

## OAP Help With Decorations Focus Group held on 18<sup>th</sup> March 2008 at 6.00 pm at Westgate TCC Office

### Customer Attendees

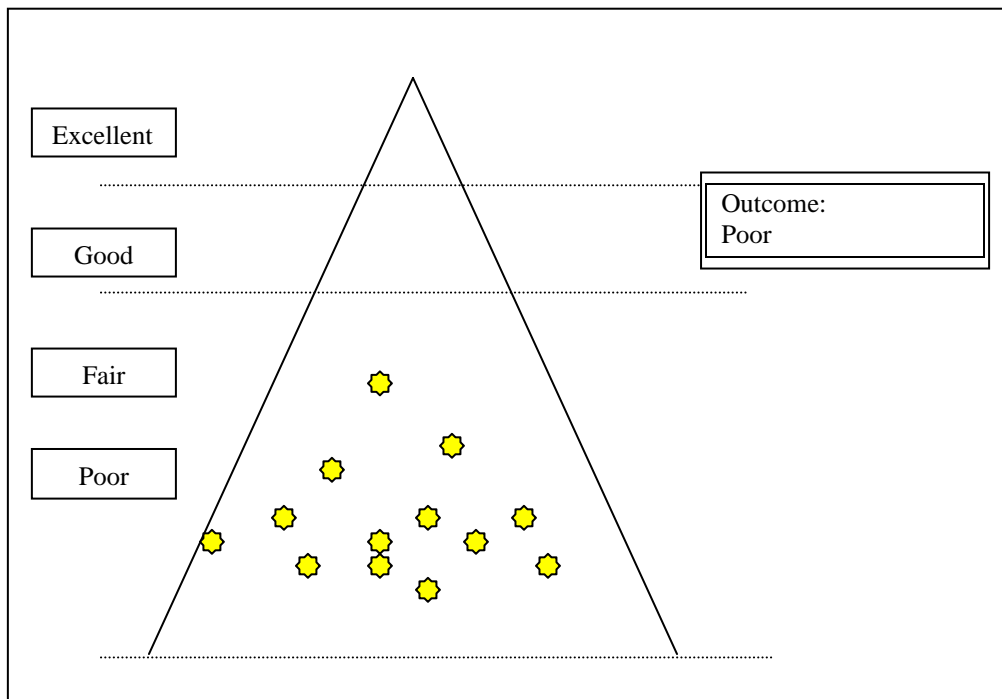
13 customers attended this meeting from Barton, Kingsholm, Westgate and Saintbridge. The age group was approximately between 40 – 70 years old

### GCH Attendees

Name	Company Position	Telephone	Email
Andy Whitewood	Asset Management Surveyor	3396075	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.

- All attendees felt they were not able to give feedback on this as none had received or knew anyone who had received this service since GCH had taken over managing their homes.



**9 agreed with this**

**3 disagreed**

**Comments:**

- Nothings happening
- Some people cannot afford help or have no relations
- Why should one be discriminated because they have no family or friends

3. Decorating may be done every 7 years if a customer does not have anyone who can help with the work

**1 agreed with this**

**11 disagreed**

**Comments:**

- Three years
- Too long a time between
- Period is too long should be 5 years
- Three years
- Time is too long
- Not often enough
- Too long 7 years
- Far too long a wait should be every 4 years
- Nothings happening

4. If GCH receives a request, a home visit will be made within 5 days for an assessment?

**11 agreed with this**

**1 disagreed**

**Comments:**

- Nothings happening

5. Within 1 working day of a home visit a decorating voucher will be issued if only materials are required.

**11 agreed with this**

**1 disagreed**

**Comments:**

- Nothings happening

6. Within 1 working day of a home visit a customer will be informed that their details have been added to the decorating programme.

**10 agreed with this**

**2 disagreed**

**Comments:**

- Nothings happening
- Should be informed of the waiting list time
- Please inform of the length of waiting list

**Terry Elcock**  
**Resident Involvement Officer**  
**18/03/08**