

Press release

Date: 15th June 2009

GCH launches new repairs and home safety service

Gloucester City Homes has announced the launch of a new repairs and home safety service for customers of its 4500 homes from Friday 19th June 2009.

The new repairs service will be provided by Enterprise, a national company experienced in providing repairs services in the social housing and building maintenance sector, which currently provides repair services to over 60,000 homes.

Connaught Partnerships are to provide the new home safety service. The company has 25 years experience of providing a range of maintenance services to housing organisations throughout the UK.

The home safety service replaces the existing gas servicing arrangement and will provide customers with a comprehensive home safety package including gas repairs and servicing along with testing of smoke and carbon monoxide alarms.

The GCH Customer Contact Centre will now be dealing directly with all enquiries from customer about repairs and home safety in addition to other tenancy matters and has been expanded to enable it to provide this service from June 19th.

GCH Chief Executive Ashley Green says:

'We are delighted that Enterprise and Connaught are to provide both these essential services to our customers and look forward to working with them. Our customers have been closely involved in the process of selecting our new partners and implementing the new services and we are confident that they will deliver a service that meets our customers' needs.'

Chris Hare, Enterprise Partnering Manager adds:

'Enterprise is delighted to be working in partnership with Gloucester City Homes and delivering the repairs service to its customers. Our work within the social housing and building maintenance sector is vast. This means that we can confidently provide GCH and its residents an outstanding service that meets everyone's needs.'

Garry Josephs, Gas Operations Manager of Connaught states:

'We are looking forward to working with Gloucester City Homes to deliver an excellent service to its customers.'

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

Enterprise

Enterprise is a major UK support services company, maintaining key infrastructure assets for utility companies and providing front-line services for Local Authorities and Central Government organisations. Well established and still growing, we have over 40 years experience and provide jobs for over 13,000 employees and operatives working across 170 locations in the UK.

Connaught

Connaught Partnerships provides a range of housing maintenance and estate management services to registered social landlords and local authorities throughout the UK. With over 25 years experience, Connaught is a leading provider of planned and response maintenance, gas maintenance and installation, recycling, waste management, estate cleaning and void management services.

Connaught has unrivalled expertise in delivering best value housing support services whilst improving the quality of life for tenants and local communities. We pioneered the use of Tenant Liaison Officers to provide a crucial link between tenants, the client and the supply chain. Connaught is proud to be winner of the 2008 Business in the Community, Team of the Year for community impact Award, plus Partnering Contractor of the Year and Tenant Scheme of the Year in 2007. We have also recently received our 15th RoSPA gold award.