

PRESS RELEASE

23rd August 2002

STAR SERVICE FOR HOMELESS

Excellent customer care and constant improvement at New Charter's Housing Aid Centre has won star praise from Government Inspectors.

The Homelessness and Housing Advice Service is provided by the Registered Social Landlord on behalf of Tameside MBC. All Council homes were transferred to the New Charter Housing Trust Group in March 2000. Additionally, Tameside contracted with the Group to provide its statutory service.

The service came under the microscope of the Audit Commission Inspectors as part of the Council's Comprehensive Performance Assessment. They awarded it a one star service commendation with excellent prospects for improvement. The inspection report praised a number of key strengths including effective partnerships that are helping to provide a range of housing advice support and accommodation. Clear policies and procedures were in place that demonstrated the quality of the service.

CONT

