



# Photo press release

For immediate release

Date: 21 October 2008

THH 01/08

## THH caretakers polish up qualification

Frist group of Tower Hamlets Homes caretaking staff have completed 'cleaning operators professional qualifications' and were presented with British Institute of Cleaning Science (BICSc) certificates.

Tower Hamlets Homes, an arm's-length management organisation set up by the Tower Hamlets Council to manage its housing stock and provide improved services to tenants and leaseholders, is planning on training all of its 96 caretaking team over the coming 12-18 months.

Paul Leo, head of housing and customer access, said: "We're determined to equip all our front line staff with the right skills needed to deliver a more professional service. That's why we decided that all our caretakers need to be trained to the BICSc standard, which is the largest independent professional and educational body within the cleaning industry."

BICS, which was founded in 1961 to raise the status and standards of the cleaning industry through education, offers a wide range of assessment schemes and training courses.

[quote from one of the caretakers]

### Attached:

Photo of (left-right) Gary Chalk, Roger Pyne and Peter Grestock presenting their BICSc Cleaning Operatives Proficiency Certificate, and Paul Leo, Tower Hamlets Homes head of housing services and customer access

**END**

Communications Team, Tower Hamlets Homes, Jack Dash House,  
2 Lawn House Close, Marsh Wall, London E14 9YQ

