

**ASB Hate Crime Focus Group held on 11/12/2006 at 5.30pm at Southgate House, Southgate Street, Gloucester**

**Customer Attendees**

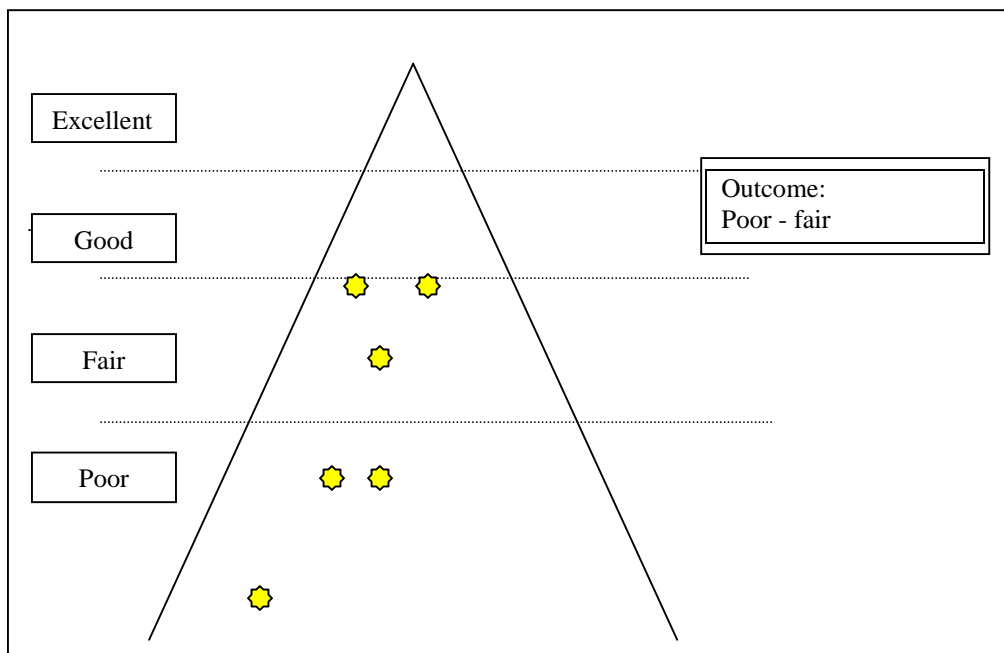
They represented 2 males and 5 females; middle aged and older age groups; white ethnic group; and from a variety of areas including, Kingsholm, Tredworth, and Westgate.

**GCH Attendees**

Name	Company Position	Telephone	Email
Ian Harries	Consultant	07900583921	<a href="mailto:ian.harries@gloscityhomes.co.uk">ian.harries@gloscityhomes.co.uk</a>
Nicky Watson	ASB Officer		<a href="mailto:nicky.watson@gloscityhomes.co.uk">nicky.watson@gloscityhomes.co.uk</a>
Pat Andrade	Housing manager		<a href="mailto:pat.ndrade@gloscityhome.co.uk">pat.ndrade@gloscityhome.co.uk</a>

**Overall satisfaction**

The group were asked to indicate on a mountain how well they thought GCH were currently performing.



**The group were asked to name things we do well.**

- Set up a new ASB team
- Doubled the size of the estate service workers
- GCH now gives a quicker response to telephone calls
- GCH staff are generally polite

**The group were asked to name things we do not do so well.**

- Allowing overcrowding in properties
- Allowing too many pets in individuals homes
- Sometimes GCH don't respond quick enough
- Not always making appropriate allocations

**What should GCH do to improve the service?**

- GCH should do more to encourage tenants to keep their homes clean and tidy
- There should be more CCTV on the estates
- Vandalised items and graffiti should be dealt with quicker
- GCH shouldn't just walk around on estates they should get the repairs done
- CCTV should be checked regularly to make sure they are working

**Minutes By Nicky Watson ASB Officer  
Date of meeting 11/12/2006**