



Your Homes
Newcastle

Concierge Service Review Update: November 2011

As many of you may know, the Concierge Service was reviewed in 2009 to see how it could be improved whilst offering the best value for money for you.

We consulted with hundreds of customers to get their views on the service and these were taken into consideration when the final decision on the best way to go forward was made.

What this means for you is:

- A central enquiry centre to report incidents, answer enquiries and monitor blocks via CCTV
- Every Concierge Service property will be linked to the enquiry centre via intercom
- Every block will have regular on site Concierge staff providing building cleaning, repair reporting, good neighbour and enquiry services every working day, during the day allowing staff to become familiar with the site, its residents and other YHN staff working in the area
- Every Concierge block will have an information and access point directly linked to the enquiry centre located in the lobby of the block, giving additional access to the enquiry centre and information on services
- Every block will receive the Concierge Responsive Service 24 hours a day. This service will respond to complaints and enquiries, as well as to any emergencies or issues which the on site staff could not resolve. The Responsive Service would provide support to enquiry centre staff by providing site presence when needed

In addition to the CCTV and door access systems, customers at existing resident sites would also benefit from having their smoke and intruder alarms monitored as is the case with current 24 hour sites.

We will keep our 'good neighbour' role . This will continue in the new service and will be more flexible as Concierge staff won't be confined to lodges.

Overall, we are confident that the introduction of this new system will improve the service you receive. Not only are we providing a more flexible service, with staff on hand 24 hours a day to assist you, but we are investing in new technology which will allow us increase security and respond faster.

When will the service change?

In April 2012 we plan to switch the first blocks from the existing Concierge services to the new enquiry centre. We will then move all the other blocks to the new system over the next 18 months to 2 years in a phased programme. You can be confident that current systems will be maintained whilst the changeover takes place and you shouldn't see any interruption to your service. We will be contacting you before changes take place to ensure we are aware of any local issues.

It is a huge project, which will see lots of changes to the service but we want to reassure you that your safety and support are important priorities for us and we will continue to keep you informed as the project progresses.

We have continued to consult with both staff and customers throughout the review to make sure that the changes we make continue to provide the best solution for everyone and we are confident that we have succeeded in doing so. However, we are aware that some of you still have some concerns about what the changes will mean for you. So, if you do have questions about the review please contact the Concierge Service on **0191 278 8688** or visit the Concierge Service section of our website, www.yhn.org.uk