



# Press release

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Date: 10<sup>th</sup> May 2010

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## Gloucester City Homes Down Your Street Event

Gloucester City Homes' customers will have the chance to have some fun as well as have their say about the company's home and community improvements and estate and repairs services for their homes and estates at the Annual Down Your Street Event. The event is being held at Gloucester Rugby Club on Thursday 13th May 2010 from 4.00 to 7.00pm and is open to all Gloucester City Homes' tenants and leaseholders.

Down Your Street will also focus on our new repairs partner Lovell Respond and the re-launch of the GIFTS Countdown scheme which offers a wide range of discounts at local and national outlets and is offered by GCH as a thank you to tenants who look after their home, neighbourhood and the environment.

There will be display stands at the event featuring information about services provided in partnership with our key contractors Mitie (painting), Connaught (home safety), Severn Wye (energy efficiency) and other services such as GCH Anti Social Behaviour team and the City waste and recycling project.

There will be a Wii tournament, activities for children, free refreshments and free entry into a draw to win a wide range of prizes including a flat screen TV, Nintendo DSi, rugby tickets and more. In addition the first 150 customers through the door will receive a goody bag. Down Your Street is an event not to be missed!

Customers who need help to get to and from the event can call 0800 408 2000 or 01452 530626 to arrange transport and free parking is also available.

### **Ashley Green, Chief Executive says**

"This is our fourth annual conference for our customers and it is important that following the recent successful "We're Listening" Roadshow we hear from our

customers about their priorities for future home improvements and service delivery priorities.”

## **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 3000 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 Gold Accreditation for performance management of our staff
- Achieved ISO 9001 for Quality Management systems, re-accredited again in September 2009 following re-inspection
- Achieved “managing for others” status with the Housing Corporation
- 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 and Special Recognition Award in October 2009
- Achieved the Equalities Framework Award April 2009