

## Tenancy Management Focus Group held on 12/04/07 at 5.30pm

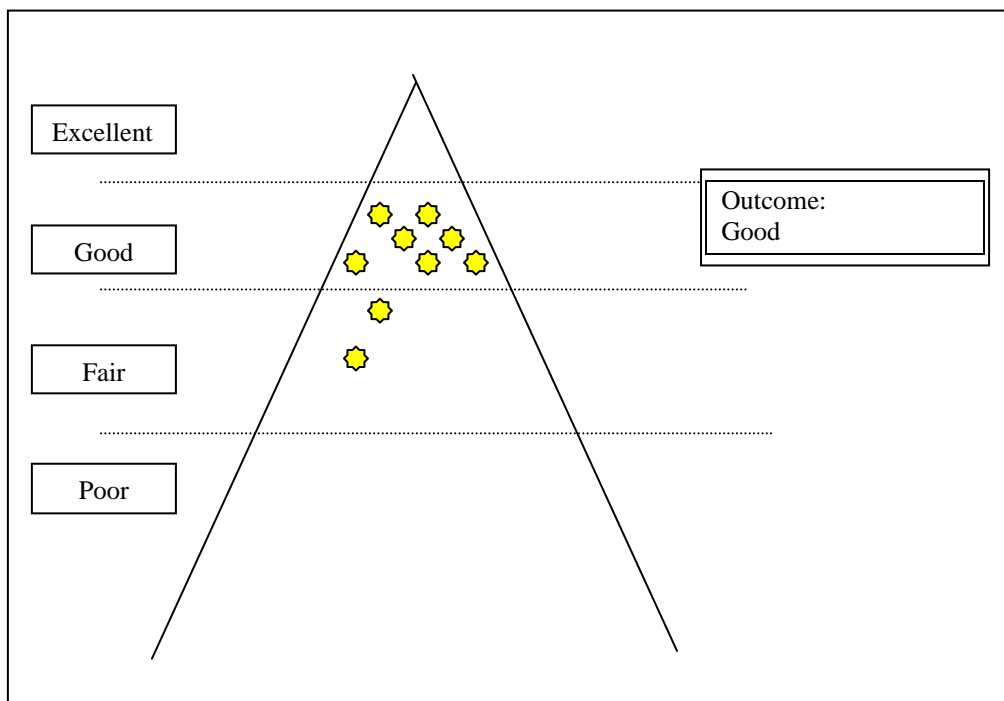
### Customer Attendees

### GCH Attendees

Name	Company Position	Telephone	Email
Terry Elcock	Resident Involvement Officer	396071	<a href="mailto:Terry.elcock@gloscityhomes.co.uk">Terry.elcock@gloscityhomes.co.uk</a>
Pat Andrade	Neighbourhood Services manager	396556	<a href="mailto:Pat.Andrade@gloscityhomes.co.uk">Pat.Andrade@gloscityhomes.co.uk</a>

### Overall satisfaction

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



The group were asked to name things we do well.

- Neighbourhood Management Officers are helpful when contacted
- NMO`s are very conscientious
- The estate walkabouts that took place is a very good idea
- Action days have been good for the estates
- The response times are much better when GCH staff are contacted
- Sheltered Scheme managers offer better support to the tenants

The group were asked to name things we do not do so well.

## GLOUCESTER CITY HOMES FOCUS GROUP MINUTES

- Issues were raised regarding sheltered housing, the Sheltered Manager will response direct on these points raised.
- More information should be given to tenants moving it to properties about how to use the heating.

Pat Andrade then gave the group an update on what was happening about the introduction of demoted tenancies.

**Minutes by Terry Elcock**  
**Resident Involvement Officer**  
**12/04/07**