

PRESS RELEASE

Immediate release

12th November 2007

Shop shut for week

One of New Charter's Customer Advice Centres will close this weekend.

But customers and callers to our Hyde shop at 12-14 Clarendon Street will be welcomed back on Monday 26th November after week-long structural works are complete.

And despite the difficulties, staff will offer a replacement service to callers from a stand in Howard Place (near Argos) in Clarendon Square Shopping Centre from Monday 19th – Friday 23rd November each day from 9am.

The advice centre was the first opened by New Charter, following customer surveys which showed a demand for handy town centre locations.

Back in June 2001, New Charter invited the town's recently elected MP James Purnell to perform the opening ceremony. Both have flourished since, with Mr Purnell landing the job of Secretary of State for Culture, Media and Sport in Gordon Brown's first Cabinet. New Charter has topped the tenant satisfaction league tables for large landlords in England for the last two years.

Christine Amyes, Director of Organisational Development at New Charter said "This work is the first part of a refit which will give customers a better experience. Our staff were determined to continue with a local service in Hyde during that week. We hope customers old and new will value their efforts to maintain our local presence in the town. Inevitably, we will not be able to offer our full range of services without confidential interview rooms, but we have support from our other service points in Denton, Ashton and Stalybridge."

NOTES FOR EDITORS

1. New Charter formed in 1999 as the new landlords to own and manage homes transferred from Tameside Metropolitan Borough Council in Greater Manchester. With a turnover of £53million a year and a workforce of 800, New Charter is one of the region's largest Registered Social Landlords, and



is regulated by The Housing Corporation, a Government watchdog. By incorporating Aksa Housing Association, the Group owns around 15,000 homes.

2. The temporary stand will have computer and voice links into our network. Hours of staffing are Monday to Wednesday 9am – 5pm, Thursday 9am – 4.30pm, Friday 9am – 4pm.
3. Alternative customer advice points are at 9 Albert Street Denton, 2 Henrietta Street, Ashton-under-Lyne and 63-65 Grosvenor Street Stalybridge, as well as the headquarters on Cavendish Street Ashton-under-Lyne.
4. **iN business for neighbourhoods** is a long-term project highlighting housing associations' performance. As social businesses, housing associations do not make profit. They offer homes for rent and sale at prices local people can afford. Housing associations provide more than homes - they help create places where people want to live. Wherever you see the **iN business for neighbourhoods** sign, something great is happening in the area. Housing Associations who display this logo are committed to their customers, the neighbourhoods they work in and strive for excellence in everything they do.

CONTACTS:

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