

ReAction Report For Value for Money Focus Group 15/05/07

Thank you for attending the Value for Money focus group. You should have received the notes from the meeting you attended on 15/05/07 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

When you attended the Value for Money 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?

You Said:	Our Reply:
1. Estate services workers are helpful, polite and trustworthy and do a good job	1. We are pleased that this service is so well received.
2. Morrison staff carried out good quality repairs	2. We insist that our contractors deliver value for money repairs and are delighted that tenants recognise this.
3. Housing officers seem more concerned and listen more	3. We continue to promote a positive staff / tenant interaction.
4. Inspectors/surveyors explain things well	4. We encourage the use of plain language even when discussing technical issues.
5. Accord now doing all work in one visit	5. We are pleased to learn this is proving to be successful although we are aware of a few continuing problems.
6. Westgate area cleaning standards improved	6. We continue to monitor cleaning standards and would ask that tenants advise us when that standard is not as required.

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

You Said:	Our Reply:
1. Unable to make direct contact with Accord via 396396 telephone number	1. We understand that this has now been resolved.
2. Contractor not always picking up litter before mowing grass	2. We have highlighted this problem with the contractor (Accord)
3. On one occasion the 0800 telephone number was on voice mail at 4.45pm	3. We have highlighted this matter.
4. Window cleaning in communal areas of flats still poor	4. This is part of the overall cleaning contract and we will continue to monitor this as part of our regular inspections and estates walkabouts.

What do you think Gloucester City Homes could do to improve this service?

You Said:	Our Reply:
1. Monitor and enforce cleaning standards	1. We have monthly meetings with the contractor and bring to their attention any shortfalls. We encourage customers to attend these meetings and the prompt reporting of any below standard cleaning so that the problem may be promptly addressed

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

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