

## ReAction Report For Lettings and Allocations Focus Group 21/06/07

Thank you for attending the Lettings and Allocations focus group. You should have received the notes from the meeting you attended on 21/06/07 but if by some chance you did not receive the notes and would like a copy sent to you, please contact our Customer Services Team on 0800 408 2000 or you can visit our web site [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)

When you attended the focus group meeting, we asked you a number of questions, which you replied to. We can now respond to your suggestions and give you some details on what we intend to do in the future to address these. We asked you:

### What do you think Gloucester City Homes is doing well?

You Said:	Our Reply:
1. Polite and professional Neighbourhood Management Officers.	1. Thank you; all officers of Gloucester City Homes are developed to provide a high level of customer services to our tenants.
2. Good Information about the area given in the Home Information Pack.	2. Thank you, Gloucester City Homes endeavour to make new tenants feel welcome in their new communities. Offering information regarding an area helps to reduce stress levels for new residents.
3. Tenant handbook has good advice about different types of tenancies.	3. Thank you, as a responsible landlord we offer transparency of information to assist our tenants on their rights and responsibilities.
4. Pre- let repair and decoration standards have improved.	4. Thank you, Gloucester City Homes has introduced a Void Let Standard with the assistance of tenants, which has greatly improved the conditions of empty dwellings.
5. Special needs of tenants taken into account more e.g. elderly / disabled.	5. Thank you, we have a duty to ensure all our tenants have access to our services. We have therefore collected diversity information to be able to communicate in the appropriate manner to our customers. At On Site Lettings assessments are carried out to ensure the adequate

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	support needs are made available to new tenants. This service is also available to existing clients. We also carry out diversity days in order to keep our current information on tenants up to date
6. Welcome buckets (cleaning materials etc) are very good idea.	6. Thank you, Gloucester City Homes ensures that all new tenants have the best start in their new homes and providing this bucket gives new tenants fewer worries in regards to obtaining cleaning materials.
7. Asbestos is now being tested before letting.	7. Thank you, we strive to be a landlord who provides the highest quality in health and safety. We also remove polystyrene tiles from properties as standard, install fire doors as extra precautionary measure, and install carbon monoxide gages in houses.

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

You Said:	Our Reply:
1. Overdue post let repairs.	1. Sorry, there has been a problem with post let repairs, which Gloucester City Homes are aware of. This situation has now been addressed and should not cause a problem in the future. Monitoring will take place.
2. Shed not emptied after 10 months of letting. Lofts and gardens are also not being cleared prior to letting.	2. Sorry, Gloucester City homes recognise that clearance of these areas has been a problem however these areas are now being highlighted at the pre-termination period and should not cause an issue now and in the future. Monitoring will take place.
3. Some examples of poor communication were given: sheds (keys, availability, location); postcards; short notice for viewing appointment; bin chutes (inappropriate use); energy supplier; incorrect addressee following transfer; tenant offered transfer in Matson despite indicated preferences.	3. Sorry, Gloucester City Homes strives to communicate effectively at all times and recognises this is an area which requires constant evaluation to make sure this takes place. Where issues arise and we get it wrong we apologise and rectify. The areas identified will be reviewed within the appropriate process to ensure these

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	examples do not occur again
4. Void inspections still not thorough enough despite new standards – repairs missed.	4. Sorry, Gloucester City Homes had recently introduced a new void standard however if this is not operating effectively, a review will take place.
5. Ceiling standards not in void checklist e.g. damaged plaster.	5. Sorry, Gloucester City Homes undertakes all necessary repairs and decorations at the void stage. If areas are left this is due to the fixtures either being in a good condition or a decoration vouchers will be made available to correct this. This area will be reviewed, as of item 4.
6. New tenants wishes not always considered e.g. carpet removed from property during void work despite tenant's wishes.	6. Sorry, all carpets are removed as standard during the void works. The Neighbourhood Management Officers will consider leaving these fixtures in the property only if the carpet is in a good condition and the new tenant signs a disclaimer.
7. One tenant did not receive a rent card within the 10-day time limit.	7. Sorry, the computer on the request of the Neighbourhood Officer generates rent cards. The Post-let visits are design to identify such issues however tenants are advised at the On Site Letting to contact the office if they do not receive their rent card to allow us to investigate. This situation will be monitored

## What do you think Gloucester City Homes could do to improve this service?

You Said:	Our Reply:
1. More helpful housing officers e.g. help to chase overdue repairs.	1. Housing Officers of Gloucester City Homes have been trained in good customer practices and will endeavour to resolve issues when they arise. Asset Management do have administration support to chase outstanding repairs or tenants can contact Morrison direct on the free phone telephone number.
2. Improve monitoring of pre and post let repairs e.g. tenant void inspectors (in process).	2. This area is constantly being monitored and improved however with Tenant Inspectors being trained to monitor this area better monitoring will take place in the next 6 months.

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3. Introduce new tenants to neighbours.	3. Consideration will be given to this idea however there are data protection issues to be taken into account.
4. Housing Officer should telephone new tenant within 5 days to ensure settling in OK.	4. This idea has been tried in the past with limited success due to new tenants having other priorities in establishing their new home. Revisiting this area will now take place.
5. Inform neighbours of impending void work out of courtesy.	5. Thank you for this suggestion and it is an area which will be explored, however there is a Health and Safety implication, which may impact on Gloucester City Homes progressing this proposal.
6. Include a summary tenancy information sheet as part of the Lettings pack to remind tenant of main points e.g. rent payments.	6. At an On Site Letting, summary information is provided and discussed with new tenants. A review will take place on this matter
7. Ensure rubbish cleared from communal gardens to let – notify all adjoining tenants of impending action.	7. Gloucester City Homes would in practice like to remove rubbish from communal gardens however in the past when this has occurred dumping of extra rubbish has occurred and caused more problems. Happy to review this area for improvement

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

Gloucester City Homes  
Atlantic Suite  
Southgate House  
Southgate Street  
Gloucester  
GL1 1UW

Customer Services Line: 0800 408 2000  
Text: 0778 148 2656  
Fax: 01452 396599  
Minicom: 01452 396161  
Email: [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)  
Web site: [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)