

Customer Services Focus Group held on 20th March 2007 at 5.30 pm at Gloucester City Homes

Customer Attendees

There were eight attendees

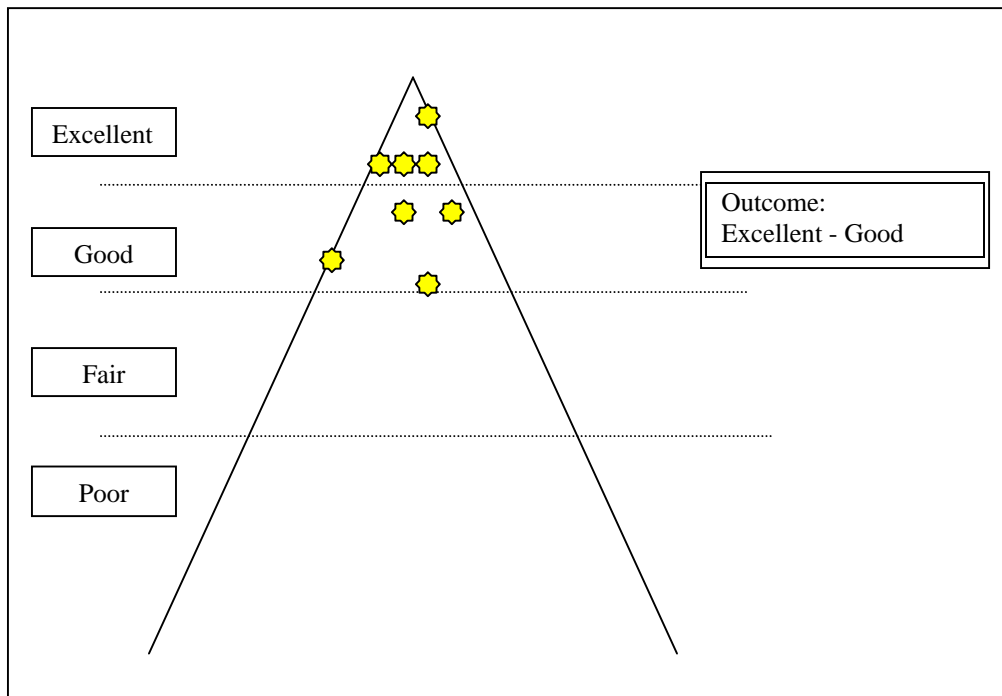
They represented 1 male and 7 females; middle aged and older age groups; white ethnic group; customers for differing time periods from 8 years to 44 years; and from a variety of areas including Westgate, Podsmead, Saintbridge, Kingsholm, Westgate & Tredworth.

GCH Attendees

Name	Company Position	Telephone	Email
Di Thomas	Customer Services manager	396018	Diana.Thomas@gloscityhomes.co.uk
Terry Elcock	Resident Involvement Officer	396071	Terry.elcock@gloscityhomes.co.uk

Overall satisfaction

The group were asked to indicate on a mountain how well they thought GCH were currently performing.



The group were asked to name things we do well.

- GCH staff answer telephone calls/inquiries better
- When I contact GCH by email I get a quick response
- GCH is good at keeping us informed.
- In the past 12 months I think GCH has done very well
- When phone the freephone number I now know who I am talking to.
- Morrison tradesmen are friendly and polite

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

- Morrison staff failed to meet an appointment
- Morrison did not return my call when they stated they would.
- Morrison call centre staff need more training on how to order repairs
- Ian Williams contractor did not give notice before they intended to start work

The group were asked to suggest things we could do better

- Reduce they mail out to us them more people might read the information sent

Terry Elcock
Resident Involvement Officer
20/03/07