

Re- action report For The Customer Resident Involvement Focus Group 5th October 2006

Thank you for attending the focus group. You should have received the notes from the meeting you attended on 5th 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

When you attended the Resident Involvement 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 Resident Involvement?

You Said:	Our reply:
1. Information you produce is excellent.	1. Thank you. We will continue to ensure you are actively involved in the writing and editing of our newsletters, leaflets etc and we are always happy to hear from anyone else who wants to get involved.
2. Action days on the estates are good for the tenants	2. Thank you. We will continue to listen to you and encourage you to show us problems on the estates. We are hoping to get more people involved and are now planning to hold two action days on each estate every year.
3. The tenant conference was really good and it was nice to meet the staff	3. Thank you. We will continue to hold two conferences each year and to encourage as many customers as possible to attend and meet us. We are currently reviewing the location and timing of the conference to encourage more customers to attend. All new ideas welcome.
4. The food at conferences and meetings you hold is very good.	4. Thank you and we will pass your views on to the caterers. Please let us know if there is anything else we can do to improve the food or choice of food.
5. The staff are friendly and approachable.	5. Thank you. To help us continually improve we are working with the Institute of Customer Service to ensure we are trained to deliver the highest customer service.

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

You Said:	Our reply:
<p>1. There are too many surveys being sent out and sometimes these are duplicated.</p> <p>2. The resident involvement team and other officers should be out more on the estates.</p> <p>3. Too much information is being sent out to us</p>	<p>1. We will try to ensure that we do not duplicate our surveys and keep them down to a manageable level. We now have two independent market research companies conducting these for us: Market Research UK (MRUK) for all telephone surveys and Vision Management Systems (VMS) for postal surveys.</p> <p>MRUK surveys cover: Anti-social Behaviour; Income Management; Tenancy & Estate Management; Customer Services and Home Improvements.</p> <p>VMS surveys cover: Repairs; New Tenants; Leasehold Management and our Sheltered Housing Service.</p> <p>2. We will continue to carry out regular weekly, fortnightly and monthly walkabouts on your estates and carry out regular action days to improve your neighbourhoods.</p> <p>Our Neighbourhood Management Officers aim to spend 80% of their time out on estates.</p> <p>Our Resident Involvement team aims to attend all Resident Group meetings and visit all new tenants 28 days after they move in to discuss opportunities for resident involvement.</p> <p>Our senior management team, including the Chief Executive, have recently also been allocated areas of the city and will be visiting estates every other week.</p> <p>We are arranging for staff to be more identifiable by providing them with Gloucester City Homes coats and umbrellas, in addition to their GCH bags and ID cards. This should make us more noticeable when out on the estates.</p> <p>3. Apologies for this. We are currently reviewing all of our policies and procedures, and all our major publications prior to our inspection in</p>

<p>4. Information being sent to us needs to be written in a way that we will understand what it is about and in "plain English".</p> <p>5. I live in Matson and I do not get as much information sent to me as my brother who lives in Westgate.</p> <p>6. The attitude of one Resident Involvement Officer at a recent meeting, gave the impression he/she did not have the time of day to listen about problems happening on the estate.</p>	<p>March. This is leading to a large amount of information being sent out to you at the moment, which we hope will become more manageable after the inspection.</p> <p>4. All our major documents are submitted to the Plain Language Commission to ensure they are easy to read.</p> <p>Our newsletters are checked by an editorial panel, which includes customers.</p> <p>We have also just produced a new joint guide with the Plain English Campaign to help staff write in plain English and we will follow this up with refresher training for all staff.</p> <p>5. We are checking our databases to ensure that the person who informed us of this problem is entered onto the Resident Involvement data for all future information.</p> <p>6. We are very sorry that a member of staff conducted themselves in this manner. The line manager has spoken to the member of staff and we will do all we can to ensure that you do not have a similar occurrence in the future.</p>
--	--

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

Customer Services Line: 0800 408 2000
Text: 0778 148 2656
Fax: 01452 396599
Minicom: 01452 396161
Email: customer.services@gloscityhomes.co.uk
Web site: www.gloscityhomes.co.uk