

Re- action report For The Customer Leaseholders Focus Group 14th January 2008

Thank you for attending the focus group. You should have received the notes from the meeting you attended on 14th January 2008 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 Leasehold Management 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 in Leasehold management ?

You Said:	Our Reply:
Answer phone calls.	Our Customer service team aims to answer 80% of calls at first contact. If we cannot provide a full answer we will give you a call back within 24hours
Allow leaseholders to buy into decent homes contracts.	We are pleased to offer this service.
Service standards fulfil the needs of leaseholders.	We aim to provide all our leaseholders with an excellent service. If you feel that we are failing in any aspect of our service please contact us on 0800 408 2000.

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

You Said:	Our Reply:
Confusion about buying into Decent Homes Contracts for renewal of Kitchen and Bathrooms. Is there a set price list?	There is not a fixed price list as the cost of works depend on where services (such as water and gas) are positioned and if the wiring in a property is up to standard. If you contact the asset management department at GCH, they will arrange

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	for an individual quote for any improvements to your leasehold property.
Can Decent Homes contractors fit a kitchen provided by leaseholders?	I am afraid that we are unable to offer this service.
Can be difficult to get hold of staff members as they are always away from their desks.	GCH think it is important for staff to be out on the estates and deal with residents face to face. Therefore it is not always possible to reach members of staff over the phone. Our highly trained customer services department are equipped to deal with most issues. They will pass on messages if they are unable to help you.
The 0800 number is not free to people who call on mobile phones	The mobile phone operator dictates the charge for calls from a mobile phone. At present GCH cannot offer a totally free service to mobile phone users.
Feel that management fee of £103.50 is high.	Leaseholders cannot be subsidised by tenants. Therefore the management fee is the actual cost of providing the landlord obligations under the terms of your lease. GCH have compared the costs with other landlords and they show that the costs are similar to other organisations.
Leaseholders are charged more for the hire of a Council owned garage.	This issue has been discussed fully at leaseholders forum and a report was in Octobers Leaseholders News.
Garages are not repaired	Your comments have been passed to the Asset Management Team. Their response will be published in the next leaseholders news.
When the painting was last carried out by the Council the contractors did not do a satisfactory job.	We are currently tendering a new painting contract; if problems arise in the future these should be reported immediately to GCH.
Leaseholders cannot carry out maintenance work to the block, such as painting the outside of their flat.	The structure of a block is the landlords responsibility. Repairs works are carried out on your behalf to ensure that work is carried out to a

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	certain standard, and costs are split appropriately between all parties.
Guttering is not cleaned out regularly on some blocks.	Your comments have been passed to the Asset Management Team. Their response will be published in the next leaseholders news.
Cleaning standards have dropped in outside areas. Especially on hard to clean surfaces such as cobbles.	Your comments have been passed to the Asset Management Team. Their response will be published in the next leaseholders news.
Promises of action are not kept. Issues have been brought up on walkabouts but nothing has happened. For example Parklands is still waiting on double yellow lines and the paths to be renewed.	Your comments have been passed to the Asset Management Team. Their response will be published in the next leaseholders news.
Standard of Grounds maintenance varies from area to area.	Your comments have been passed to the Asset Management Team. Their response will be published in the next leaseholders news.

What would you like Gloucester City Homes to provide in the future?

You Said:	Our Reply:
Cavity wall insulation to those who want it	Your comments have been passed to the Asset Management Team. Their response will be published in the next leaseholders news.
Be able to choose the colour of the outside of their property.	Your comments have been passed to the Asset Management Team. Their response will be published in the next leaseholders news.
Provide bi yearly repairs expenditure	We are currently implementing a new IT system. We hope that we can provide this information easily in the future.
Provide estimates for forthcoming years service charge	This is another improvement that we plan to bring in with the new IT system.
Provide one electric supply per block, not one supply serving several blocks.	When the blocks of flats were built it was never thought that the properties would be sold at a later date. Therefore it is common to have one

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	supply feeding several blocks. It would be very expensive to install new electric supplies to each block, therefore it would not provide Value for money to carry out such work.
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If you have any further questions or comments please do not hesitate to contact us:

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