

## Press release

Ref: GCH

Date: 18<sup>th</sup> September 2009

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### **GCH residents celebrate completed improvements**

Residents at 36-38 Winnycroft Lane in Matson held an event this week to celebrate the completion of a range of improvements to the landscaped areas around their homes.

A programme of improvements has been completed in recent months, including a new car park barrier, landscaping, renewing fencing and gates and re-turfing of individual gardens, new boundary fencing, renewing footpaths and drainage and a general clean up.

Further work was carried out at a Community Pride Event at the block in May, when new planters were installed at the front of the block.

This week's event marked the official opening of the car park barrier when the newly completed barrier was raised for the first time.

GCH Chief Executive Ashley Green comments: 'We have carried out extensive improvements to the external communal areas of this block and residents have been involved all the way from identifying the work that was needed through to joining in with filling the new planters on the Community Pride Day.

Today's event is a celebration of everything that has been achieved through working with the residents in this block. Our customers are totally delighted with what we have achieved with them and we have celebrated together to mark the completion of this work.

**ENDS**

**Contact: Jenny Wyatt Head of Marketing and Communications**

**Tel: 01452 396559**

**Email: [jenny.wyatt@gloscityhomes.co.uk](mailto:jenny.wyatt@gloscityhomes.co.uk)**

**[www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)**

## **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 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