



# Press release

Date: 15<sup>th</sup> June 2009

## Training success for GCH tenants

GCH tenants who had successfully completed City and Guilds Adult Literacy training received their awards at a presentation at Gloucester City Homes' offices last week.

Five tenants achieved City and Guilds Level One in Adult Literacy and a further three tenants achieved a Level Two qualification.

Certificates were awarded at the presentation by GCH Chief Executive Ashley Green to Maureen Norman, June Bettridge, Sylvia Tripp, Anne Taverner, Joan Cutmore, Alan Scase, (Level One), Dorothy Smith, John Clarke (Level Two) and Margaret Day (Levels One and Two.)

The computer based courses cover a range of IT skills linked to developing literacy skills and are part of an ongoing training programme for tenants organised by Gloucester City Homes.

In addition to the training awards, GCH tenant Mike Groom was presented with a certificate for being selected as a finalist in the Tenant of the Year category of the National Federation of ALMOs Awards.

GCH Chief Executive Ashley Green says:

I am delighted to have been able celebrate our tenants achievements with them by presenting them with these awards. GCH is committed to providing training for customers to enable them to develop new skills that they can use for employment purposes, personal use or for taking part in the many opportunities there are for tenants to get involved in developing services here at GCH.'

**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