

## Re- action report For Asset Management Focus Group 5<sup>th</sup> May 2006

Thank you for attending the focus group. You should have received the notes from the meeting you attended on 5<sup>th</sup> May 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](http://www.gloscityhomes.co.uk)

When you attended the Asset 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 Asset Management?

You Said:	Our Reply:
1. Gas servicing is done regularly and they feel safe that it is.	1. Comment passed to Morrison for feed back to their staff
2. Communication is better	2. All staff are happy to be part of a company that can get results and achieve outcomes for tenants
3. Staff are committed to delivering the service	3. All staff are happy to be part of a company that can get results and achieve outcomes for tenants
4. Weekend working is an improvement	4. Comment passed to Morrison for feed back to their staff
5. There are more choices for appointments	5. Comment passed to Morrison for feed back to their staff

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

You Said:	Our Reply:
1. Heating systems in Matson are poor	1. GCH has a limited budget to carry out improvements and we are working to the priority order recently identified by tenants. We will be able to carry out more work once we have access to the additional government funding.
2. Energy conservation	2. GCH are working with partners to

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	improve and promote energy efficiency for tenants.
3. Doors and windows are draughty	3. GCH has a limited budget to carry out improvements and we are working to the priority order recently identified by tenants. We will be able to carry out more work once we have access to the additional government funding.
4. Sound insulation between flats poor	4. GCH has a limited budget to carry out improvements and we are working to the priority order recently identified by tenants. We will be able to carry out more work once we have access to the additional government funding.
5. Asbestos roofs are not maintained or removed	5. GCH has a limited budget to carry out improvements and we are working to the priority order recently identified by tenants. We will be able to carry out more work once we have access to the additional government funding.
6. No fire exits in flats	6. GCH has a limited budget to carry out improvements and we are working to the priority order recently identified by tenants. We will be able to carry out more work once we have access to the additional government funding.
7. Disabled properties are not let to people in greatest need	7. GCH is working with the Council to review how properties are allocated
8. Security to entrances needs to be improved	8. GCH has a limited budget to carry out improvements and we are working to the priority order recently identified by tenants. We will be able to carry out more work once we have access to the additional government funding.
9. When annually service is done check the thermostats at the same time.	9. GCH will review the work carried out at the annual service
10. Flush radiators when servicing the boiler	10. GCH will review the work carried out at the annual service

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

Gloucester City Homes  
 Atlantic Suite  
 Southgate House  
 Southgate Street  
 Gloucester  
 GL1 1UW

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Customer Services Line: 0800 408 2000

Text: 0778 148 2656

Fax: 01452 396599

Minicom: 01452 396161

Email: [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)

Web site: [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)