



# PRESS RELEASE

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## Top 100 listing for New Charter



**Photograph of award presentation available**

New Charter has been named one of the top 100 companies to work for in Britain.

Already topping customer satisfaction for large landlords, New Charter was named at no.52 in the prestigious list announced in the Sunday Times yesterday (8<sup>th</sup> March).

The Sunday Times has run the lists for almost a decade. This year, 997 companies submitted themselves to the scrutiny of the people who know them best - their staff.

The recognition followed the award of two stars in the Best Companies accreditation. This used a 'Michelin style' star rating for organisations that demonstrate high levels of employee engagement. Based on staff feedback, organisations receive a Best Companies index score which determines their star rating compared to a fixed standard. One star is first class, two stars are outstanding and three stars are extraordinary.

The importance of being a great place to work doesn't diminish in tougher economic times. Committed staff understand the differences in recession, and are much more likely to go that 'extra mile'.



**business for neighbourhoods**

Caroline Gregory started work in the Revenues section of New Charter in 2008. "Initially I was attracted by word of mouth recommendations, and some of them seemed too good to be true. But my experience has backed these up – immediately I joined, I was encouraged and offered training and development. There's a pride in working here and everyone wants to succeed. What I contribute here is noticed and that's a great feeling. There's an emphasis on performance, but there's flexibility to manage my family commitments as well as work. And we do have fun as well! I doubt there are more rewarding places to work."

Group Chief Executive Ian Munro was also delighted. "We focus on customers and they have rated us highly in the last four years. But I understand what our customers have consistently told us – a great company is made by its great people."

"Listening is as valuable as leadership when managing many employees. We are rightly proud of this achievement, especially looking across at some of the excellent businesses we now rub shoulders with. But I'm always looking for improvement - so we'll aim to be higher up the list in future."

## 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 £59million a year and a workforce of 840, New Charter is one of the region's largest Registered Social Landlords, and is regulated by the Tenant Services Authority, a Government watchdog. By incorporating Gedling Homes, the Group owns 18,600 homes.
2. The employee surveys were carried out by Best Companies Ltd. The views of more than 200,364 employees from those 997 companies were fed into this year's results. The survey is a unique insight into the minds of UK employees. It illustrates what's important to today's workforce and how the companies featured on the lists recognise the rewards of listening to and caring for their employees.
3. Best Companies' methodology identifies workplace performance and best practice according to eight key factors. These factors are particularly significant as they are defined through the results from the survey process, and therefore by employees themselves, as critical factors in workplace engagement.
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.

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**ENDS**



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