



# Press release

Date: 6th August 2009

## **Gloucester City Homes and Kingsholm Tenants Consultative Committee Partnership Agreement**

Gloucester City Homes (GCH) and Kingsholm Tenants Consultative Committee (KTCC) are delighted to announce a new Partnership Agreement, which now formalises an already excellent working relationship for the benefit of the residents of the Kingsholm community. The agreement is due to be signed on 10<sup>th</sup> August at 12:30pm at Clapham Court in Kingsholm.

The partnership agreement recognises the importance that KTCC has within the community in partnership with GCH and gives an on-going commitment in terms of funding from GCH and also KTCC's commitment to continuing to provide services such as the programming of door entry keys for blocks of flats, the issuing of cards for the laundry and also close working with the estate caretaker.

Kingsholm held its first ever residents' meeting with 15 residents in June 1966 at the YMCA Hall in Kingsholm with Mr Gray in the chair and the Kingsholm TCC has flourished since with the hard work and dedication of its officers and members.

Kingsholm Tenant Consultative Committee (TCC) was established to empower the residents of Kingsholm Estate to be actively involved with firstly, Gloucester City Council and now Gloucester City Homes in providing high quality tenancy and estate services, which meet the needs of this community.

Kingsholm TCC represents a geographical area of Columbia Close, Sweetbriar Street, Union Street, Worcester Parade, Sherborne House, and Clapham Court with a mixture of a tower block, three storey flats, houses, maisonettes and sheltered accommodation. Residents pay an additional service charge for 37 hours per week caretaking service.

**Lisa Howarth, Head of Customer Services and Community Investment with Gloucester City Homes commented:**

"I'm pleased that the hard work and commitment of Kingsholm TCC over many years has been recognised in this partnership agreement. This agreement reflects GCH's continuing commitment to support and develop tenant participation and also KTCC's on-going commitment to provide these services for Kingsholm residents"

**Andrew Harley, Chair of Kingsholm Tenants Consultative Committee stated:**

“The TCC has been providing some of the basic services to residents on the estate on behalf of the Council, and now Gloucester City Homes ever since we took the step as a tenant association to become a TCC 15 years ago. We welcome the formalisation of what we do in this partnership agreement which will continue to benefit residents at Kingsholm.”

**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 4500 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 on the 9th March 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
- Achieved the Equalities Framework Award April 2009