



# Press release

Date: 5<sup>th</sup> August 2009

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## **National Award Success for GCH tenant Mike Groom**

Gloucester City Homes is delighted to announce that Mike Groom has won the National Tenant of the Year Award at the TPAS (Tenant Participation Advisory Service) Connecting People Awards.

Mike, who is a member of the Barnwood Tenants and Residents Group and the Community Partnership, had previously won the Midlands Region Tenant of the Year award in London on 11<sup>th</sup> March 2009

The national award was presented to Mike at a ceremony in Birmingham on Saturday 1<sup>st</sup> August 2009. He was accompanied at the ceremony by his wife, Lyn and Gloucester City Homes' staff.

As winner of this category Mike was also presented with the Cliff Whiteley Memorial Award, which he will keep for a year and his name will be entered onto a winners scroll.

The awards are designed to reward people who have made an outstanding contribution towards improving their local community. Mike has made a major contribution to improving services for customers at Gloucester City Homes over a 20 year period through his involvement as a representative of the Barnwood Tenants and Residents group, his attendance at focus groups and events and conferences. Mike is currently serving his second term as a tenant Board member, and also helps to maintain standards in void properties in his role as a tenant inspector.

Lisa Howarth, Head of Customer Services and Community Investment says:-

'I'm so pleased Mike's hard work in the community over the last 20 years has been recognised with the TPAS Tenant of the Year Award. Mike really is an inspiration to all those residents working within their communities and with Gloucester City Homes.'

Award winner Mike says:-

'I'm delighted to have been chosen to receive this prestigious award. I would like to thank everyone at Gloucester City Homes, especially Lyn Scudamore of the Resident Involvement Team, for all her help, guidance and support.'

**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