

**Asset Management Focus Group
Held on 05/05/2006 at 5.30pm
Southgate House.**

Customer Attendees

Eight Customers attended the Focus Group.

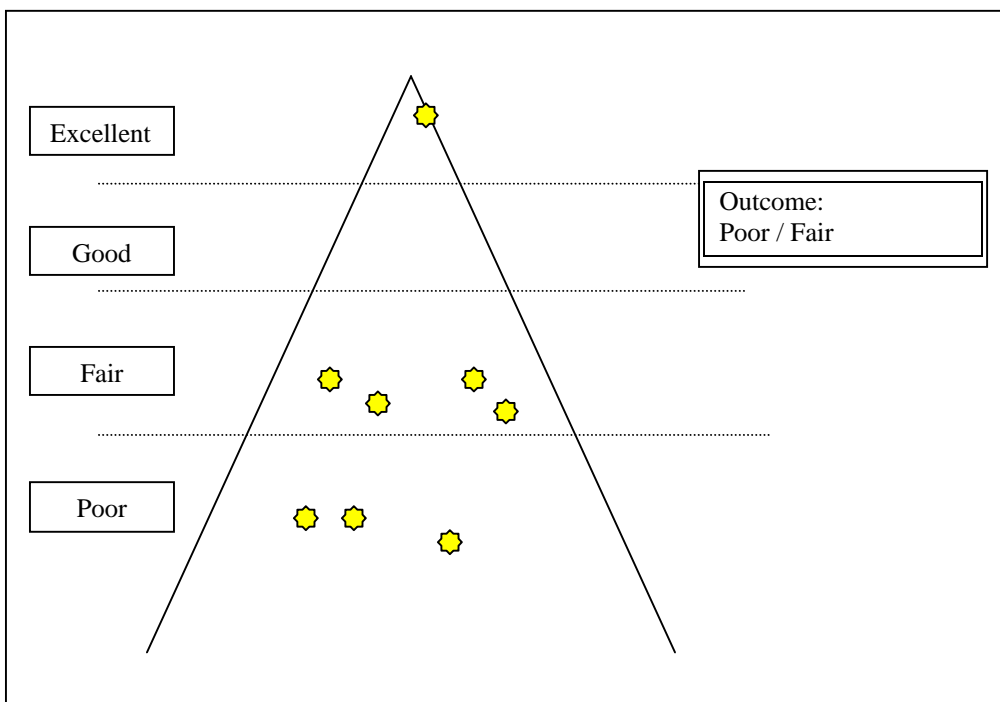
They represented 4 males and 4 females; younger, middle aged and older age groups; black and white ethnic groups; customers for differing time periods from 2 years to 27 years; and from a variety of areas including Matson, Coney Hill, Kingsholm, Podsmead and Robinswood.

GCH Attendees

Name	Company Position	Telephone	Email
Ian Harries	Consultant	07900583921	ian.harries@gloscityhomes.co.uk
Terry Elcock	Resident Involvement	01452 396071	terry.elcock@gloscityhomes.co.uk
John Mann	Director of Asset Management	01452 396063	John.mann@gloscityhomes.co.uk

Overall satisfaction

The group were asked to indicate on a mountain how well they thought GCH were currently performing on home improvements and cyclical maintenance.



What do we do well?

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

- Gas servicing is done regularly and they feel safe that it is.
- Communication is better
- Staff are committed to delivering the service
- Weekend working is an improvement
- There are more choices for appointments

What do we not do so well?

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

- Heating systems in Matson are poor
- Energy conservation
- Doors and windows are draughty
- Sound insulation between flats poor
- Asbestos roofs are not maintained or removed
- No fire exits in flats
- Disabled properties are not let to people in greatest need
- Security to entrances needs to be improved
- When annually service is done check the thermostats at the same time.
- Flush radiators when servicing the boiler

Did you think that GCH's 1st Customer Event (this year's Customer Conference concentrating on Home Improvement) was useful?

The majority felt that it was successful but felt that we should, in addition to looking at the main internal areas that are scheduled for improvement i.e. kitchens and bathrooms, also look at external work such as pointing.

The group felt tenants need to be educated more about looking after their home when it is let to them and that the Allocations Team do not look into the preferred options/requirements when letting properties e.g. people are let properties with large gardens that they don't want or cannot cope with.

The overall consensus was that the Neighbourhood Services Team should make sure that people are looking after their homes more by visiting and enforcing tenancy conditions.

What Is A Decent Home?

- Safe to live in.
- Good state of repair
- Modern facilities
- Energy efficient

The group felt they should be allowed to have a greater say in what type of improvements are done.

It was mentioned that tenants that take care of communal areas in blocks of flats have less planned painting done and people that take little care get more painting done to repair the damage they do to the property. The group felt that GCH should take stronger action to ensure tenants looked after their homes and surrounding environment.

How Often Should Planned Painting Be Done?

Every 3-5 years for internal and external areas and this should be done in the same year i.e. internal in the winter and external in the summer.

Consultation Prior To Planned Work?

Local programmes for planned works should be done at meetings on the estates and notification should be:

- 3 months notice of any work in the area
- 4 weeks notice prior to work commencement
- Regular meetings held when the work has commenced
- Have a meeting after the contract has ended to learn any lessons
- Quality checks after 3 months

Planned Work Compact Choices

Kitchens?

- People wanted to get involved with the plan layout of the kitchen
- Good quality kitchens should be used
- More electrical sockets
- Pantry's removed
- Silent cupboard / drawer closing
- The choice to purchase additional cupboards if required
- Good quality extractor fans
- Choice of good quality door handles
- Wall tiles should be white as the only choice
- Floors should be levelled with all defects repaired
- Flooring choices should be available covering colour and style e.g. linoleum, tiles, and laminate

Central Heating?

- Thermostats need to be fitted onto radiators
- Boiler controls need to be in easily accessible locations
- Choice of boilers and where it is to be located e.g. in kitchen
- Still keep immersion heaters as hot water alternative
- Provide good clear heating instruction manuals
- Use of solar and other renewable sources of heating should be explored

Bathrooms?

- Extractor fans should be standard
- Soil pipes need to be moved to an external point in blocks of flats
- Easy to use taps – mixers with paddle handles
- Showers fitted over baths
- Additional grab handles should be standard on baths
- Designed with disability needs in mind
- Shower splash panels preferred to shower curtains, where practicable
- Slatted shelves fitted into airing cupboards
- Baths should be thick plastic, rather than metal or thin plastic which creaks
- Toilets should have a dual flush
- Toilet cisterns should be ceramic
- Tiles should be white, large and cover the entire bathroom
- Flooring should be non-slip and in a choice of colours

External Doors?

- Should have 5 styles and colours
- Energy efficient
- Draught proof
- Spy holes should be fitted on site to suit individual needs
- Door frames should be as strong as the doors
- Quality materials
- Quality workmanship for fitting

Internal Doors?

- Should consider replacing internal doors of poor quality with good quality doors

Windows?

- Choice of styles
- Easy clean hinges should be standard.
- Should be manufactured to be used as a fire exit
- Seals should be of a high standard
- Air vents should have an option to be open or closed

Terry Elcock

Resident Involvement Officer

Tel: 01452 396071

Email: terry.elcock@gloscityhomes.co.uk

09/05/2006