



Your Homes
Newcastle

Concierge Service Review update: November 2011

As many of you will 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.

It is a huge project, which will see lots of changes to the service but we believe these changes will make a positive difference to those customers who receive the Concierge Service.

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

Resident safety and support are important priorities for us and we are confident that the changes will improve things for customers.

However, if you do have any questions or concerns about the changes that are taking place, please visit the Concierge Service section of our website at www.yhn.org.uk or contact the Concierge Service on **0191 278 8688**.