

## **Tenancy Management Focus Group Minutes**

**Held at Clapham Court on 22 April 2008**

### **Customer Attendees**

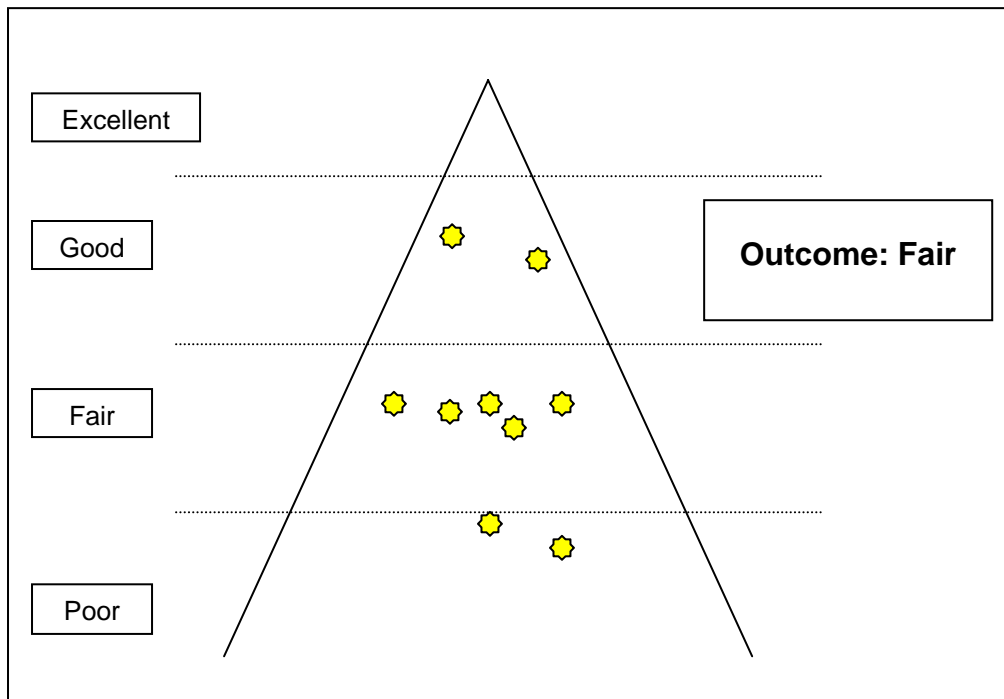
There were 9 attendees: 3 males and 6 females; younger, middle age and older age groups; white ethnic groups; tenancies ranging from 2 ½ to 23 years; and from areas including Kingsholm and Westgate.

### **Gloucester City Homes Attendees**

<b>Name</b>	<b>Company Position</b>	<b>Telephone</b>	<b>Email</b>
Nicola Summerell	Neighbourhood Management Officer	01452 396061	nicola.summerell@gloscityhomes.co.uk
Philip Amos	Resident Involvement Officer	01452 396080	philip.amos@gloscityhomes.co.uk

## **Overall Satisfaction**

The group were asked to indicate on a mountain how well they thought GCH were currently performing in regards to tenancy management.



## **Suggestions for Service Excellence**

The group were asked what issues they think are important regarding tenancy management. These issues were then discussed in turn and attendees were asked for ideas and suggestions on how Gloucester City Homes can improve its service to address these matters. The topics discussed are as follows:

### **a) Change of tenancy**

A concern was raised regarding tenants dumping rubbish in communal areas when they leave their property. Suggestions to deal with this included:

- Introduce new tenants to local residents group to make aware of local services and help available.
- Remind leaving tenants how to dispose of rubbish, e.g. bulky items removal service, and include a leaving pack with other relevant information about ending a tenancy.

### **b) Behaviour of visitors/lodgers**

One attendee had experienced anti-social behaviour from a tenant's visitors/lodgers and was concerned this was not taken as seriously as if it was the tenant's behaviour. Suggestions for improvement included:

- Remind tenants that they are responsible for visitor's behaviour.
- Take swifter and more effective action to deal with anti-social behaviour.

### **c) Time taken to deal with breaches of tenancy**

One attendee complained that they have put up with continuous anti-social behaviour from their neighbours for seven years, e.g. behaviour of tenant's children. Another attendee felt liaison with the ASB officers had deteriorated recently in terms of how quickly incidents are responded to. Suggestions for improvement included:

- More partnership working with external agencies such as Social Services and the police to deal with breaches more effectively.

### **d) State of properties**

Several attendees commented that the state of some tenants' properties were poorly maintained by the tenants. Suggestions to deal with this included:

- Evict those who do not maintain their properties.
- Report health and safety hazards to Environmental Health.
- Provide more support for vulnerable tenants who have difficulty maintaining their properties e.g. Age Concern, social services, floating support.
- Maintain good communication with other support agencies to prevent problems arising.

### **e) Vulnerable tenants**

Discussed in previous topic. It was also mentioned there are other groups of vulnerable people who struggle to maintain a tenancy for different reasons e.g. drug or alcohol addicts. Suggestions to help these people included:

- Partnership working with other agencies was again emphasised to provide support.
- Force tenants into receiving help as part of their tenancy agreement if they refuse to accept help.

### **Priorities for improvement**

The group were then asked what their priorities are regarding Gloucester City Homes improving its service in regards to tenancy management. Those identified were:

- Provide more support to vulnerable people to help manage their tenancies. In particular, pensioners should be helped more to understand their rights and help available such as benefits.
- Partnership working needs to be improved with other agencies to help deal more effectively with those who breach their tenancies and to help vulnerable tenants.

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