

Press release

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GCH Good Neighbour Award 2009

The outstanding efforts of two Gloucester couples to support their neighbours, was recognised this month in the Gloucester City Homes Good Neighbour Awards.

Each year, the GCH Good Neighbour Award recognises the efforts of someone who has gone the extra mile, making a positive difference in the local community by their own individual effort.

This year's joint winners were two couples whose efforts to support others were both shining examples of community spirit.

Mr and Mrs Brown of Longlevens, were selected for an award in recognition of their help to a number of their neighbours, including a family with a disabled child.

The family who nominated them for the award said:

'They go beyond just being neighbours. They are a constant help and support and always there since we moved into the property. We have a disabled 3 ½ year old child and an 11 year old son and some days, my husband and I feel like we don't stop. Ron and Vie are always there. Whenever they go to the shops they always ask if I ever need anything. Ron makes cakes and bread and brings them round for us, a family with limited funds.'

The second winning couple thanked GCH for the award but asked to remain anonymous, saying:

'We haven't done anything special, we just wanted to help our neighbour who was having a difficult time.'

The disabled neighbour who nominated the Westgate couple explained:

'Since the day I moved in, they welcomed me and have helped and have supported me and others around the area. They are kind and trustworthy. They stood up for me and I can't thank them enough. They even helped get me a TV, take my dog for walks, lend me food if I can't get out and stopped someone from stealing from my garden. They also help elderly people in the neighbourhood.'
GCH congratulates both our good neighbours on their awards.

Chair of GCH Customer Forum Pat Scannell says:

'There are many people living in our local communities who work quietly and tirelessly to support neighbours who need a helping hand. We are delighted to be able to present the GCH Good Neighbour Award to both these worthy winners.'

Both couples were presented with £100 worth of shopping vouchers and bouquets of flowers to mark the award.

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