



Press release

For immediate release

Ref: GCH

Date: 25th February 2010

GLoucester City Homes Shortlisted for The 2010 Housing Heroes Awards

Gloucester City Homes has been shortlisted from more than 300 entries to the 2010 Housing Heroes Awards. These awards are in their second year and will once again, shine the spotlight on the people and teams that are doing great work in the social/affordable housing sector.

Gloucester City Homes Customer Services Team is now one of six left in the running for the Frontline Team of the Year. The team provides a first point of contact for all enquiries to Gloucester City Homes. GCH achieved the Customer Services Excellence Award in 2009, with full compliance in all 57 inspection elements and nine compliance plus awards, described by the inspectors as 'an unprecedented achievement.' The team also received a special recognition award for the 'outstanding contribution made by GCH customer services to change peoples' lives.'

The Housing Heroes event is organised by *Inside Housing* magazine and the Chartered Institute of Housing (CIH), and attracted a phenomenal response with submissions from the length and breadth of the UK.

The winners will be revealed at a glittering awards ceremony at London's Hilton Hotel on 14 May hosted by TV presenter, Antarctic explorer and Atlantic rower Ben Fogle. The awards are sponsored by Campbell Tickell, EMA, Asset Skills, Synergy Group and The Hire Standard. Last year more than 700 people attended.

GCH Head of Customer Services and Community Investment says:

"I'm delighted the Customer Services Team have been recognised formally for their hard work and commitment to providing excellent customer service"

Howard Farrand, the President of the CIH said he was amazed by the fantastic people working in the housing sector. "Our sector spends a great deal of time talking about policy and strategy, business plans and budgets, our visions and our mission

statements. Of course all of these things are really important. But in my experience it is the extraordinary people that do fantastic work for our customers that make the real difference. So I want to congratulate every finalist for getting this far in these awards. It was extremely tightly contested, and I look forward to helping to unveil the eventual winners in May.”

Inside Housing's events director Ted Stevens said: “All the finalists have done brilliantly in getting this far. Well done to Gloucester City Homes for getting shortlisted. The competition was really fierce with more than 40 entries in some categories.”

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 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 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