

Reaction Report For Customer Services Focus Group 20th March 2007

Thank you for attending the focus group. You should have received the notes from the meeting you attended on 20th March 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

When you attended the Customer Services 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. GCH staff answer telephone calls/inquiries better.	1. Thank you, the Customer Service Team (GCH) are all experienced officers and regularly attend training on housing issues. Because of this the team endeavour to answer all enquiries when the calls come in. The team are all involved with taking the Institute of Customer Service Gold Award and this has embedded the "customer comes first" culture into the team and they are now more aware of how they deal with customers and their queries.
2. When I contact GCH by email I get a quick response.	2. Thank you, by discussing service standards with tenants it was agreed that emails/voicemails would be responded to within 1 working day. The customer service team have an appointed duty officer for each day and part of their duties is to respond to any emails received.
3. GCH is good at keeping us informed.	3. Thank you, as a new company we have revised all of our service standards, policies and procedures and therefore need to inform our tenants of the changes made. As we want our tenants to be involved in what we do, we need to communicate

REACTION



	any new information so that you can comment on them.
4. In the past 12 months I think GCH has done very well	4. Thank you, GCH has striven to listen to our tenants so that we could improve the services we provide, so that it would improve the quality of life for tenants in their homes and their communities.
5. When I phone the freephone number I now know who I am talking to.	5. Thank you, because of the rethinking service delivery plan we relocated all of our services into one location and set up specialist teams. One of these teams was the CST who are dedicated to answering the telephone when calls come into the organisation on the freephone number. When the Calls come into the CST it is answered in a uniformed way, as it is for all GCH staff
6. Morrison tradesmen are friendly and polite	6. We endeavour to maintain trades persons who are friendly and polite in <u>your</u> home

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

You Said:	Our Reply:
1. Morrison staff failed to meet an appointment	1. This concern will be voiced at the GCH/Morrison operational meeting to ensure that all appointments are upheld
2. Morrison did not return my call when they stated they would	2. This will also be discussed at the operational meeting
3. Morrison call centre staff need more training on how to order repairs	3. This will also be discussed at the operational meeting

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

You Said:	Our Reply:
1. Reduce the amount of mail sent out, then more people might read the information sent.	1. As we are a new company and we relocated to a central location, we needed to inform our customer of our new location, freephone number service standards. With the majority of information on our changes now sent out, the amount of mail that we now send out should now decrease and we are currently reviewing the level of information sent out.

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

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