

## ReAction Report For Income Management Focus Group 12/02/08

Thank you for attending the above focus group. You should have received the notes from the meeting but if by some chance you did not and would like a copy, please contact our Customer Services Team on 0800 408 2000 or you can visit our web site [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk).

When you attended the focus group meeting, we asked you to suggest ideas on how Gloucester City Homes could improve their service in regards to Income Management. We can now respond to your suggestions and give you some details on what we intend to do in the future to address these:

<b>You Said:</b>	<b>Our Reply:</b>
Treat people as people / personal approach	We have changed our procedures and have worked to increase our personal contact through monitoring all visits.
Listen to what is said and react with understanding	We try to minimise our use of legal action and actively work to keep people in their homes.
Don't let arrears build up too far in the first place	We aim to contact all tenants within one week of falling into arrears.
Good communication between staff	We are working to improve our joint working between teams through meetings and joint working.
Staff members should know their job	All staff are offered training to increase their knowledge and keep their skills up to date.
Talk to customers face to face	We have done a promotion of home visiting and amended our letters to ensure that everyone is aware.
Letters should be in basic language	Letters have been rewritten to fit in with the new IT system.
Help customers to claim benefits	We now ensure that referrals to support agencies are made at the pre-tenancy interview and also before all legal action.
Regular contact with customers	Before any form of legal action, contact must be made or attempted on several occasions.

# REACTION



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

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