

## Golden Gates Housing Trust press release

11 July 2011



### **Golden Gates Housing Trust continue to deliver excellent customer service**

Golden Gates Housing Trust (GGHT) have been recognised for delivering outstanding service to its customers. Following an onsite assessment in June, the Trust were shown to have once again achieved the Customer Service Excellence Accreditation.

The Customer Service Excellence Accreditation is the Government's Standard for customer service and is designed to be a driver of continuous improvement. The assessment criteria consists of 57 elements including customer insight, culture of the organisation and quality of service.

The assessor spoke to staff, residents and partner organisations before making the final decision and concluded that GGHT met all 57 criteria with only two partial compliances. He looked at a range of evidence on how GGHT understands who its customers are, how it shapes its services to meet their needs and works in partnership with others to improve services.

GGHT's Head of Policy, Performance and Governance Fiona Graham said: "Achieving this accreditation is a real testament to the commitment of our staff, who take their customers' experience very seriously. This acknowledges that GGHT recognises the importance of developing an in-depth understanding of its customers' needs and delivering customer service according to their expectations."

Andrew Mackay from the Centre for Assessment, said that "Beyond any doubt, Golden Gates Housing Trust meets the requirements of Customer

Service Excellence. All staff involved the assessment were keen to provide evidence in support of the application and it was evident that they share a clear pride in what they do. Staff demonstrated a real passion for developing and delivering services which consistently meet the needs and expectations of their customers.”

News of the achievement comes hot on the heels of GGHT’s HR department being named Human Resources team of the year at the 2011 Housing Heroes Awards. The Trust is also one of a select number of organisations to have been given the Investors in People gold award.

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Pictured with the CSE certificate (left to right): Royston Willard (Tenant Board Member), Carole Hassan (Independent Board Member) Fran Murray (Tenant Board Member/Acting Chair), Gareth Riley (Service Improvement Officer), Peter Mercer (Chief Executive) and Alison Foy (Governance & Policy Manager).

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For further information contact Neil Martin, Communications and Involvement Manager [neil.martin@gght.org.uk](mailto:neil.martin@gght.org.uk) or phone 0800 25 26 27

### **About Golden Gates Housing Trust**

Golden Gates Housing Trust (GGHT) launched on 29 November 2010, formed as part of the Stock Transfer of 8,700 homes from Warrington Borough Council. The transfer converted the successful Arms Length Management Organisation Golden Gates Housing into a registered provider of social housing.

GGHT will be investing around £105M in tenants' homes and neighbourhoods over the first 5 years and £530M over 30 years to deliver the "Warrington Standard". This Standard has been developed by GGHT's tenants to ensure that improvements and investment is prioritised in the areas that tenants have said are a priority. Plans include the installation of double glazing and secured front and rear doors in all properties over the next five years as well as environmental improvements such as fencing, gates and lighting.