



Press release

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Gloucester City Homes Prize Draw Winner

One of Gloucester City Homes' customers has won £200 in a quarterly prize draw. Mrs Emery's winning card was pulled out from all the "Your Views Count" cards sent in since November 2009.

Customer Services Officer Kelly Jordan presented Mrs Emery of Oliver Close, Tuffley with a certificate to mark her prize. Mrs Emery was delighted with her unexpected win and plans to treat herself to some new spectacles.

The "Your Views Count" cards are customer satisfaction/feedback forms used to identify where Gloucester City Homes can improve their services. Customers mark their scores and add any comments on the postage paid card and return it in the post. Gloucester City Homes is continually trying to improve its services and customers' opinions are an extremely important part of this process.

Lisa Howarth, Head of Customer Services and Community Investment, said:

"GCH strives to improve services as a result of customer feedback. The "Your Views Count card offers an easy and fast way for our customers to give feedback on key services directly after they have been received. We listen to and value our customers' feedback ensuring that where possible we incorporate all suggestions received into future service improvements."

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