

## Allocation & Lettings Focus Group, Held on 27 July 2006 at 5.30pm. Southgate House

### What do you think Gloucester City Homes does not do well in Allocation & Lettings?

Focus Group Findings	NEIGHBOURHOOD SERVICES TEAM ACTION
1. Mutual Exchanges – GCH should do post inspection once exchange has happened.	Neighbourhood Services Team happy to review this finding in line with current processes and policy.
2. Inspections not thorough enough.	Review of lettings standards has taken place with has resulted in a more robust minimum lettings standards; this is available to all tenants.
3. Was not advised of any outstanding repairs when a mutual exchange happened.	Neighbourhood Management Officers at pre inspection for mutual exchange identifies outstanding repairs, which is advised by the officer to the incoming tenant.
Difficulties with explaining and implementing succession. <ul style="list-style-type: none"><li>• Sensitive allocations should be addressed</li><li>• Customers should be correctly advised of rights and responsibilities at sign up</li><li>• GCH's staff should carry out an additional visit after tenancy begins</li><li>• Provide local and community information i.e. doctors surgeries</li></ul>	Revised leaflets to be made available to all tenants all services carried out by GCH. Neighbourhood Management Officers endeavour to allocate dwellings in the areas tenants who are involved in a succession process would like to live and keep them up dated on progress. Sign up's are carried out at the potential property with qualified staff who are sensitive to need. All potential tenants are given a cooling off period before a sign up is legalised. Post visits are carried out four weeks after sign up. Community information happy to include this in the policy review.
4. Include information in the tenancy handbook, leaflet & website on sole and joint tenancies.	Revised tenancy handbook and leaflets will be available from December 2006. The web site is continually being updated.
5. Better publicity should be introduced explaining assignments.	Revised leaflets to be made available throughout December 2006.

# REACTION



6. Need to have information on mutual exchanges.	As Above.
7. Want the facility to browse a brochure of swap properties.	HOMESWAP system in place and manual catalogue is available in the GCH's reception and a link exists on the GCH website
8. Must keep property swap register.	HOMESWAP register in place and available in reception.
9. Need to advertise swaps on the Internet.	GCC is looking to establish a fairer way of allocating dwelling via Choice Base Letting Scheme.
10. Need better information on understanding the different rights associated with different tenancies i.e. Right to Buy with Council tenancies and Right to Acquire with a Housing Association Assured Tenancy.	GCH to review this area.
11. Emphasise four weeks notice prior to terminating tenancy.	GCH advertise this process in several different literatures such as Tenancy Agreement, handbook and face-to-face discussions with Estate Staff.
12. Need to campaign to return homes in good condition & provide incentives if tenants leave before 4 weeks notice have ended.	GCH credits a weeks rent on tenants rent accounts if dwelling are left in an acceptable condition. GCH is currently reviewing incentives.
13. Need better information on what to do when you leave, but not in a condescending tone.	GCH is reviewing this situation currently.
14. Need better information on what to do if property is abandoned or someone is left in occupation.	GCH is reviewing policies in this area.

If you have any further questions or comments please do not hesitate to contact us:

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