

**Lettings and Allocations Focus Group
Held on 21/06/2007 at 6.00pm
Southgate House**

Customer Attendees

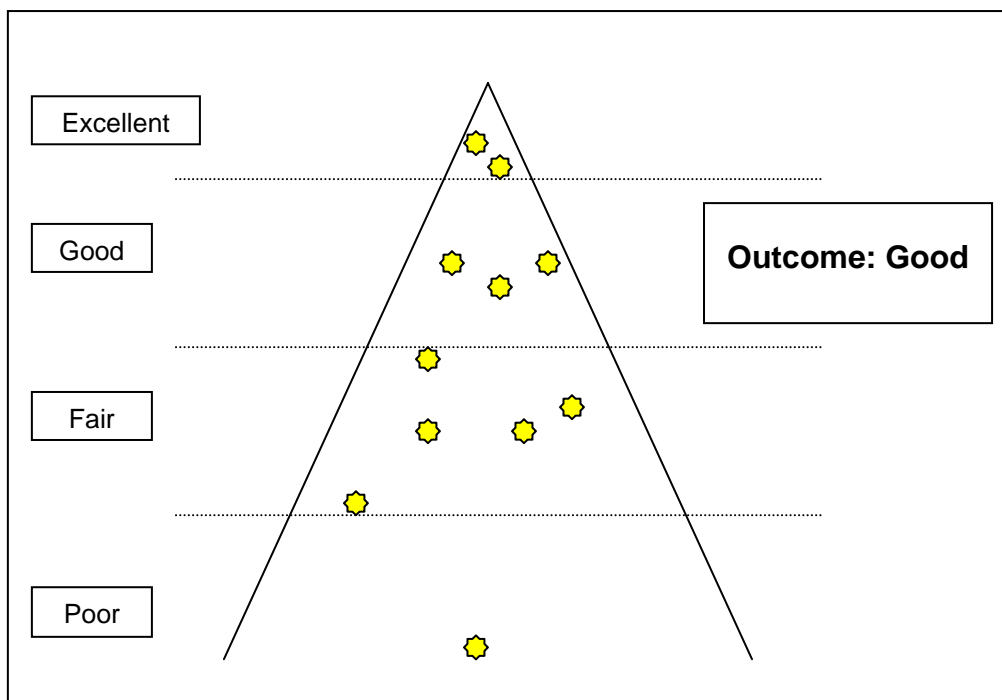
There were 14 attendees: 4 males and 10 females; younger, middle aged and older age groups; white ethnic group; tenancies ranging from 2 months to 46 years; and from a variety of areas including Westgate, Abbeydale, Matson, Podsmead and Saintbridge.

GCH/GCC Attendees

Name	Company Position	Telephone	Email
Terry Elcock	Resident Involvement	01452 396071	terry.elcock@gloscityhomes.co.uk
Philip Amos	Resident Involvement	01452 396080	philip.amos@gloscityhomes.co.uk
Jenny Bielby	Rehousing, GCC	01452 522232	jenniferb@gloucester.gov.uk
Debbie Preece	Neighbourhood Services Team	01452 396055	debbie.preece@gloscityhomes.co.uk

Overall satisfaction

The group were asked to indicate on a mountain how well they thought GCH were currently performing with providing the Allocations and Lettings service.



What do we do well?

The group were asked to name things we do well. Answers included:

- Polite and professional Neighbourhood Management Officers.
- Good information about the area given in the Home Information Packs.
- Tenant handbook has good advice about different types of tenancy.
- Pre-let repair and decoration standards have improved.
- Special needs of tenants taken into account more e.g. elderly/disabled.
- Welcome Buckets (cleaning materials etc) are a very good idea.
- Asbestos is now being tested before letting.

What do we not do so well?

The group were asked to name things we do not do so well. Answers included:

- Overdue post-let repairs.
- Shed not emptied even after 10 months of letting. Lofts and gardens are also not being cleared prior to letting.
- Some examples of poor communication were given: sheds (keys, availability, location); postcodes; short notice for viewing appointment; bin chutes (inappropriate use); energy supplier; incorrect addressee following transfer; tenant offered transfer in Matson despite indicated preferences.
- Void inspections still not thorough enough despite new standards – repairs missed.
- Ceiling standards not in void checklist e.g. damaged plaster.
- Cleaning standards not always good e.g. paint dust, carpet remnants.
- One property let with artex on walls which has sharp edges.
- New tenant's wishes not always considered e.g. carpet removed from property during void work despite new tenant's wishes.
- One tenant did not receive a rent card within the 10 day time limit.

What can we do to improve?

The group was asked for ideas with regard to the Allocations and Lettings service. Answers included:

- More helpful housing officers e.g. help to chase overdue repairs.
- Improve monitoring of pre and post-let repairs e.g. tenant void inspectors (in process).
- Introduce new tenants to neighbours.
- Housing officer should telephone new tenant within 5 working days to ensure settling in ok.
- Inform neighbours of impending void work out of courtesy.
- Include a summary tenancy information sheet as part of the Lettings Pack to remind tenant of main points e.g. rent payments.
- Ensure rubbish cleared from communal gardens prior to let - notify all adjoining tenants of impending action.

Philip Amos

Resident Involvement Officer

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22/06/2007