

## Press release

Ref: GCH

Date: 11th November 2009

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### **GCH Face the People Event**

GCH Face The People events give our local residents an opportunity to come out and talk to representatives from a number of agencies about their concerns and issues surrounding anti social behaviour which affect their quality of life, and also to point out any specific problems that we can resolve through partnership working. Invitations were sent to local residents of Matson, Councillors and partnering agencies such as the Police, and Environmental Services.

As Matson is a large area, Gloucester City Homes planned two separate routes. Loretta Sadler, Anti Social Behaviour Officer, led Route One. We met at the Matson One Stop Plus at 6pm and walked to Munsley Grove, Quenneys Close, Hillhay Road, Birchall Avenue, Winnycroft Lane, Sneedhams Road, Bazeley Road and Matson Avenue. Finishing at the Matson One Stop Plus.

Sara Taylor, Anti Social Behaviour Officer led Route 2. We met at the Musket pub at 6pm and walked down Norbury Avenue. We stopped at Badminton Road then continued to Norbury Avenue. We walked into Penhill Road, back to Norbury Avenue then finished at the Musket Pub.

The evening shows how we work closely together with our external partners and the local community to minimise anti social behaviour that may be occurring, or have potential to occur in the future. In this respect, prevention is a significant part of this event.

Anti Social Behaviour Officer, Loretta Sadler, says 'These events are a fundamental part of multi agency partners and the local community working together to tackle and prevent anti social behaviour. We would like to thank everyone that attended and supported the event.

Gloucester City Homes will be holding 12 more similar events next year which will be advertised nearer the time.

**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 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