



Press release

Ref: GCH

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GCHTV launched

Gloucester City Homes is delighted to announce that information about its services is now available to customers via interactive digital TV.

The new service can be accessed via interactive digital TV services such as Sky or Virgin, or broadband enabled Freeview service.

The service can also be used to report a range of issues to GCH including repairs and anti-social behaviour. It also links into a number of other local services such as information about job vacancies, GP surgeries and transport.

The same information is available using a Nintendo Wii (with internet access) or using a web enabled mobile phone.

The service is available 24/7, 365 days a year, and is completely free to use.

Here's how to find information about services on GCHTV:

SKY

- Press the Interactive button on your remote
- Select TV Keys from the menu
- Type the GCHTV key (42488)
- Press select.

VIRGIN

- Press the Interactive button
- Select News and Info
- Select Looking Local
- Enter the GCHTV key (42488)
- Press select.

NINTENDO WII OR MOBILE PHONE

- Insert the following url into your browser:
lookinglocal.gov.uk/gloucestercityhomes

GCH chief executive Ashley Green says:

'We are delighted to be able to offer this new service to our customers. With increasing numbers of people using digital TV as the switchover approaches, this means that information about our services will be more accessible than ever. We hope that the availability of the service on mobile phone and Nintendo Wii will be of particular appeal to our younger tenants.'

For further information please contact our GCH Customer Services Team on 0800 408 2000 (freephone) or 01452 530626.

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 "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 CSE Special Recognition Award in October 2009
- Achieved the Equalities Framework Award April 2009.