



Good news!

The Concierge Service meets our customers regularly to ask for your thoughts on how services can be improved. One thing we were asked is why the bin chutes and bins do not get cleaned? The short answer was that this work is not part of any existing contracts and so there is no money allocated to carry this out and it's not cheap.

Undeterred we looked at other options and made a bid for some funding under an excellent new scheme YHN launched called 'You've Got the Power'. A link below shows you what that was all about and a copy of our presentation is there too.

http://www.yhn.org.uk/events/event_items/youve_got_the_power_2011.aspx

We weren't the winner of this but due in part to the quality of the bid and the benefits it would bring to customers we were granted some funding to start this programme.

As with everything these days you've got to shop around and haggle for the best deal and that's what Michelle Wade, Concierge Service Co-ordinator has been doing. After ruthless negotiations she has arranged for work to be carried out to clean the inside of the bin chutes from the top of the building to the bottom, cleaning the chute drawers and pressure washing the bins. This should really reduce areas in the blocks where odours have been reported.

The blocks to be done through October/November, based on site assessments and priority will be:

Merlay Hall	Wardroper House	Hunter House
Dean House	Walkerdene House	Eastfield House
Westgate Court	Vallum Court	Todds Nook

This doesn't mean we've forgotten the other blocks. Our plans for the new services we'll provide in future involve our own teams doing these tasks, and that will be rolled out as part of the phased changes to the services.

For those of you living in the blocks listed above, we will give you more details of dates and procedures nearer the time and if anyone wants to keep up to date with

services changes I've mentioned please take a look at our website where you'll find lots of useful information. This link will take you directly to it.

http://www.yhn.org.uk/tenancy_services/concierge_service.aspx

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Concierge Service Co-ordinator

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