

## ReAction Report Income Management Mystery Shop January 2008

This Mystery Shop was conducted to evaluate income management advice given to our customers. We did this by testing the advice provided when mystery shoppers contacted Gloucester City Homes. Please refer to the Income Management Mystery Shop Evaluation for the full analysis. Our response to the remedial action identified as result of the exercise is as follows.

Weakness	Our response
<ul style="list-style-type: none"><li>• Need to improve understanding of the Data Protection Act</li></ul>	Training to be provided to Customer Services Team on this matter.
<ul style="list-style-type: none"><li>• Improve quality of basic rent arrears advice</li></ul>	Training to be provided to Customer Services Team on this matter.

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

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