



Press release

Ref: GCH

Date: 6th January 2009

Electronic rent payments reach record level

Gloucester City Homes' tenants took advantage of the opportunity to pay their rent online over the Christmas period as electronic payments of rent reached a new record level at the end of the year.

GCH offers a range of rent payment methods to ensure that it is easy to make rent payments at any time. Electronic payments online or over the phone have become increasingly popular with nearly 500 payments totalling £73,000 made in December alone and payments by this method totalling £528,000 from April to December 2008. This represents an increase of 270% since 2005 when the system was introduced.

GCH chief executive Ashley Green comments:

'We appreciate that Christmas is an expensive time and that the financial pressures on our customers are greater than ever this year.

However, these figures show that many of our customers have followed our advice to budget for the Christmas period and ensure that priority bills such as rent are paid on time.

With one eviction for non payment of rent already having taken place in 2009, those customers who still consistently fail to meet their rent payments should be warned that we will take firm action to deal with the issue. Our Income Management Team can offer advice to any customer who is in this situation.

With electronic payments enabling customers to make payments online or over the phone at any time even if our offices are closed, it is easier than ever for our customers to ensure that their rent is paid.'

GCH customers can pay their rent online at www.gloscityhomes.co.uk . Alternatively, customers wishing to pay over the phone can call GCH Customer Services Team on 0800 408 2000 during office hours or the automated payment service on 0845 155 600 out of office hours.

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.