



Press release

Ref: GCH

Date: 11th January 2010

Extra advice services for GCH customers

With the current cold weather putting an extra strain on family finances, Gloucester City Homes is providing a range of advice services for customers to help maximise their income.

On Tuesday 12th January, GCH is holding a benefits advice surgery at its Southgate House office in partnership with Gloucester City Council Welfare Rights Team. The surgery will run from 9.30am to 12.30am. GCH customers can attend to have a complete benefits health check and find out if they are receiving all the benefits they are entitled to.

In addition to this, GCH is working in partnership with Severn Wye Energy to offer customers energy audits and advice on how to reduce their energy bills. Any customer who would like to book an energy audit should call GCH's Customer Service Team on 0800 408 2000 (freephone) or 01452 530626 (cheaper if calling from a mobile phone.)

In response to the current adverse weather GCH has published a range of useful information on its website with links to sites offering advice on cold weather payments and coping with the cold weather as well as advice to customers on making the most of their fuel and food budgets. Visit www.gloscityhomes.co.uk for further information.

Sam Chambers, Head of Income Management Services says:

“Following the expense of the Christmas period, keeping warm in the cold weather is putting an extra strain on family finances. We hope that these advice services will help customers to make the most of the help available at this time.”

GCH customers who need advice about paying their rent can call the GCH helpline on 0800 408 2000 (freephone) or 01452 530626 (cheaper if calling from a mobile phone). For further information visit www.gloscityhomes.co.uk or GCHTV on Looking Local (Sky and Virgin Media.)

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 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