

## Feedback Report to Income Management Focus Group Attendees 5<sup>th</sup> April 2006

Thank you very much for attending the recent Focus Group on Income Management Services and for giving us your views. We are very grateful for the time and views you have given us.

We are now pleased to inform you how we are responding:

### Clear Rent Statements

**You said:**

Rent statements are not clear.

**We are:**

Reviewing our rent statements and when the next statements are produced we will include a number of improvements including plainer English, clearly identified service charges, and offering you a range of formats e.g. large print; Braille; audio and other community languages.

### Regular Rent Statements

**You said:**

You wanted more regular rent statements.

**We are:**

Looking into producing rent statements quarterly and more often for certain tenants in arrears.

### Information on Ways To Pay

**You said:**

We don't give enough information about ways to pay rent.

**We have:**

Updated the rent payment section of the web-site, we are including a section in Tenant Times and on the rent statements, all of these will be explaining about the variety of ways rent and service charges can be paid and promoting Direct Debits which are the most efficient way to collect income.

### Service Standards

**You said**

We have no clear service standards.



**We are:**

Reviewing our service standards and another focus group has been held to identify additional service standards for Income Management. These will be published in writing and on our website around June of this year.

Be helpful and sensitive

**You said**

Sometimes could be more helpful and sensitive to your circumstances.

**We are:**

Giving customer care training to all staff this year and will be aiming to achieve qualifications given by the Institute of Customer Care.

Help With Benefits

**You said:**

We could improve the advice we give when someone is claiming Housing Benefit

**We are:**

Giving key staff more comprehensive Welfare Benefits training and are investigating other ways in which we can help you identify exactly what you are entitled to and help you apply for those entitlements.

**Paul Masters**

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24<sup>th</sup> May 2006

