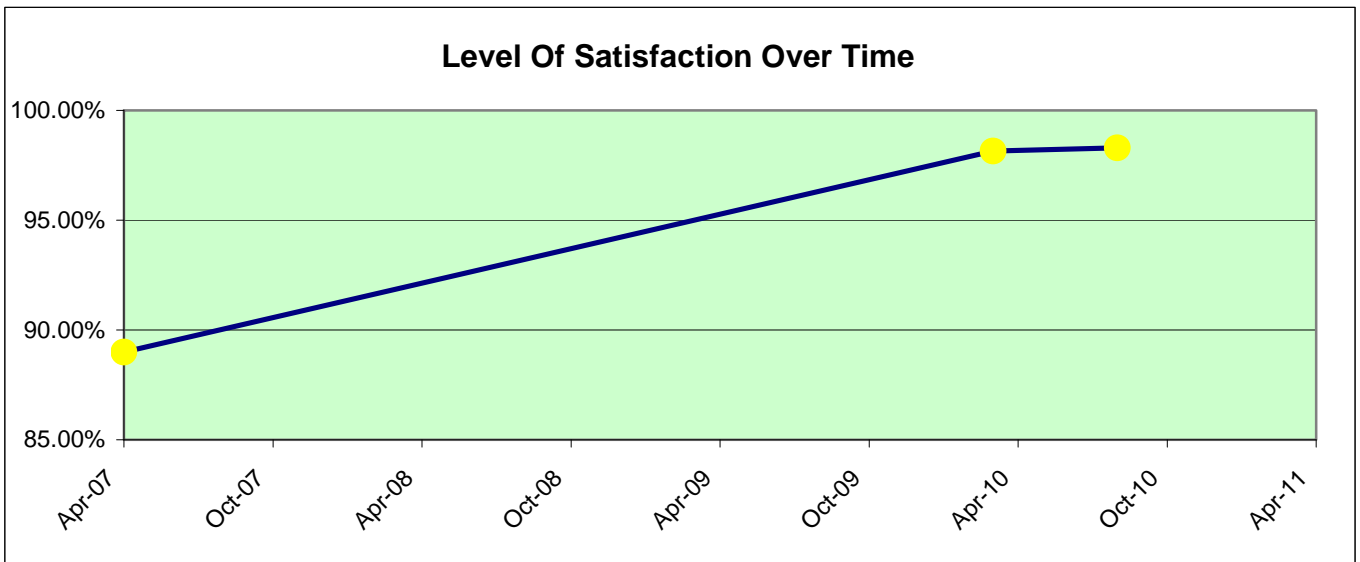
Period: Apr 2010 - Aug 2010

The Gas Servicing contract was taken over by Connaught in June 2009.

		Trend
Excellent	87.30%	
Good	11.00%	
Satisfied	98.30%	↗
Responses	238	

Responsible Officer: Steve Fowley, Repairs Manager

Question	Yes
Did you know in advance when the workman would visit?	91.20%
Did the workman visit when they said they would?	92.80%
Were you satisfied with the arrangements made for carrying out the service?	97.00%
Did we take into account your specific needs?	97.70%
Did you receive a certificate (CP12) to say that your property passed the safety check?	98.30%
Were you treated with respect at all times?	99.60%
Did the workman listen and respond to any questions you had?	99.60%
Could the workman provide all of the information that you needed?	99.60%
Overall, was the service you received	
	Excellent 87.30%
	Good 11.00%
	Fair 1.70%
	Poor
	Not stated



Previous Results	Apr-07	Mar-10						Aug-10
Overall Satisfaction	89.00%	98.15%						98.30%

The first set of results from the 'Your Views Count' cards for gas servicing shows a significant increase in satisfaction levels since the last telephone survey was conducted in 2007 when a previous contractor was in place

Have Your Say Day

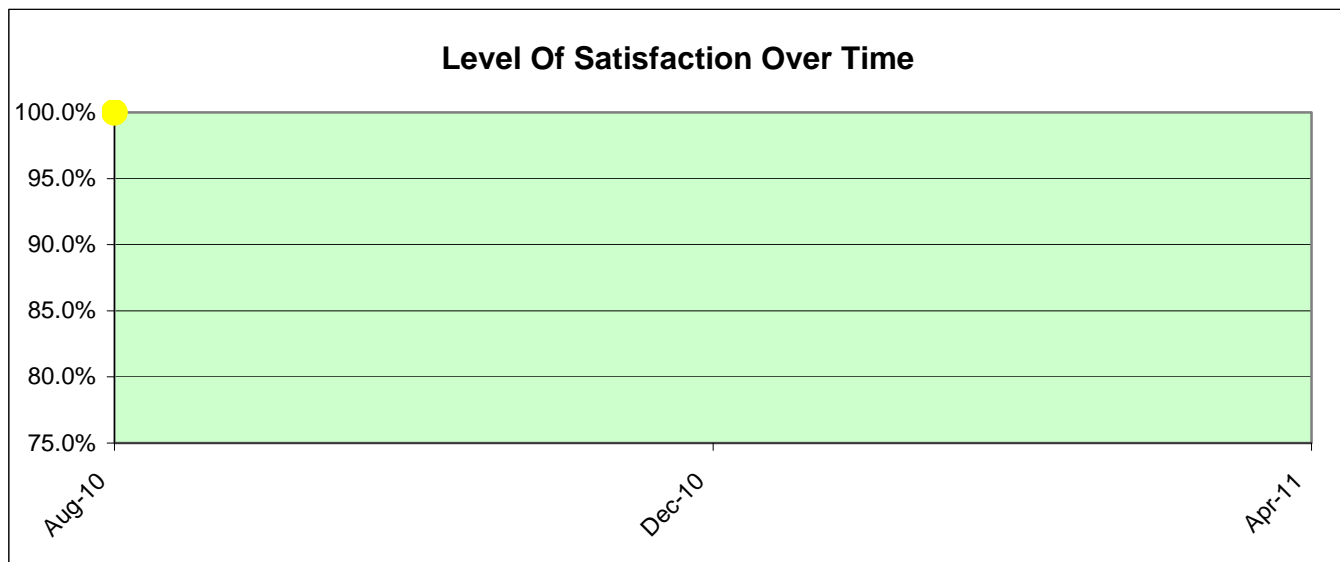
Period: Apr 2010 - Aug 2010

Have Your Say Days' are carried out annually on each estate. This gives the residents of that area a chance to meet GCH officers, comment on their estate and receive feedback from officers

		Trend
Excellent	50.00%	
Good	50.00%	
Satisfied	100.00%	➔
Responses	8	

Responsible Officer: Becky Hayward, Neighbourhood Services Manager

Question	Yes
Were you aware the Have Your Say Day was taking place?	100.00%
Was the location/venue accessible?	100.00%
Were GCH staff polite and helpful?	100.00%
Do you feel your views were listened to?	100.00%
Are you confident that action will be taken as a result of your feedback?	100.00%
Did our staff listen and respond to any questions you had?	100.00%
Did our staff seem knowledgeable about the subject you discussed?	100.00%
Could our staff provide all of the information that you needed?	100.00%
Overall, was the event	
	Excellent 50.00%
	Good 50.00%
	Fair
	Poor
	Not stated



Previous Results								Aug-10
Overall Satisfaction								100.00%

The number of returns is low since the cards have not been promoted at the events. However, this will be addressed at future events. The results that have been received indicate complete satisfaction.

Leasehold & Home Ownership Services

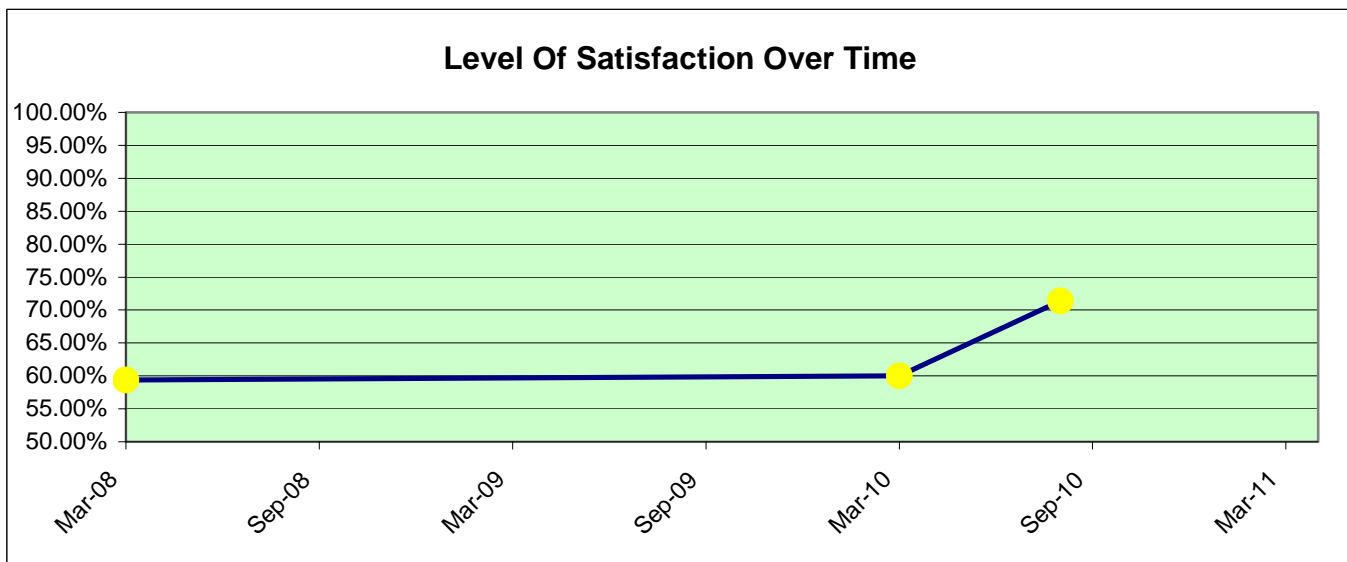
Period: Apr 2010 - Aug 2010

GCH provides Management Services to 259 Leasehold tenants and 59 Shared owners

		Trend
Excellent	57.10%	
Good	14.30%	
Satisfied	71.40%	↗
Responses	7	

Responsible Officer: Sally Howell, Leasehold & Home Ownership Manager

Question	Yes
Were you able to contact the person you wanted to?	42.90%
If not, were you told when they would be available?	71.40%
Were you happy with the time it took to respond to your query?	71.40%
Did we take into account your specific needs?	100.00%
Were you treated with respect at all times?	100.00%
Did our Officer listen and respond to any questions you had?	100.00%
Did our Officer seem knowledgeable about the subjects you discussed?	66.70%
Could our Housing Officer provide all of the information that you needed?	66.70%
Overall, was the service you received	
	Excellent 57.10%
	Good 14.30%
	Fair 14.30%
	Poor 14.30%
	Not stated



Previous Results	Mar-08	Mar-10						Aug-10
Overall Satisfaction	59.40%	60.00%						71.40%

Satisfaction levels are increasing slowly. The obvious sign of dissatisfaction is the leaseholders ability to always speak to the Leasehold Manager. The leaseholders are only prepared to fund the cost of one officer and though there are publicised back-up arrangements for leave and absence, leaseholders prefer to speak to the designated manager.

Lifelink Services

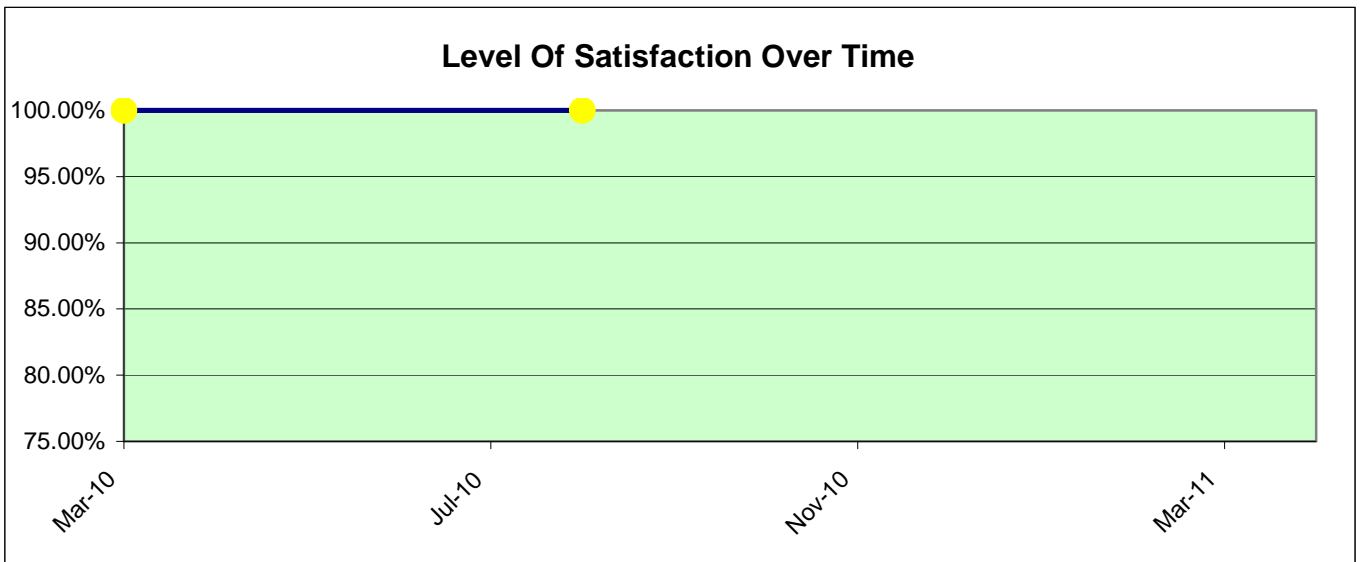
Period: Apr 2010 - Aug 2010

Lifelink Alarm services are offered to any Gloucester resident and the team manages approximately 1800 installations. The service offers a 24 hour response and the 2 team members are available on a responsive basis for any servicing or maintenance issues

		Trend
Excellent	92.30%	
Good	7.70%	
Satisfied	100.00%	➔
Responses	26	

Responsible Officer: Martin Lewis, Lifelink Co-ordinator

Question	Yes
Was the Lifelink service fully explained to you?	100.00%
Were you given a choice of appointment times and dates?	100.00%
Do you feel safer in your home knowing that you have the Lifelink service?	100.00%
Did we take into account your specific needs?	100.00%
Were you treated with respect at all times by our staff?	100.00%
Did our Lifelink Officer listen and respond to any questions you had?	100.00%
Did our Lifelink Officer seem knowledgeable about the subjects you discussed?	100.00%
Could our Lifelink Officer provide all of the information that you needed?	100.00%
Overall, was the service you received	
	Excellent 92.30%
	Good 7.70%
	Fair
	Poor
	Not stated



Previous Results	Mar-10							Aug-10
Overall Satisfaction	100.00%							100.00%

The satisfaction levels for this service remain at 100% throughout

Neighbourhood Services - General Visits

Period: Apr 2010 - Aug 2010

The Neighbourhood Services team carry out many home visits at the request of customers. Some visits are specific for tenancy audits and on-site lettings, which are reported elsewhere, but other visits are for more general tenancy issues

		Trend
Excellent	77.80%	
Good	11.10%	
Satisfied	88.90%	➔
Responses	9	

Responsible Officer: Becky Hayward, Neighbourhood Services Manager

Question	Yes
Did you know in advance when our Housing Officer would call?	88.90%
Did the Housing Officer call when they said they would?	100.00%
Were you satisfied with the advice given?	88.90%
Did we take into account your specific needs?	100.00%
Were you treated with respect at all times?	100.00%
Did our Housing Officer listen and respond to any questions you had?	100.00%
Did our Housing Officer seem knowledgeable about the subjects you discussed?	100.00%
Could our Housing Officer provide all of the information that you needed?	100.00%
Overall, was the service you received	
	Excellent 77.80%
	Good 11.10%
	Fair 11.10%
	Poor
	Not stated



Previous Results									Aug-10
Overall Satisfaction									88.90%

Performance is consistently high, though better arrangements in advance could be considered and the range of advice reviewed to address lower levels of satisfaction with these 2 elements

New Tenancies

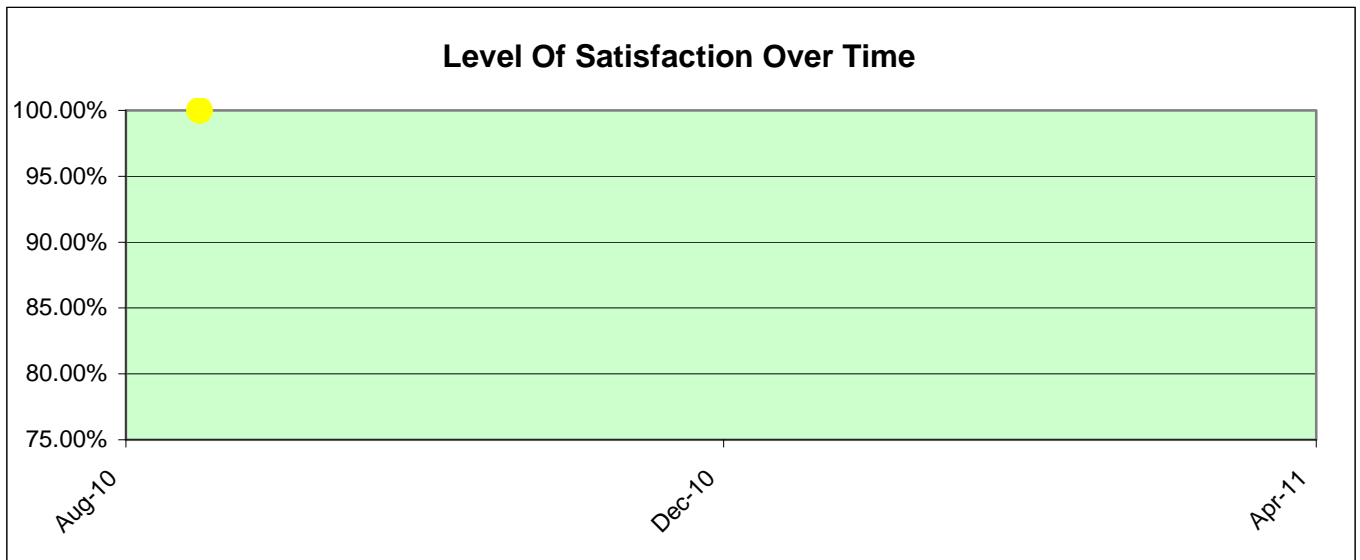
Period: Apr 2010 - Aug 2010

This survey partly replaces a previous survey for new tenants. It focuses on the elements of this service that GCH control, rather those managed by the City Council or through the Choice Based Lettings system. It seeks opinion on the state of the re-let property and the tenants overall satisfaction with their new home and tenancy

		Trend
Excellent	66.70%	
Good	33.30%	
Satisfied	100.00%	➔
Responses	9	

Responsible Officer: Becky Hayward, Neighbourhood Services Manager

Question	Yes	
Did you get the keys to the property on the promised date?	88.90%	
Were you satisfied with the arrangements that were made for carrying out the sign up?	100.00%	
Did we take into account your specific needs?	100.00%	
Was the property clean and tidy when you moved in?	100.00%	
Are you happy with the standard of repairs carried out before you moved in?	77.80%	
Were you told of any outstanding repairs to be done later and when that would be?	75.00%	
Was the garden in a reasonable state?	50.00%	
Do you have all of the information you need to make your new tenancy successful?	100.00%	
Do you fully understand your tenancy agreement and responsibilities as a tenant?	100.00%	
Overall, how would you rate your new tenancy?	Excellent	66.70%
	Good	33.30%
	Fair	
	Poor	
	Not stated	



Previous Results									Aug-10
Overall Satisfaction									100.00%

This survey has only just been initiated and response levels are low at this stage. However, overall satisfaction is 100%. Lower levels of satisfaction are apparent for the standard of repairs and the outstanding repairs to be done post-let. These will be addressed by increased activity of the GCH Tenant Void inspectors who are currently training to provide enhanced inspections

Onsite Lettings

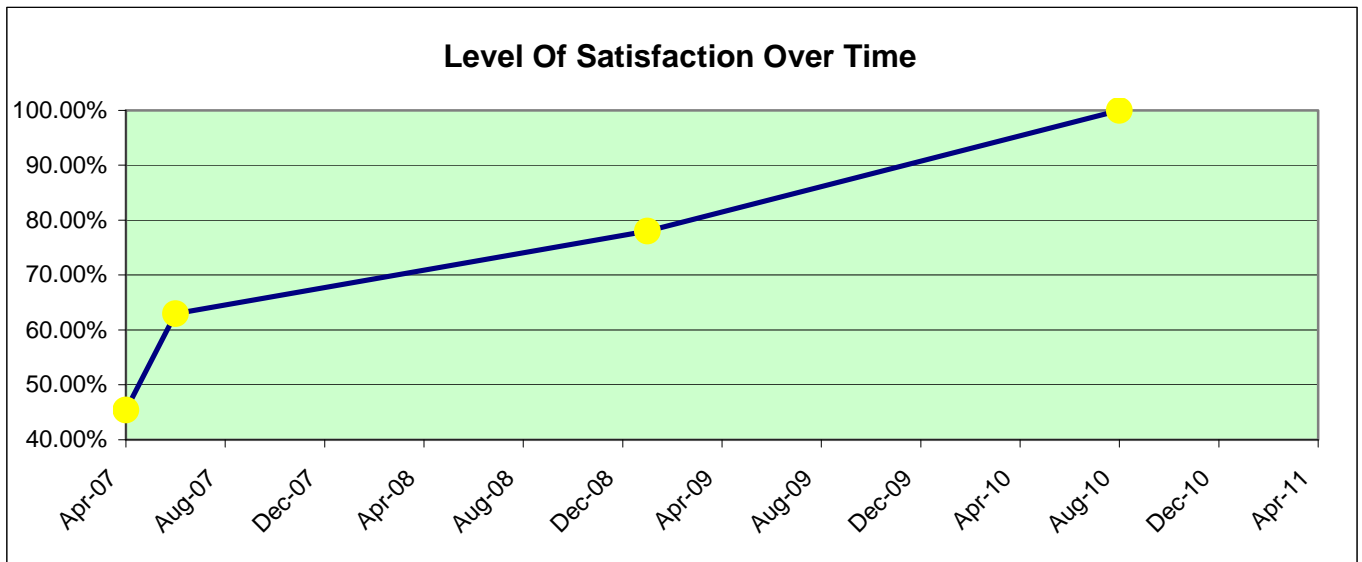
Period: Apr 2010 - Aug 2010

This survey partly replaces a previous survey for new tenants. It focuses on the elements of this service that GCH control, at the signing up stage, rather those managed by the City Council or through the Choice Based Lettings system.

		Trend
Excellent	92.50%	
Good	7.50%	
Satisfied	100.00%	↗
Responses	53	

Responsible Officer: Becky Hayward, Neighbourhood Services Manager

Question	Yes
Did you have plenty of notice of your tenancy sign - up arrangements?	90.40%
Did our Housing Officer meet you as arranged?	100.00%
Were you satisfied with the arrangements that were made for carrying out the sign up?	100.00%
Did we take into account your specific needs?	100.00%
Were you treated with respect at all times?	100.00%
Did our Housing Officer listen and respond to any questions you had?	100.00%
Did our Housing Officer seem knowledgeable about the subjects you discussed?	100.00%
Could our Housing Officer provide all of the information that you needed?	100.00%
Overall, was the service you received	
	Excellent 92.50%
	Good 7.50%
	Fair
	Poor
	Not stated



Previous Results	Apr-07	Jun-07	Jan-09					Aug-10
Overall Satisfaction	45.45%	63.00%	78.00%					100.00%

Satisfaction levels are consistently very high, though some new tenants would like more notice of their tenancy sign up arrangements.

Painting Contract

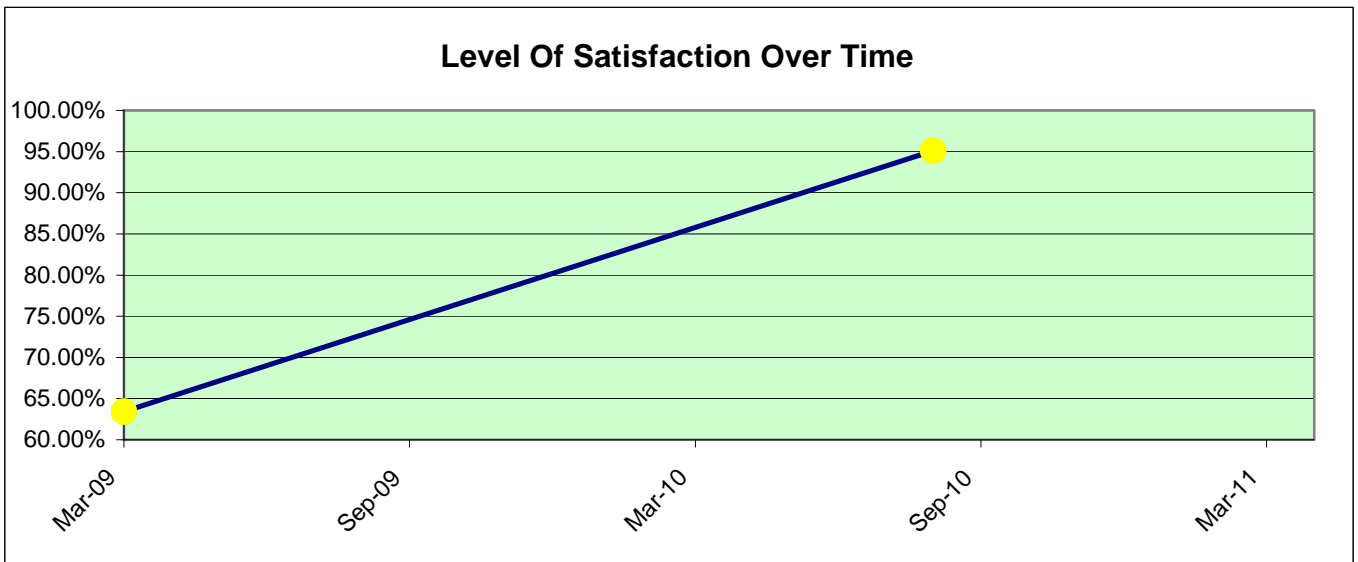
Period: Apr 2010 - Aug 2010

Gloucester City Homes ensures that all properties are painted externally on a regular basis to maintain the decorative quality and protect the exterior of the dwelling. We have procured a new long-term contract with Mitie to deliver an efficient and effective painting programme

		Trend
Excellent	62.20%	
Good	32.90%	
Satisfied	95.10%	↗
Responses	82	

Responsible Officer: Steve Fowley, Repairs Manager

Question	Yes	
Did you receive good notice before the start of the works at your property?	92.50%	
Were you kept well informed, prior to and during the painting works?	93.80%	
Did we take into account your specific needs when making arrangements for the work?	94.90%	
Did we minimise any inconvenience to you during the works?	93.80%	
Were you treated with respect at all times by GCH and Mitie staff?	96.20%	
Did we take care of the area whilst doing the work?	95.00%	
Did we leave the area clean and tidy and take away any rubbish?	90.10%	
Did you feel able to contact Mitie or GCH if a problem occurred?	92.50%	
Was the quality of the completed work satisfactory?	91.10%	
Overall, was the service you received	Excellent	62.20%
	Good	32.90%
	Fair	2.40%
	Poor	2.50%
	Not stated	



Previous Results	Mar-09							Aug-10
Overall Satisfaction	63.41%							95.10%

Satisfaction has increased significantly in this phase of the contract.

Post Lettings Visit

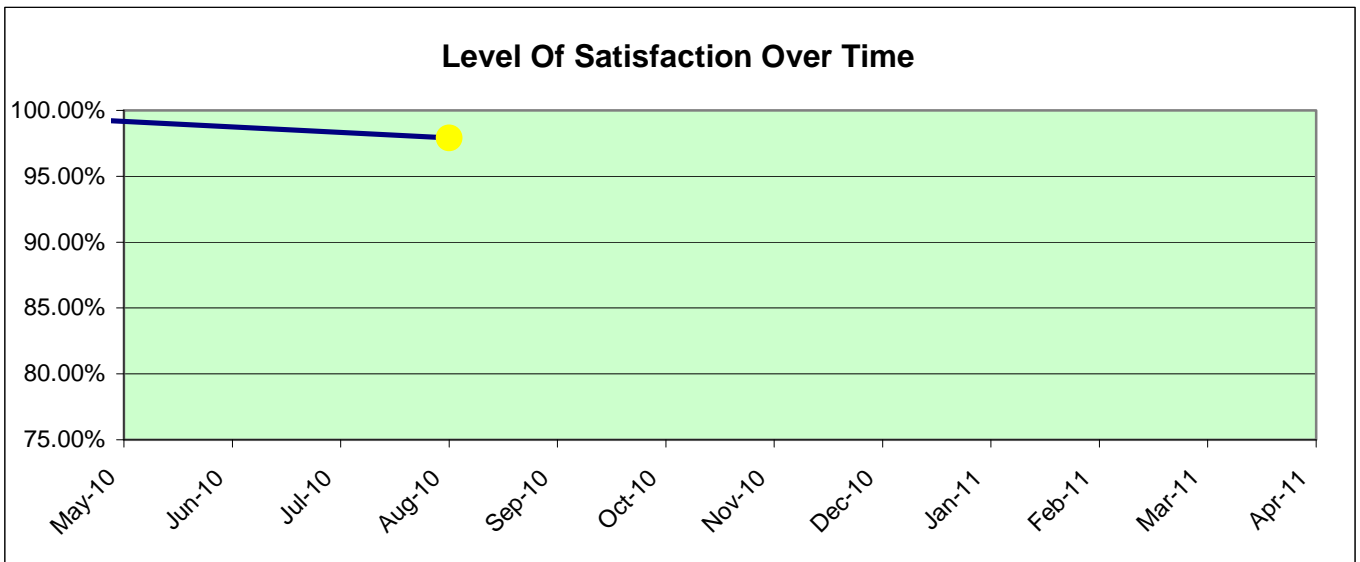
Period: Apr 2010 - Aug 2010

All new tenants have a post lettings visit in their homes within 28 days of the start of the tenancy. At the visit, officers ensure that tenants have received any benefit entitlement, post-let repairs have been ordered and completed and that the tenants understand their rights and responsibilities

		Trend
Excellent	74.50%	
Good	23.40%	
Satisfied	97.90%	↓
Responses	47	

Responsible Officer: Resident Involvement Team

Question	Yes	
Did you know in advance when our Officer would call to visit you?	97.90%	
Did the Officer call when they said they would?	97.80%	
Were you satisfied with the arrangements that were made for carrying out the visit?	100.00%	
Did we take into account your specific needs?	100.00%	
Did our Officer explain to you why we visit all new tenants?	100.00%	
Were you treated with respect at all times?	100.00%	
Did our Officer listen and respond to any questions you had?	100.00%	
Did our Officer seem knowledgeable about the subjects you discussed	97.90%	
Could our staff provide all of the information that you needed?	97.90%	
Overall, was the service you received	Excellent	74.50%
	Good	23.40%
	Fair	2.10%
	Poor	
	Not stated	



Previous Results	Mar-10							Aug-10
Overall Satisfaction	100.00%							97.90%

The satisfaction levels for this service are consistently high

Pre Tenancy Interviews at Southgate House

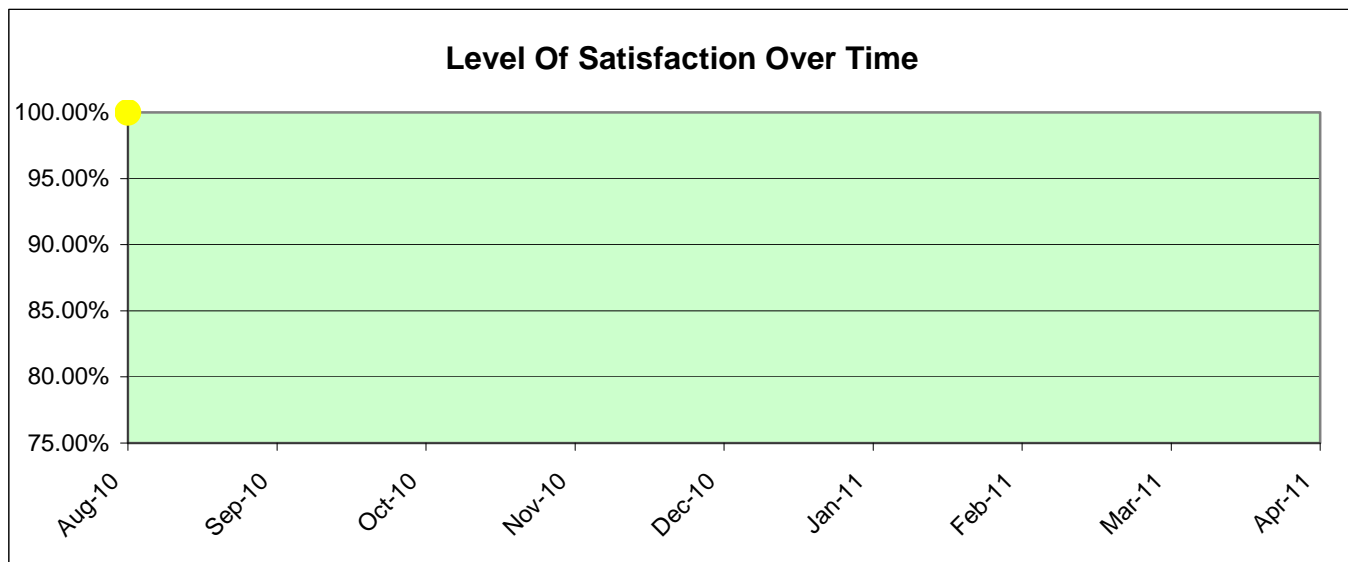
Period: Apr 2010 - Aug 2010

All prospective new tenants must have a pre-tenancy interview with their income management officer. At the interview, all of their rights and responsibilities are explained and a careful financial assessment completed, in order to identify those who qualify for housing benefit

		Trend
Excellent	89.60%	
Good	10.40%	
Satisfied	100.00%	➔
Responses	48	

Responsible Officer: Sam Chambers, Income Manager

Question	Yes
Did we meet you as arranged?	100.00%
Were GCH staff polite and helpful?	97.90%
Did we take into account your specific needs?	97.90%
Were you treated with respect at all times?	100.00%
Did you find the interview useful?	100.00%
After the interview, did you fully understand your responsibilities as a new tenant?	100.00%
Did our staff seem knowledgeable about your new tenancy?	100.00%
Could our staff provide all of the information that you needed?	100.00%
Overall, was the service you received	
	Excellent 89.60%
	Good 10.40%
	Fair
	Poor
	Not stated



Previous Results									Aug-10
Overall Satisfaction									100.00%

Satisfaction levels are consistently very high, though some new tenants would like more account of their specific needs to be taken.

Response Repairs

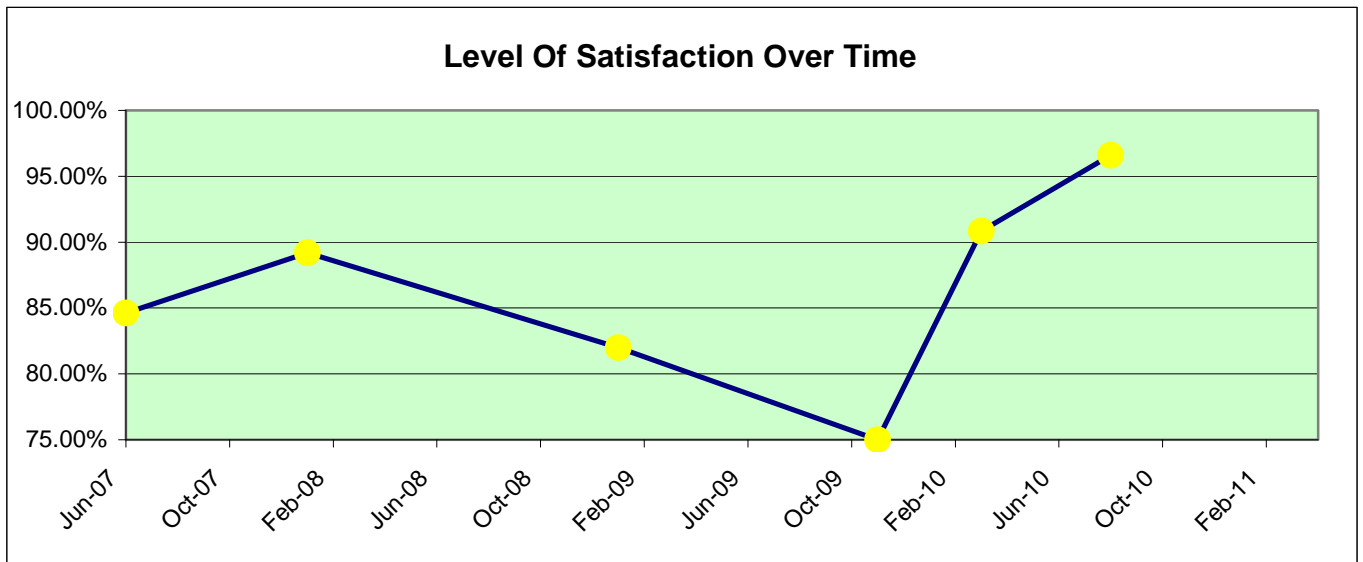
Period: Apr 2010 - Aug 2010

Response Repairs consistently ranks as the priority service for customers. Satisfaction is monitored more pro-actively than other service element. Bi-monthly postal surveys are undertaken by an independent company, VMS

		Trend
Excellent	78.20%	
Good	18.40%	
Satisfied	96.60%	↗
Responses	587	

Responsible Officer: Steve Fowley, Repairs Manager

Question	Yes	
Was it easy to report your repair?	93.70%	
Were you treated with respect at all times by GCH and Lovell's staff?	99.30%	
Did we take into account your specific needs?	97.50%	
If an appointment was made, was it kept?	96.10%	
Did we complete the work on the first visit to your property?	89.80%	
Did we take care of your home and property whilst doing the work?	99.30%	
Did we leave your home clean and tidy and take away any rubbish?	98.30%	
Did the work carried out resolve your repair problem?	96.50%	
Was the quality of the completed work satisfactory?	98.20%	
Overall, was the service you received	Excellent	78.20%
	Good	18.40%
	Fair	2.60%
	Poor	0.80%
	Not stated	



Previous Results	Jun-07	Jan-08	Jan-09	Nov-09	Mar-10			Aug-10
Overall Satisfaction	84.62%	89.19%	82.00%	75.00%	90.83%			96.60%

Satisfaction levels have risen significantly since our new contractor, Lovell Respond, took over the contract in April 2010

Response Repairs - Pre Inspections

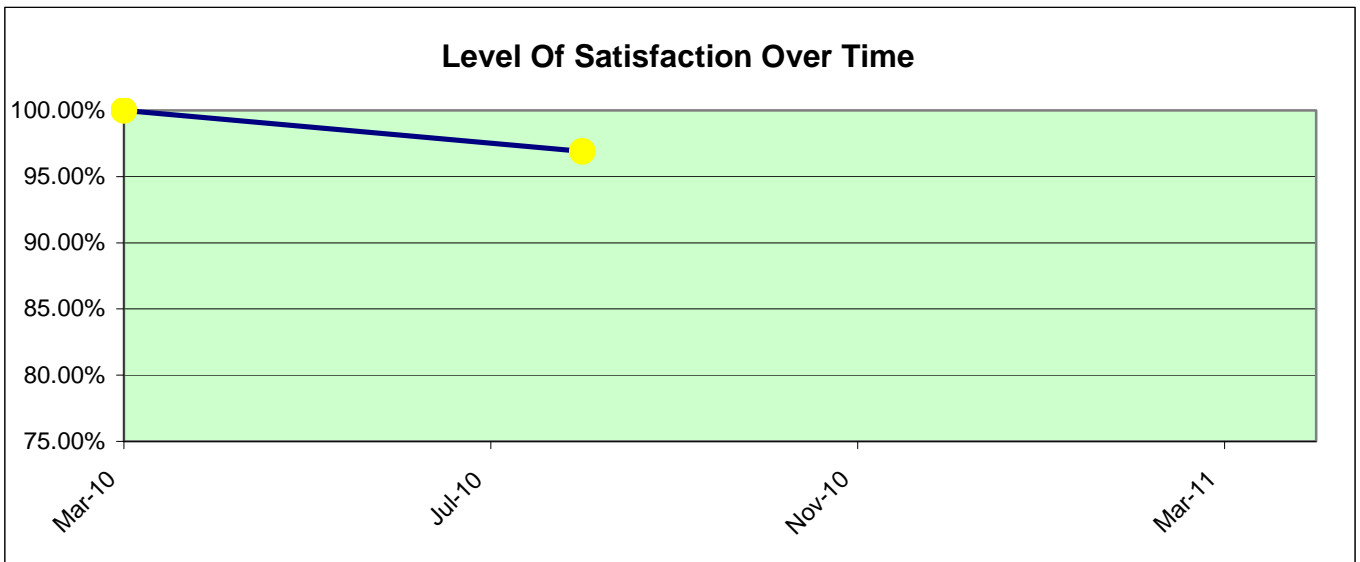
Period: Apr 2010 - Aug 2010

Pre-inspections are carried out when it is not possible for the GCH call centre staff to identify accurately what repair is being requested by the customer, or to make accurate measurements where necessary.

		Trend
Excellent	71.90%	
Good	25.00%	
Satisfied	96.90%	↓
Responses	33	

Responsible Officer: Steve Fowley, Repairs Manager

Question	Yes
Did you know in advance when our surveyor would visit?	90.60%
Did our surveyor visit when they said they would?	96.90%
Did our surveyor explain to you what would happen next?	97.00%
Did we take into account your specific needs?	100.00%
Were you treated with respect at all times?	100.00%
Did our surveyor listen and respond to any questions you had?	97.00%
Did our surveyor seem knowledgeable about your repair request?	97.00%
Could our surveyor provide all of the information that you needed?	100.00%
Overall, was the service you received	
	Excellent 71.90%
	Good 25.00%
	Fair 3.10%
	Poor
	Not stated



Previous Results	Mar-10							Aug-10
Overall Satisfaction	100.00%							96.90%

Satisfaction remains consistently high, though arrangements in advance scores less well. The numbers of pre-inspections has reduced dramatically from 42% in June 2009 to just 3.5% in July 2010, as a result of our enhanced call centre and the co-location of Lovell Respond staff with GCH staff

Sheltered Events

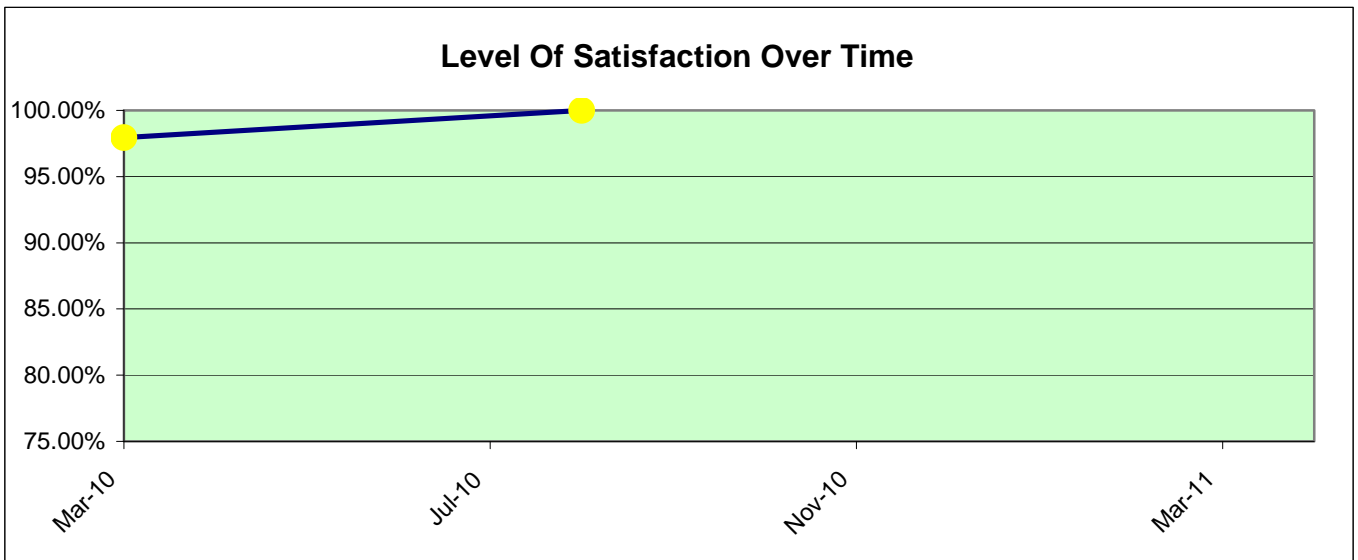
Period: Apr 2010 - Aug 2010

The community Scheme managers at sheltered schemes pro-actively promote recreational activities for their customers to keep them fit, active and in touch with their neighbours. A whole range of events is held, including cross scheme events and competitions between schemes, trips to attractions

		Trend
Excellent	89.30%	
Good	10.70%	
Satisfied	100.00%	↗
Responses	75	

Responsible Officer: Community Scheme Managers

Question	Yes
Did the event meet your expectations?	100.00%
Was the transport provided sufficient for your needs?	95.10%
Would you attend another event organized by Gloucester City Homes?	100.00%
Did we take into account your specific needs?	98.60%
Were you treated with respect at all times by our staff?	100.00%
Did Gloucester City Homes staff listen and respond to any questions you had?	100.00%
Did our staff seem knowledgeable about the subjects you discussed?	100.00%
Could our staff provide all of the information that you needed?	98.60%
Overall, was the service you received	
	Excellent 89.30%
	Good 10.70%
	Fair
	Poor
	Not stated



Previous Results	Mar-10							Aug-10
Overall Satisfaction	97.95%							100.00%

Satisfaction levels are consistently high, exceeding 95% for all questions. Many specific positive comments are made on the cards and these are fed back to the scheme managers and customers.

Tenancy Audits

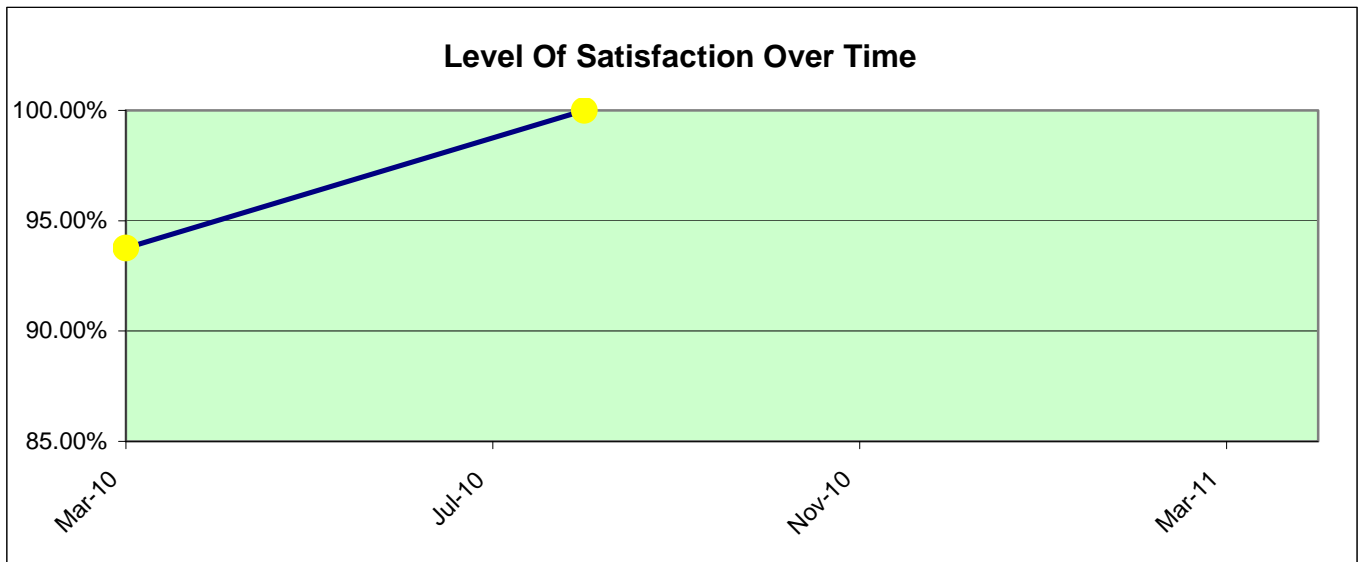
Period: Apr 2010 - Aug 2010

All tenancies are subject to periodic tenancy audits. Neighbourhood Services officers visit a minimum of 70 tenancies per year to check that all tenancy conditions are being met

		Trend
Excellent	60.00%	
Good	40.00%	
Satisfied	100.00%	↗
Responses	10	

Responsible Officer: Becky Hayward, Neighbourhood Services Manager

Question	Yes	
Did you know in advance when our Housing Officer would call?	100.00%	
Did our Housing Officer call when they said they would?	100.00%	
Were you satisfied with the arrangements that were made for the inspection?	100.00%	
Did we take into account your specific needs?	100.00%	
Did our Housing Officer explain to you why we inspect your property?	100.00%	
Were you treated with respect at all times?	100.00%	
Did our Housing Officer listen and respond to any questions you had?	100.00%	
Did our Housing officer seem knowledgeable about the subjects you discussed?	100.00%	
Could our Housing Officer provide all of the information that you needed?	100.00%	
Overall, was the service you received	Excellent	60.00%
	Good	40.00%
	Fair	
	Poor	
	Not stated	



Previous Results	Mar-10							Aug-10
Overall Satisfaction	93.76%							100.00%

The satisfaction levels for this service are 100% for all elements