

Press release

Ref: GCH

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Special recognition for 'outstanding' GCH customer services

Gloucester City Homes is delighted to announce that it has received a special award in recognition of the 'outstanding contribution it has made to customer services that has changed customers' lives.'

Gloucester City Homes achieved Customer Service Excellence accreditation in March 09 with an unprecedented 57 full compliances and 9 compliance plus areas that demonstrated services regarded as examples of national best practice.

Following this award CSE Assessment Services invited all public sector organisations who received this award in 2009 to attend a Customer Service Excellence Recognition Event. This event was held at Nailcote Hall, Warwickshire yesterday and was attended by Project Manager Lisa Howarth and a number of Gloucester City Homes staff and tenants.

The special recognition award was presented to GCH at the recognition event by Mat Tee, Permanent Secretary for Government Communications. GCH was the only organisation to receive this award.

Lisa Howarth, Head of Customer Services and Community Investment commented:

'We are delighted to have received the special recognition award. This award recognises the hard work and commitment of all Gloucester City Homes staff and tenants in delivering Excellence in Customer Service.'

Julian Hiles, Vice Chair of GCH Customer Forum added:

'We were all extremely proud when Gloucester City Homes achieved full compliance, and even compliance plus in 9 service areas, with the Customer Service Excellence standard. To have this recognised at a national level and to be held up as the benchmark for others this week is just brilliant. The staff have worked extremely hard with tenants to achieve this and they continue to strive for even better in the future. This award is well deserved - thank you and well done to everyone at Gloucester City Homes.'

Gordon Barrington, Chair of Barton and Tredworth Neighbourhood Partnership commented:

'I attended this important event with Gloucester City Homes. At the end of the ceremony I was thrilled when they announced the recognition award for GCH for their outstanding customer service that has exceeded the award requirements.'

The event took place during National Customer Services week which GCH is celebrating with a range of events at its Southgate House office.

ENDS

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NOTES TO EDITORS:

Gloucester City Homes is a 2 star Arms Length Management Company, which provides housing management services to 4900 homes in Gloucester on behalf of the City Council. The company is carrying out a £40 million improvement programme to bring customers' homes to the Decent Homes Standard. Since Gloucester City Homes was created in 2005 it has:

- Achieved a 2* rating (Good service) from the Audit Commission in June 2007
- Secured £39.6 million in Decent Homes funding to meet the Government's Decent Homes standard and completed improvements to over 2000 homes in the City.
- Become the first housing provider in the County to achieve a Gold standard for its supporting people services
- Achieved Investors in People Accreditation for performance management of our staff
- Achieved ISO 9001 for Quality Management systems, re-accredited again in September 2009 following re-inspection
- Achieved Investment Partner status with the Housing Corporation
- Implemented a programme of training for staff to achieve the Institute of Customer Service Awards
- Achieved the Customer Services Excellence Award in April 2009
- Achieved the Equalities Framework Award April 2009