

**ReAction Report For
Governance Focus Group
01/04/2008**

At this focus group meeting, we asked our customers to suggest ideas on how we can improve our service. Our response to the issues raised and the action we plan to take is as follows.

You Said:	Our Reply:
Tenant elections	
There should be more information regarding the candidates, e.g. background personal information, and how they will take the company forward by improving services	The information given in election statements was increased this year with the maximum number of words allowed extended to 250. More detailed guidance was given on the nomination form suggesting candidates talk about their background, experience and skills they would bring to the Board.
There should be a forum for meeting the candidates, or candidates should meet with tenants and residents' groups	Unfortunately there was insufficient time to arrange this given the short period between the close of nominations and the start of the election process. This is something we will explore further for next year's process by looking closely at best practice amongst other ALMOs, and carrying out further consultation.
The candidates should show that they are committed to abiding by the Board rules	Candidates must now sign a 'Candidates Code of Conduct' which if they break means they can be barred from the election.
Ballot papers should be in different languages and other formats for those with hearing and sight disabilities	Ballot packs contain translation information and can be made available in different languages, or we can arrange a visit with an interpreter, or the information can be given in other formats such as large print, Braille or audio tape.
There should be a DVD produced with the information on it and/or an electronic newsletter	All of the election information was made available on our website, and it was felt that this was more cost-effective than producing a DVD.
The information should explain the role of Board members	We put information about the election in Tenant Times, which explained the role of Board Members. A fully updated candidate's information pack was produced. This gave a lot of additional information and was available to anyone on our website, and from our reception or

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	on request. In addition, two information sessions were held for prospective candidates.
Ballot boxes should be available in certain locations e.g. sheltered schemes	The ballot process was handled entirely by an independent provider, Electoral Reform Services, to maintain absolute integrity throughout the nomination and voting procedures. The use of Ballot Boxes would have compromised this, as well as increasing costs and raising security concerns. The provision of a number of free and convenient voting methods also made it unnecessary.
General Governance issues	
There is a lack of awareness about what the Board does	There will now be a regular 'Board News' feature in every edition of Tenant Times which will contain information about decisions taken by the Board, elections, how to get involved and other important issues.
The minutes on the website are not up to date	We also aim to make sure that minutes are published as soon as possible on the website, although minutes must be agreed at the next meeting before they can be published and it can therefore appear that it takes a long time to put them on the website.
Private topics should be addressed	We welcome customers at our Board meetings. However there are some issues which are confidential, e.g. for data protection or business reasons. When confidential items are discussed, the public are asked to leave the meetings and the minutes for confidential items are not made public.

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

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