

**Estate Worker Services Focus Group held on 23/11/2006 at 5.30pm  
at Gloucester City Homes, Southgate House, Gloucester**

**Customer Attendees**

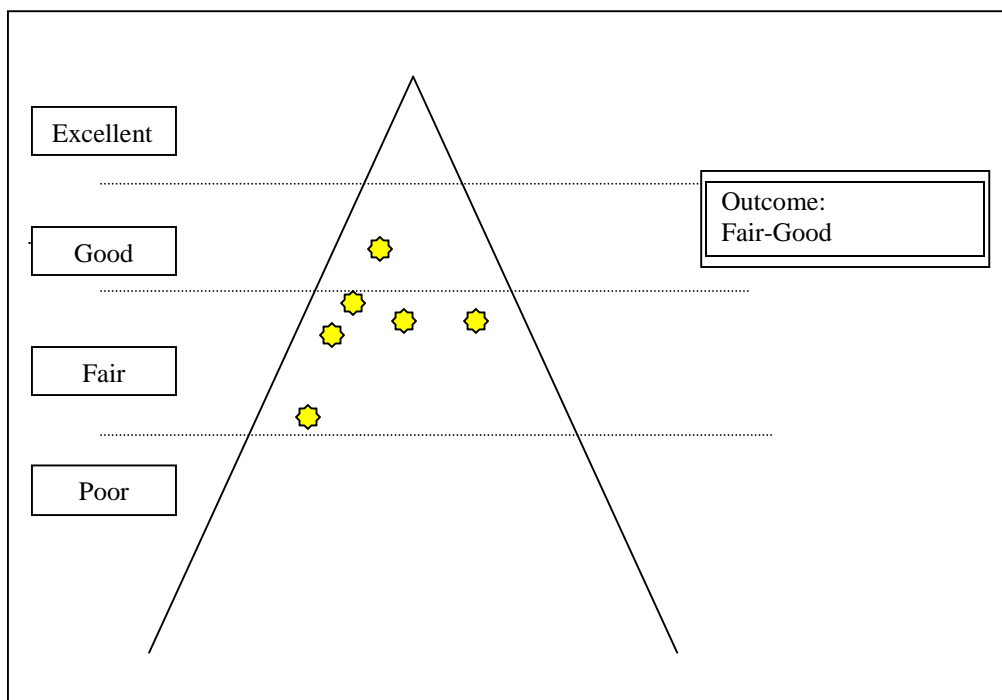
They represented 3 males and 3 females; younger, middle aged and older age groups; customers for differing time periods from 5 years to 45 years; and from a variety of areas including Matson, Podsmead, and Tredworth,

**GCH Attendees**

Name	Company Position	Telephone	Email
Terry Elcock	Resident Involvement Officer	396071	<a href="mailto:Terry.Elcock@gloscityhomes.co.uk">Terry.Elcock@gloscityhomes.co.uk</a>
Lisa Richie	Neighbourhood Services Officer		<a href="mailto:Lisa.Ritchie@gloscityhomes.co.uk">Lisa.Ritchie@gloscityhomes.co.uk</a>

**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.**

- Hathaway Close & 49 Shakespeare Avenue looks tidy, there has been an improvement with some bushes being cut back.

## GLOUCESTER CITY HOMES FOCUS GROUP MINUTES

- The Podsmead area has generally improved there is less rubbish in the area now the estate workers are clearing these items away.
- Parry Hall area has improved as well.
- Graffiti is now being removed quickly.
- When a worker has been requested, the response time is very good
- When they do a job they do it well.
- After doing a job they tidy up well.

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

- In the autumn the leaf collection could be better.
- Hedges and litter around garage sites need to be maintained better.
- Overhanging branches in alleys and footpaths need to be cut more often.
- Broken glass on the roads and pavements need to be removed sooner.

### **Name of Officer Taking Minutes**

Lisa Ritchie  
**Neighbourhood services Officer**  
**23/11/2006**