

REACTION

ReAction Report For Anti-Social Behaviour Mystery Shop March 2008

A Mystery Shop was conducted to evaluate advice given to our customers regarding anti-social behaviour. We did this by testing the advice provided when mystery shoppers contacted Gloucester City Homes. Please refer to the Mystery Shop Evaluation for the full analysis. Our response to the areas for improvement that were identified is as follows.

Area for improvement	Our response
<ul style="list-style-type: none"> Advice regarding relevant external agencies. 	Customer Service Team given training regarding this on 1/4/08.
<ul style="list-style-type: none"> Asking if the caller can be helped with anything else before the conversation ends. 	Customer Services Team Leader to ensure this service standard is met at all times.
<ul style="list-style-type: none"> Reminding staff that general advice may be given over the telephone without breaching data protection. 	It is standard policy that general advice may be given without breaching the Data Protection Act. Customer Service Team given training regarding this on 1/4/08.

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

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