

Press release

For immediate release

Ref: GCH

6th April 2010

You are invited to send a reporter to the GCH 'We're listening' road show at any of the dates and venues listed.

The GCH 'We're listening' Road Show is coming

Gloucester City Homes is to carry out its biggest ever consultation exercise with customers in the 'We're listening' Road Show. The event will be running for three days starting on Thursday 15th April.



Our tenants will have the chance to speak directly to members of GCH' Executive Management Team including Chief Executive Ashley Green, who will be touring the city in the 'We're listening' campervan.

The aim of the event is to find out what's most important to GCH's customers in their home and community as well as to get feedback on how customers think GCH is doing and what needs to get better.

In the run up to the Road Show, all GCH staff will be out in the community knocking on doors to canvass the views of all of our customers.

Ashley Green says:

'It's important for us to listen to our customers' views so that we can improve their homes, services and community. Our aim is to speak to every single one of our customers so that we get a comprehensive picture of what they think of Gloucester City Homes and how we should develop our services for the future.'

GCH customers can visit the campervan on the following dates and times:

15th April

12pm St Michaels Community Centre, Tuffley
2pm YPOD, Scott Avenue, Tuffley
4pm Linden Road Close to Linden Road Primary School.

16th April

- 2pm Inside the Dukeries complex at the back of St Nicholas Court, Westgate
- 4pm Clapham Court car park, Kingsholm
- 6pm Corner of Selwyn Road / Sapperton Road, White City

17th April

- 10am Matson One Stop Plus, Matson
- 12pm Broom House car park, Baneberry Road, Robinswood
- 2pm Outside Coney Hill Parade shops

For further information please contact Gloucester City Homes on 0800 408 2000 (Freephone) or 01452 530626 (cheaper for mobile users) or visit www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

ENDS

Contact: Jenny Wyatt Head of Marketing and Communications

Tel: 01452 396559

Email: jenny.wyatt@gloscityhomes.co.uk

www.gloscityhomes.co.uk

NOTES TO EDITORS:

Gloucester City Homes is a 2 star Arms Length Management Company, which provides housing management services to 4800 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 in 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