



PRESS RELEASE

3rd December 2004

Flooring the opposition!



Photographs available of Deputy Group Chief Executive Martin Frost and headquarters building

New Charter Housing Trust Group scooped the premier project award at the prestigious Information Management awards last night (*Thursday 2nd December*) – by not building!

We won with our innovative document management system, designed in conjunction with BancTec, an international company and the UK's leading supplier of solutions to the financial services and banking sector. This reduced our dependence on paper filing so much that our new headquarters building was designed with an entire floor LESS than first envisaged – saving over £600,000 at a stroke.



business for neighbourhoods



The competition included the Athens 2004 Olympic Games, British Telecommunications, Prudential and United Utilities, but the way we manage documents harnessing technology got us to the winning post first.

The Information Management Awards are the premier European recognition of excellence and innovation in the management of business information, and a showcase for success.

The awards took place at the Grosvenor House Hotel where Martin Frost, Deputy Group Chief Executive received the winner's award. He said, "Many of our staff contributed to the success of this project. Introducing such a major change has been almost problem-free. Staff can focus on helping the customer and assessing cases rather than searching for files. Our ratings are already high, but I believe this business solution will help us further improve customer service".

Nearly 500 New Charter employees use the system to view all property and tenant files electronically and check the status of repairs, suitability of tenants, applications etc. speedily and efficiently. More than 4 million backfile pages are stored in the archive.

NOTE FOR EDITORS

1. New Charter formed in 1999 as the new landlords to own and manage nearly 16,400 properties transferred from Tameside Metropolitan Borough Council in Greater Manchester. With a turnover of more than £50million a year and a workforce of 800,



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New Charter is one of the country's largest Registered Social Landlords, and is regulated by The Housing Corporation, a Government watchdog.

2. The Information Management awards are recognition for the organisations who show the vision and business skills to implement leading-edge technology projects to reap real business benefits, and to develop ground-breaking innovative products. These companies deserve the accolade of being publicly acknowledged as industry leaders and the accompanying extensive media coverage of their achievements.
3. BancTec's property management solution is based on the company's eFIRST product suite. BancTec has its UK headquarters at Colnbrook in Berkshire. Contact Ian Painter tel. 01753 778888.
4. **iN business for neighbourhoods** is a major new campaign, through which housing associations and companies across England are demonstrating the positive difference they make to people's homes, communities and quality of life. New Charter is one of over 360 housing companies and associations supporting the initiative. We've made a commitment to neighbourhoods, customers and excellence. We recognise customers are the driving force behind our business and we seek excellence and improvement in what we do for them.

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