

**ReAction Report For  
BME Focus Group  
17/07/2008**

At this focus group meeting, we asked our customers to suggest ideas on how we can improve our service. Our response to the issues raised and the action we plan to take is as follows.

You Said:	Our Reply:
<b>Decent Homes work</b>	
3 customers complained that not enough information was provided about the Decent Homes work in their area. They had been informed some time ago that work will be done but no precise dates had been given leading to some people feeling they had been "forgotten".	There are standard letters that are issued at the different stages of the improvement process to keep tenants informed. All of our strategic partners have been instructed to issue these to tenants in accordance with their programme.
<b>Anti-social behaviour</b>	
One resident described a problem of anti-social behaviour in Tuffley. Letters had been sent from GCH warning all residents but the correspondence did not show an understanding of the issues, i.e., that housing association tenants and their children were responsible for the problems. In addition, ASB officers had taken a long time to respond to complaints.	
<b>Sheltered scheme</b>	
One tenant expressed how pleased she was with the service provided at the sheltered scheme where she lived. Everyone got on very well despite coming from different backgrounds and ethnic groups.	
<b>Suggestions for improvement</b>	
Identify patterns of anti-social behaviour and burglaries from the police or Morrison (if called to repair doors etc).	
Encourage family support and intervention where appropriate to help combat ASB	
Provide more play facilities in Tuffley to help reduce ASB	
Hold walkabouts after 5.00pm on weekdays to enable working customers to attend and express opinions.	We have started evening "Face the people events which happen in the evening at about 7pm. All customers in these areas are invited to attend these.
Housing officers should be present on estates more frequently and carry out more	Neighbourhood Management Officers spend 80% of their working week out on

# REACTION



door knocking to understand estate issues.	the estates. They carry out a monthly inspection and two walkabouts per year in each area, which the public are invited to.
Remind customers that Customer Service Officers are trained housing officers to give callers more confidence in staff ability.	We do encourage tenants to speak with CS Team as they will find that a huge percentage will be able to deal with their query at the first contact. We will advertise this in Tenant Times and by displaying a poster in the reception area.

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)