



# Press release

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## Gloucester City Homes Rent Prize Draw Winners

Ten Gloucester City Homes' customers have won £100 each just in time for Christmas, in the latest GCH rent prize draw. All the winners plan to spend the money on Christmas presents for children and family and were delighted to receive the unexpected windfall. The draw, which is part of GCH's drive to raise awareness of the importance of paying rent, gives customers who keep their rent accounts in credit the chance to win prizes totalling £1,000 every quarter.

Under careful management rent arrears have fallen to their lowest levels ever recorded by Gloucester City Homes and now stand at just £210,000 out of around £16 million total rent due each year.

### **Sam Chambers, Head of Income Management Services said:**

"I am delighted that our tenants are listening to our advice to keep their rent up-to-date, especially at this time of year when their priorities may be towards Christmas. It is important for anyone struggling to pay their rent to contact us so that we can try and help or put them in touch with another agency for specialist advice."

Sam added:

"We encourage our customers to pay by direct debit, which is a more cost-effective way of paying rent and also means that they have peace of mind because their payments are made automatically. We do all the work on their behalf."

GCH also runs a six-monthly prize draw for people who pay by direct debit with the next draw taking place at the end of December.

GCH customers who need advice about paying their rent can call the GCH helpline on 0800 408 2000 (freephone) or 01452 530626 (normal call charges apply). For further information visit [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) or GCHTV on Looking Local (Sky and Virgin Media.)

**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