

**ReAction Report For
Estate Service Worker Focus Group
16/08/07**

Thank you for attending the Estate Service Worker focus group. You should have received the notes from the meeting you attended on 16/08/07 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 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:

Do you agree with the current Gloucester City Homes service standards?

Current Standard	You Said:	Our Reply:
1. Removal of items considered to be health and safety risk within 24 hours of report.	Agreed.	Thank you. Gloucester City Homes will continue to react to these reports within 24 hours
2. Removal of ice, snow etc from sheltered housing scheme pathways within 24 hours of report.	Agreed although this should include all areas where there is a health and safety risk.	Thank you. Gloucester City Homes will continue to react to these reports within 24 hours. We shall investigate the effects of expanding the current service standard to include other areas and monitor performance & economical affects on service provided.
3. Clearance of alleyways e.g. overhanging branches within 28 days of request.	Agreed.	Thank you. Gloucester City Homes will continue to react to these reports within 28 days and to work closely with Accord.
4. Chain link fencing erected within 28 days of request.	Agreed.	Thank you. Gloucester City Homes will continue to react to these reports within 28 days
5. Assistance in operating central heating provided to	Disagreed: should be 24-48 hours.	Thank you for your comments. Gloucester City Homes will investigate the

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<p>new tenants within 5 days of request.</p>		<p>impact on the ESW service and consider reducing reaction time accordingly</p>
<p>6. Removal of offensive graffiti within 24 hours of report; non-offensive within 5 days.</p>	<p>Agreed.</p>	<p>Thank you. Gloucester City Homes will continue to react to these reports within current timescales</p>
<p>7. Completion of minor repairs for elderly or vulnerable tenants within 28 days.</p>	<p>Agreed although clarification needed on what repairs are included and what constitutes “vulnerable tenants”.</p>	<p>Thank you. Gloucester City Homes will continue to react to these reports within 28 days. Clarification is provided in the Estate Services Minor Repairs For Vulnerable Tenants policy as follows:</p> <ol style="list-style-type: none"> 1. At least 60 years of age or disabled (i.e. be in receipt of disability benefits) 2. Applicants must have no person residing with them who could reasonably be expected to assist. 3. Applicants must be unable to carry out the work themselves. 4. Applicants must have no relatives capable of carrying out the work living within a 10 mile radius. <p>Please note that apart from the above criteria the Neighbourhood Management Officer may advise that a tenant has mental health or other issues that deem them as being incapable of undertaking this work. This may have originated from an agency or support worker making contact.</p>

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8. Garden works on empty homes completed within 28 days after letting.	Agreed.	Thank you. Gloucester City Homes aim to provide a continually high standard of homes for our tenants and will continue to react to these reports within 28 days
	The group agreed a priority list for 24 hour response standards: 1. Central heating assistance; 2. Removal of items with health and safety risk; 3. Clearance of ice/snow etc from sheltered housing schemes.	Thank you. Gloucester City Homes welcomes your suggestion and will consider this against Health & Safety Legislation and any legal requirements. Consideration will also need to be given to the impact on performance and resources.

What do you think Gloucester City Homes is doing well?

You Said:	Our Reply:
1. Well publicised service	1. Thank you. Gloucester City Homes endeavour to ensure that all tenants are fully aware of the services available through the Estate Service Team
2. Polite and helpful workers	2. Thank you. All officers of Gloucester City Homes, including the Estate Services Team, are developed to provide a high level of customer services to our tenants.
3. Good standards at Kingsholm	3. Thank you. The Estate Service Team prides themselves on providing an excellent service to our residents.
4. Action days are well organised and a lot is achieved	4. Thank you. Gloucester City Homes officers work closely with each other and with other agencies to achieve a notable improvement to the areas chosen for Community Action Days.
5. Workers were excellent during the flood crisis e.g. distributing water and "going the extra mile"	5. Thank you. The Estate Service Team endeavour to provide an excellent and conscientious service to the community.
6. Issues are responded to promptly	6. Thank you. The Estate Service Team endeavour to meet all response targets and provide a high level of customer service to our tenants.
7. Overall an improvement from last year	7. Thank you. The Estate Service Team has increased in numbers and work well as a team providing a high level of customer service across the city.

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

You Said:	Our Reply:
1. Underground car park at Westgate is dirty	1. Sorry. During the recent adverse weather the Estate Service Team were delegated duties outside of the usual remit and therefore were unable to achieve their usual standard in some areas of the service. This will be addressed within the next 6 weeks.
2. Some bin areas are messy e.g. Fountain Square	2. Sorry. Gloucester City Homes is aware that clearance in some areas has been a problem however these areas are now being highlighted during weekly inspections and should not cause an issue now and in the future. Monitoring will take place.

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

You Said:	Our Reply:
1. More workers: have a designated team for every estate and improve holiday cover	1. Gloucester City Homes is constantly striving to provide a high standard of customer service to our tenants and the co-ordination of the Estate Service Team will be reviewed and performance monitored.
2. Use the Estate Service Worker team to carry out ground maintenance instead of Accord	2. Consideration will be given to this idea however, there are performance and economical issues to be taken into account.
3. Recruit multi-skilled workers	3. All Estate Workers receive training in multi-skilled disciplines whilst in post and their personal development is continually monitored
4. Enable residents to have more involvement over allocation of workers to tasks	4. Consideration will be given to this idea however, performance issues need to be taken into account.
5. Provide an "odd-job" service to all residents	5. Thank you for this idea, which will be explored however, there are cost and workload issues to be considered before expanding the existing high level of service provided to our customers.

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

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