

## Re- action report For Response Repairs Focus Group 25<sup>th</sup> May 2006

Thank you for attending the focus group. You should have received the notes from the meeting you attended on 25<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 Response Repairs 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 Response Repairs?

You Said:	Our Reply:
1. Answering of the phone quick	1. Comment passed to Morrison for feed back to their staff
2. Quick to give you date & time	2. Comment passed to Morrison for feed back to their staff
3. Satisfaction cards	3. Comment passed to Morrison for feed back to their staff
4. Turning up on time	4. Comment passed to Morrison for feed back to their staff
5. Neat, tidy and polite	5. Comment passed to Morrison for feed back to their staff
6. Better sub-contractors	6. Comment passed to Morrison for feed back to their staff
7. Good job	7. Comment passed to Morrison for feed back to their staff
8. Recognise service needed to be improved / charged	8. Partnership working with Morrison now settled down after initial take over period and working well
9. Joint walkabout looking at things that need doing	9. All staff are happy to be part of a company that can get results and achieve outcomes for tenants
10. Noticeable improvements in service	10. Comment passed to Morrison for feed back to their staff

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

# REACTION



You Said:	Our Reply:
1. Poor standard of work	1. Morrison are continuing to train their staff to improve the quality of their workmanship.
2. Lack of pride in their work	2. Morrison have a specific training course for staff called "Passport to Work" which emphasizes customer care and pride in their work.
3. No follow-up on job/promises given by operatives for additional work	3. Morrison are aware of this problem and are endeavouring to ensure all jobs requiring extra work and promises that are made are both recorded and carried out.
4. Communal repairs difficult to report cant find on computer system or know where area is	4. Morrison's computer system is being developed to improve this area of work.
5. No feedback on communal repair	5. Morrison will endeavour where they can to feedback on communal area work to the person reporting it.
6. Sending surveyors even when cant repair	6. Morrison sometimes send surveyors to more accurately identify the work before sending repair operatives to carry out the work..
7. Opportunity to feedback on repairs not given. Don't leave satisfaction survey	7. Repair cards now make it clear that customers can report compliments, comments and complaints through the 0800 408 2000 free phone number direct to Morrison of GCH staff.
8. Survey re-visits	8. Re-visits are only carried out where absolutely necessary or where the quality of repairs is being checked..
9. Personal calls on mobiles	9. Morrison staff have been reminded that they should not take personal calls whilst at work unless it is an emergency or during their legitimate work breaks.
10. Appointments outside normal working hours not available	10. GCH is working with Morrison to provide appointments up till 6pm on weekdays & Saturday mornings. As soon as this in place we will make a public announcement.
11. Communicate delays	11. Morrison will endeavour to keep customers informed of any delays, where these occur.
12. Sensibly arranging gas servicing by areas & blocks	12. Annual gas services have to be carried out within 12 months for an individual property. Wherever possible we will try to group jobs in the same road but this isn't always possible.

# REACTION



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

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