



Press release

Date: 14th August 2009

GCH celebrates 2000th improved home

Gloucester City Homes celebrated the completion of works to the 2000th home to be improved in its Decent Homes improvement programme with a presentation to tenants Mr and Mrs Batchelor, of 17 Grove Street Tredworth today.

Work has just been completed by GCH improvement partners Lovell, on the installation of a new kitchen and bathroom at the Tredworth property, the 2000th home in the programme.

The work is part of GCH's £40 million improvement programme, started in 2007, to bring the homes it manages up to the Decent Homes Standard. Since the start of the programme GCH has spent over £25 million improving its homes with over 9,200 improvements completed. Individual improvements include 2386 new kitchens, 1985 bathrooms, 1269 new heating systems, 2822 homes rewired and new double glazed windows installed in 366 homes.

GCH Chief Executive Ashley Green states:

'The 2000th home is a major milestone in our improvement programme. I am delighted that GCH has been able to provide so many of our tenants with homes that have the modern facilities in terms of kitchens, bathrooms, heating and insulation that are the normal standard in homes in the 21st century.'

Lovell project manager Neil Turner adds:

'It's great to have reached this landmark stage on GCH's major housing modernisation programme. The strong partnerships that our team has developed with residents and GCH has enabled the delivery of modern housing conditions which are making a real difference to people's lives.'

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 4500 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 1200 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 on the 9th March 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
- Achieved the Equalities Framework Award April 2009

Lovell, which has offices in Birmingham, Cambridge, Cardiff, Glasgow, Leatherhead, Leeds, London, Manchester, Merseyside, Norwich, Nottingham and Tamworth, is Britain's leading provider of affordable housing. Lovell is part of Morgan Sindall plc, a top UK construction and regeneration group, which operates through five specialist divisions of affordable housing, construction, development, fit out and infrastructure services.