

**Re- action report For
Aids & Adaptations Focus Group
31st October 2006**

Thank you for attending the focus group. You should have received the notes from the meeting you attended on 31st October 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 Aids & Adaptations 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. When I phoned Social Services the person was pleasant	1. All staff are happy to be part of a company that can get results and achieve outcomes for tenants
2. I recently had a visit from a member of GCH about a medical adaptation and he was honest in stating, "he would see what he could do "but couldn't promise anything.	2. Staff in GCH believe that tenants should be given an honest answer.
3. When I had an adaptation done in my home, the quality of workmanship was good and the contractor was polite.	3. Comment passed to contractor for feed back to their staff

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

You Said:	Our Reply:
1. It takes too long for an adaptation to be done.	1. There have been delays in carrying out adaptations. GCH are working with Social services to improve the service and reduce the time taken to carry out these changes to improve the quality of life for tenants.
2. There is too much bureaucracy between the agencies.	2. GCH are working with Social services to improve the service and reduce the time taken to carry out these changes to improve the quality of life for

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	tenants.
3. I don't like having to get my doctor involved to help get things done quicker.	3. GCH are working with Social services to improve the service and reduce the time taken to carry out these changes to improve the quality of life for tenants.
4. Adaptations should be standard in older peoples homes.	4. Currently there is a limited budget to carry out these works and GCH is giving priority to tenants with existing needs. GCH will be looking at making other changes once the additional money is made available.
5. When I had my property surveyed for an adaptation four people turned up, do we need so many people to carry out a survey?	5. The type of work required may require more than one person to carry out the survey e.g. to check on the electrical system for the shower & location of grab rails
6. You don't make use of previous surveys that have taken place on my home.	6. Circumstances can change over a period of time and GCH want to ensure that all changes meet your current needs.
7. There is too much publicity material being sent out and it needs to be kept simple.	7. GCH are reviewing how much information we send out to make sure that it is relevant and easily understood.
8. Former County Council homes now managed by GCH are in a poor condition and they never seem to have a lot of work done to them.	8. GCH are working with the County Council to identify how these homes can be improved.
9. The electric fuse boxes in Parry and Bathurst Roads are inaccessible.	9. Referred to the Property services team to investigate.
10. Gas an electric card meters need to be explained to people when they move in - e.g. where the cards can be purchased.	10. GCH are reviewing what information is provided to new tenants when they move in.
11. Heating & technical systems are not explained to people properly when they move in and older people should receive more advice and assistance to make sure that they understand how to use them.	11. GCH are reviewing what information is provided to new tenants when they move in.
12. GCH should leave light bulbs in empty properties when the previous tenant has left them.	12. GCH will investigate why these are being removed.

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

Gloucester City Homes

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