

**ReAction Report For
Income Management Focus Group
15 February 2007**

Thank you for attending the focus group. You should have received the notes from the meeting you attended on (date of focus group meeting held) but if by some chance you did not receive the notes and would like a copy sent to you, please contact our Customer Services Team on 0800 408 2000 or you can visit our web site www.gloscityhomes.co.uk

When you attended the Equality & Diversity focus group meeting, we asked you a number of questions, which you replied to. We can now respond to your suggestions and give you some details on what we intend to do in the future to address these. We asked you:

What do you think Gloucester City Homes is doing well?

You Said:	Our Reply:
1. Rent statements are clearer.	1. Reviewed from previous feedback
2. Print type and size easier to read.	2. See above
3. Rent statements are more frequent.	3. Government legislation
4. Getting better value for the rent paid.	4. We are trying to improve all our services to provide good value for money
5. Most tenants are now aware of the CAB and use it	5. We have changed our letters to provide tenants with more information
6. City Council Benefit staff are very helpful.	6. We have negotiated a SLA with H/B to provide service guidelines
Rent statements are more up to date.	7. Legislation now ensures that statements are provided quarterly.
GCH staff are more efficient when dealing with rent enquiries.	8. Specialist teams have been established to provide a better service to tenants.

What do you think Gloucester City Homes does not do well in?

You Said:	Our Reply:
1. GCH should not allow their tenants to pay their rent in arrears	1. We are moving towards rent in advance for tenants
2. Staff are too efficient and now if you miss one week's rent you get a reminder	2. We try to provide information about any arrears as soon as possible to stop large debts accruing

What do you think Gloucester City Homes could do to improve this service?

You Said:	Our Reply:
1. No comments made	1.
2.	2.
3.	3.

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

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