



Press release

Date: 29th March 2010

For immediate release

GCH launches new repairs service

Gloucester City Homes is delighted to announce the launch of a new repairs service for customers of its 4800 homes from Tuesday 6th April 2010.

The new repairs service will be provided by Lovell Respond, a leading national company experienced in providing repairs services and improvements in the social housing sector.

Lovell Respond was chosen by the GCH Board and customer representatives to provide the service over the next five years, following a thorough selection process to determine the company which would provide the highest quality and value for money service for GCH customers.

Lovell is already one of GCH's key partners, having delivered its Decent Homes improvement programme for the last three years.

GCH Chief Executive Ashley Green says:

'I am delighted to work with Lovell Respond in this new partnership. We have made great strides in the last four years on repairs and now we intend to build on that success by working with a trusted partner who has delivered excellent results through the Decent Homes programme. Working with Lovell we intend to create the best repairs service in the country and one that we and our customers can be proud of.'

Lovell Managing Director Stewart Davenport adds:

'Following the success of our Decent Homes improvement work for GCH, we are really excited about the opportunity to deliver a first-class repair service too. We are committed to providing GCH and its customers with an efficient and customer-focused service. Our key objective is to work closely with GCH to provide an excellent repairs 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 2500 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 Gold Accreditation for performance management of our staff
- Achieved ISO 9001 for Quality Management systems, re-accredited again on the 9th March 2010 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

Editor's notes: *Lovell, which has offices throughout England, Scotland and Wales, is one of Britain's leading providers of affordable housing. Lovell is part of Morgan Sindall plc, a top UK construction and regeneration group which operates through five divisions of fit out, construction, infrastructure services, affordable housing and urban regeneration, which are supported by two specialist units of investments and professional services.*

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