



Leaseholders Focus Group

5th March 2007 at 6:15pm

Attendees: Mrs Robins on behalf of Mrs Denton; Mrs Langford; Mr Elcock; Mr Clive Hill; Mrs P Mayo; Mrs Thomas;

Officers: Jasmine Ellicott and Sarah Walker

Apologies: Mr J Ervig; Mr Ferrero

The Focus Group was advertised in the Spring edition of Leaseholders News as well as the Information being available on the website.

| No | Agenda Item | |
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| 1 | Welcome | |
| 1.1 | Sarah Walker, Resident involvement officer welcomed everyone to the meeting and explained that the evening would take the form of a focus group. The group then introduced themselves and said which estate they owned property on. | |
| 2 | Service Standards and reaction report | |
| 2.1 | <p>The group revisited the reaction report that was produced from the last focus group meeting. Appendix 1.</p> <p>A discussion was then held about what Gloucester City Homes does well, or continues to do well. Answers included:</p> <ul style="list-style-type: none"> • <u>Estate Service Workers</u>. Andy in Kingsholm can often be seen on Kingsholm estate at 7.30am • <u>Individual estimates</u> are provided for major works to allow the leaseholder to budget. • <u>Cleaning</u>. Although the floors can sometimes be left too wet the cleaning standard is good and you know that the cleaners have visited the block. • <u>Grounds maintenance</u>. The new contract has started, but has questioned where shrubs have been removed as it | |

helped prevent noise from the road. In Kingsholm it has moved drug dealers out of the area as they are now visible.

- Litter picks – sometimes there are litter pickers out on Sunday afternoons.
- Clearing of bulky items – Has improved with the increase in numbers of Estate Service Workers.
- Replacement of paving slabs with tarmac. Makes the estates look tidier, especially around the bottom of trees.
- Sending bills out quickly
- Lots of different payment methods
- District heating in Westgate. Keeps the blocks lovely and warm at a reasonable cost.

A further discussion was then held about what Gloucester City Homes does not do well, or continues not to do well. Answers included:

- Painting of blocks. Jasmine (JDE) explained that this is in hand and Gloucester City Homes (GCH) are re-tendering the contract in the near future.
- Information available about repairs. GCH now have access to Morrison's systems and will be able to provide info to leaseholders.
- Emptying of bins. The new Accord contract is now in place so any problems should be resolved. Any further issues can be reported to Gloucester City Council on 01452 396396 or on the 'report it' section of their website
- More resident involvement. Groups are now open all over the city and there are talks to join Elmbridge and Tredworth into one large group.
- Flooring in blocks in Kingsholm. Leaseholders would like the floor surfaces changed to those similar in Westgate.
- Fridges in Westgate. Questions were asked why fridges kept appearing in Westgate. JDE to investigate
- Cutting back of trees. Tree maintenance is included in the new grounds maintenance with Accord. They are currently working their way across the city so this issue should be addressed. Any continuing problems to be passed to JDE.
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It was agreed that the service standards were acceptable for the leasehold service.

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| 3 | Any Other Business | |
| 3.1 | <p>Communal lighting – JDE explained that GCH are currently changing their provider to Scottish power for all communal supplies. This is because they are the cheapest supplier in the area.</p> <p>Mrs Mayo questioned the date on the performance information provided in the latest leaseholders news. It was agreed that the date was a typing error and the date should read 2007 not 2006.</p> <p>JDE also explained that ground rent should be charged in each service charge invoice. Historically this has not happened, but if this is not paid it leaves the leaseholder vulnerable in law.</p> <p>Gas servicing. Clive Hill questioned the term Gas Servicing, after a discussion it was decided to change the ‘gas service’ contract to a ‘gas safety check for leaseholders’ as this better described what work was going to be carried out.</p> | |

Next meeting Monday 4th June 2007 at 6:15pm.

**Re- action report For
The Customer Leaseholders Focus Group
8th June 2006**

Thank you for attending the focus group. You should have received the notes from the meeting you attended on 8th June 2006 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: |
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| Collection of outstanding debts | All staff are happy to be part of a company that can get results and achieve outcomes for leaseholders |
| More responsive | By being an ALMO we are now able to get outcomes for residents with less red tape |
| Staff more aware of people who could help | We now have a dedicated customer services team that aim to provide you with information straight away, also our teams now provide a more specialised service. |
| Repairs getting done | Comment passed to Morrison for feed back to their staff |
| Better informed | Dedicated Leasehold manager ensures that all staff are aware of leasehold issues to provide you with the best possible service. |
| Full time Caretaker on Kingsholm | All residents views are at heart of what we do therefore we are able to provide the services that you request. |
| Better Value for Money | By being an ALMO we are now more aware of the costs and aim to give you good value for money |

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

| You Said: | Our Reply: |
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| Repairs workers allocated jobs all over the city rather than doing jobs in the same area, then moving to a different patch | Comments passed to Morrison |
| Cyclical painting could be done more often - When necessary - Better paint finishes are easier to clean | Budget issue, but comments passed to Asset Management. Future painting contracts will be dealt with differently in the future. |
| Would like more detail on repair costs, sent out more often | Presently not possible, but will be sent out 6 monthly when the information is available. |
| Individual estimates of cost to be given on major works are soon as the contract is awarded | The individual cost will be stated on the Section 20 notice where possible. If it is not possible GCH will provide a block cost |
| Difficulties around electric bills | N Power Issue is being looked into. Errors in N Power bills have caused problems in previous years |
| Bin doors need replacing in some areas | Estate walkabouts and action days taking place all over the city. All maintenance issues to be addressed by Morrison and Asset management |
| Would prefer to have direct phone lines to individual staff. | DDI numbers are not supplied, as NMO and Rent officers are predominately on visits and not at their desk. The staff at the call centre are highly trained and aim to answer the majority of calls. If they cannot help then the matter will be passed onto the relevant officer to deal with on their return. Patch list distributed to all leaseholders so they know who to contact |
| No satisfaction surveys carried out on works in communal areas | Comments passed to Asset Management |
| Need more resident groups and Councillors should become more involved by encouraging resident involvement | Information passed to Resident Involvement team |
| Grounds Maintenance - Scalp / leave areas / drive around bins / | New Grounds Maintenance contract in 2007 |

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| leave clippings | |
| Cleaning in areas not so good - Don't sweep stairs before mopping | New Cleaning Contract November 2006 |

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

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