

## Re- action report For The Customer Leaseholders Focus Group 8<sup>th</sup> June 2006

Thank you for attending the focus group. You should have received the notes from the meeting you attended on 8th June 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 Leasehold 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 Leasehold management ?

You Said:	Our Reply:
Collection of outstanding debts	All staff are happy to be part of a company that can get results and achieve outcomes for leaseholders
More responsive	By being an ALMO we are now able to get outcomes for residents with less red tape
Staff more aware of people who could help	We now have a dedicated customer services team that aim to provide you with information straight away, also our teams now provide a more specialised service.
Repairs getting done	Comment passed to Morrison for feed back to their staff
Better informed	Dedicated Leasehold manager ensures that all staff are aware of leasehold issues to provide you with the best possible service.
Full time Caretaker on Kingsholm	All residents views are at heart of what we do therefore we are able to provide the services that you request.
Better Value for Money	By being an ALMO we are now more aware of the costs and aim to give you good value for money

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

# REACTION



You Said:	Our Reply:
Repairs workers allocated jobs all over the city rather than doing jobs in the same area, then moving to a different patch	Comments passed to Morrison
Cyclical painting could be done more often - When necessary - Better paint finishes are easier to clean	Budget issue, but comments passed to Asset Management. Future painting contracts will be dealt with differently in the future.
Would like more detail on repair costs, sent out more often	Presently not possible, but will be sent out 6 monthly when the information is available.
Individual estimates of cost to be given on major works are soon as the contract is awarded	The individual cost will be stated on the Section 20 notice where possible. If it is not possible GCH will provide a block cost
Difficulties around electric bills	N Power Issue is being looked into. Errors in N Power bills have caused problems in previous years
Bin doors need replacing in some areas	Estate walkabouts and action days taking place all over the city. All maintenance issues to be addressed by Morrison and Asset management
Would prefer to have direct phone lines to individual staff.	DDI numbers are not supplied, as NMO and Rent officers are predominately on visits and not at their desk. The staff at the call centre are highly trained and aim to answer the majority of calls. If they cannot help then the matter will be passed onto the relevant officer to deal with on their return. Patch list distributed to all leaseholders so they know who to contact
No satisfaction surveys carried out on works in communal areas	Comments passed to Asset Management
Need more resident groups and Councillors should become more involved by encouraging resident involvement	Information passed to Resident Involvement team
Grounds Maintenance - Scalp / leave areas / drive around bins / leave clippings	New Grounds Maintenance contract in 2007
Cleaning in areas not so good - Don't sweep stairs before mopping	New Cleaning Contract November 2006

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

# REACTION



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