

## Tenancy & Estate Management Focus Group, Held on 23 May 2006 at 5.30pm at Southgate House

### What do you think Gloucester City Homes does not do well in Tenancy & estate Management?

Focus Group Findings	NEIGHBOURHOOD SERVICES TEAM ACTION
1. False promises were made by staff to get a tenant to release a 4-bedroom house.	GCH does not give false promises, following every transfer home visit to a tenant the Neighbourhood Management Officer (NMO) issues an Re-housing Register Newsletter, which give information on the current demand for social housing.
2. Not all mutual exchanges are managed by staff and the standard of cleanliness of properties has been very poor when exchanges have taken place.	Tenants take the lead when it comes to property request carried out under the mutual exchange umbrella. Where an officer raises concerns regarding the condition of the premises the tenant will be informed however the tenant makes the final decision on acceptance whether the dwelling is in an excellent or poor standard.
3. The properties being let don't match the person moving into them e.g. people are being made to take a property that has a garden when they don't want one and visa versa	Currently there is a review process taking place to update existing waiting list and transfer applications. Therefore ensuring applicants actual receive what they are requesting.
4. GCH needs to think about reviewing their property descriptions to make sure that 3 bed properties don't get let to people who need one bedroom.	As above.
5. GCH don't check with the immediate neighbours of a new tenant has moved into the neighbourhood.	GCH has to be mindful of the privacy tenants should have whilst living in their homes. When tenancy problems occur GCH will deal with these in a holistic and all encompassing manner.
6. Private landlords have probationary tenancies why can't GCH do the same?	Probationary tenancies will be implemented in January following appropriate consultation.
7. GCH should consider making tenants pay for not looking after their gardens if	A review is currently being undertaken in this service area

# REACTION



estate workers have to go in and tidy a garden but only if they haven't got a good reason for not keeping it tidy.	
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If you have any further questions or comments please do not hesitate to contact us:

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