

Happy first Birthday – GGHT!!



On the 29 November 2010 we became a Housing Trust, following a successful ballot of all our tenants. Below is a snap shot of what has been achieved since then...

November 2010 – January 2011

Golden Gates Housing Trust is launched and work starts immediately – with windows and doors (security package) in Latchford.

New GGHT Tenants Scrutiny Panel is launched, allowing tenants to scrutinise GGHT and ensure that we do what we promise.

Local Jobs - Since becoming a Trust we have filled 26 jobs with local people.



February – April 2011

Launch new GGHT Handyperson service.

Double the amount of estate inspections to 70 per year.

Hold a series of 'Make Difference Weeks' in a number of areas in Warrington, to take our services out to local residents and promote opportunities in their own area.

Hold an 'Easter Community Fun Day' in Bewsey, following on from local consultation which identified the need for half term activities for kids in the area.

Introduce new and improved repair response times.

GGHT become a hate crime reporting centre, working in partnership with Cheshire Police.



Year 1... As of September 2011 we have...

Works	Units Completed	Customer Satisfaction	Where we are up to...
Security – doors, windows, & lights	1420	96%	Work completed in Latchford East & West. The work has now moved on to Bewsey, Whitecross and Dallam.
Bathrooms	136	98%	Installing bathrooms in Fairfield and Howley. Installing a number of Aids & Adaptations works throughout Warrington.
Kitchens	223	99%	The back log of kitchens, which is an offer document promise, was completed in November. Introduced full decoration package giving tenant choice of wall colour finishes.
Fencing	124	97%	Work completed in Croft. Working in Culcheth and Burtonwood.
Central Heating	116	95%	The work started on site in August and is progressing well.
Castle Walls	The start date is planned for January 2012 and the project is expected to run for 12-16 months on Longford and Old Orford.		



May – July 2011

Winners of the 2011 Garden Competition announced.

Achieve reaccreditation of the customer service excellence award, which recognises GGHT delivering excellent services to its customers.

Partner in the summer Mela celebration – which celebrated the many cultures in Warrington.

Form a partnership with Warrington Wolves Foundation, to provide additional services and activities on GGHT estates, including activities for kids.

August – October 2011

Take on 10 apprentices to work in all areas of the business, including plumbing, plastering and housing management.

Hold the 2011 Warrington's Got Talent Final.

Launched the Longford Quality of Life Project.

Launch new Community Fund – allowing local community groups to access a pot of money worth £5,000, for more information call GGHT Tenant Participation Team free on 0800 25 26 27.

