



# Press release

For immediate release

Ref: GCH

24th March 2010

## GCH achieves ISO 9001:2008 re-accreditation

Gloucester City Homes is delighted to announce that it has been reaccredited with ISO 9001:2008. This followed an inspection on Monday 22nd March.

ISO 9001:2008 is a set of standards for ensuring that an organisation has quality management systems and is awarded by the International Organisation for Standardisation.

The inspection specifically reviewed Gloucester City Homes:

- Management systems
- Internal quality audits
- Sheltered scheme management
- Planned maintenance
- Supplier monitoring.

All areas received a positive review and recognition that information is being used for strategic decision making.

The inspector identified a number of strengths, stating in his conclusion that:

- 'The areas assessed during the visit were effective. In particular, the sheltered scheme management had excellent procedures with an emphasis placed on respect, privacy and customer care.
- Top level management and control information is being used for strategic decision making as part of the management review process and Board level overview. Quality management systems and internal audits conducted by GCH managers provided excellent controls with logical recommendations.
- Our Decent Homes programme has effective project management foundation.
- There were no non -conformities to review from previous assessments or any new non-conformities from this inspection'

### **GCH Chief Executive Ashley Green says:**

'I am delighted that we are again able to demonstrate to our customers that we have high quality systems and procedures in place which ensure we deliver

excellent services for our customers in accordance with our core values, pride, quality, integrity and innovation.'

**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 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