

## Estate Services Focus Group held on 6<sup>th</sup> August 2008 at 6.00 pm at Matson One Stop Plus Office

### Customer Attendees

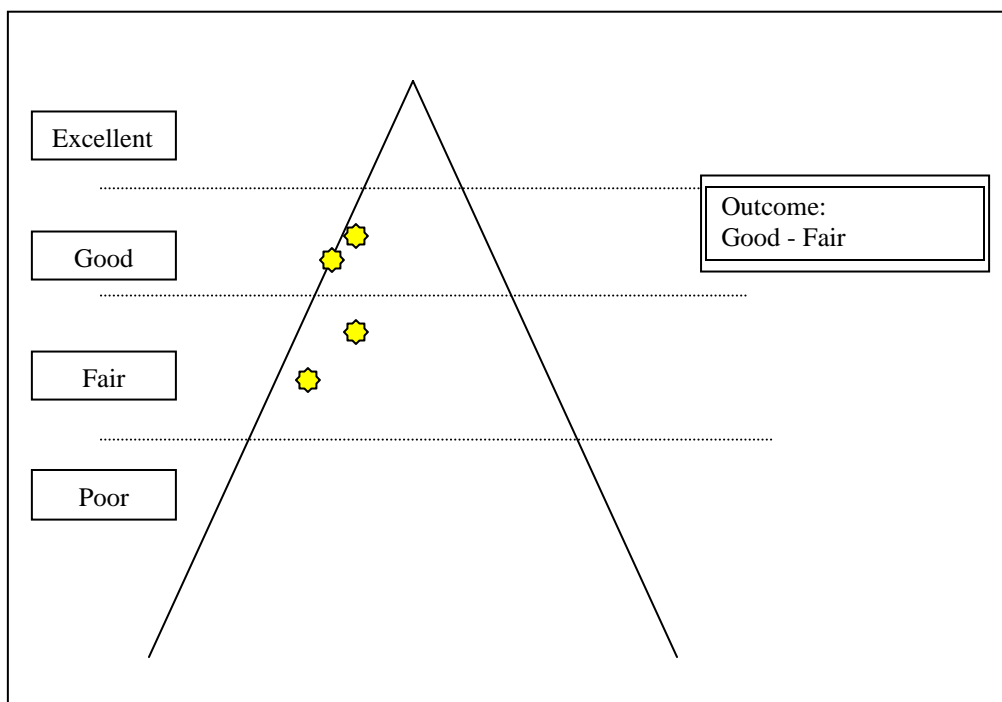
4 customers attended this meeting from Matson and Saintbridge. The age group was approximately between 30 – 70 years old

### GCH Attendees

Name	Company Position	Telephone	Email
Andy Whitewood	Asset Management Surveyor	396488	Andy.whitewood@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.**

- Good response to reported dumped items
- Helped my sister with her garden on an action day
- Helpful with bulky items.

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

- Westgate communal bin areas need to be steam cleaned

**The group were asked to split into two groups and write down what they would expect an excellent Management Organisation to provide in this service area.**

- Increase the number of estate service workers
- Increase the variety of jobs
- Take over some contract work e.g. enterprise
- Extend their working days to weekends
- Provide an out of hours call out service for emergencies
- Estate service workers should report graffiti and overgrown bushes on site
- Deal with quick fix jobs immediately
- When overgrown bushes have been cut they should be put on a maintenance-scheduled programme to keep them in order.
- Weeding and leaf clearance around communal areas of flats
- Cleaning moss, leaves from pathways in communal areas
- Keep storm/gully drains clear of leaves
- Clear gutters of communal sheds
- Have an emergency plan for ice, snow clearance around all older and disabled properties.
- Have a maintenance programme for older disable people who cannot manage their gardens.

**Terry Elcock**  
**Resident Involvement Officer**  
**06/08/08**