

conciierge news

Conciierge Service newsletter - keeping you up to date

Summer 2009



In this issue

Waste recycling services



Block cleanliness



Recognising staff efforts



Useful information

This information is about how we manage council homes in Newcastle. If you need this in your language or a different language phone 0191 278 8633.

This information is also available in easy read, large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

বাংলায় - Bengali

এই তথ্য হল ইউর হোমস নিউক্যাসল সমন্ধে। এবং আমরা কিভাবে দায়িত্ব পালন করছি সে সমন্ধে। ইউর হোমস নিউক্যাসল, নিউক্যাসল সিটি কাউন্সিলের পক্ষে কাউন্সিলের ঘর বাড়ী ব্যবস্থাপনার দায়িত্বপ্রাপ্ত। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩

普通话 / 国语 - Chinese Simplified

这是有关代表纽卡斯尔市政府（Newcastle City Council）负责管理市政房屋的 Your Homes Newcastle（您的纽卡斯尔住房）组织的信息，内容解释了我们是如何运作。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。

廣東話 / 粵語 - Chinese Traditional

這是關於 Your Homes Newcastle（您的紐卡素住房）機構的信息，內容解釋了我們代表紐卡素市政府（Newcastle City Council）負責管理市政房屋以及如何運作。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。

فارسی - Farsi

این اطلاعات درباره سازمان «خانه‌های شما در نیوکاسل» و عملکرد آن است. این سازمان از سوی شهرداری نیوکاسل، مسئولیت اداره خانه‌های دولتی را به عهده دارد. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان‌های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.

Français - French

Ces informations concernent Your Homes Newcastle : qui est chargé de gérer les logements sociaux au nom de la municipalité de Newcastle et comment nous procédons. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.

کوردی سۆرانی - Kurdish

ئەم زانیاریانە سەبارەت بە Your Homes Newcastle و چۆنیەتی کارکردنەکەبە کە لە لایەن شۆرای شاری نیوکاسلکەوه ئەرکی ئەوهی پێدراوه کە خانووەکانی شۆرای شار بەرپۆه‌بەرایەتی بکات. ئەگەرچەزاتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانیکی دیکە هەبە بە ژمارە تیلیفۆنی 0191 278 8633 پێوهندی بکرن.

Português - Portuguese

Esta informação refere-se à *Your Homes Newcastle*, a organização responsável pela gestão da habitação social em nome do Município de Newcastle, e a nossa situação actual. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.

РУССКОМ - Russian

Информация о Your Homes Newcastle, которая отвечает за управление делами муниципального жилья от имени Муниципалитета г. Ньюкасла и об общем состоянии дел.

Español - Spanish

Esta es información sobre Your Homes de Newcastle, que es la responsable de gestionar las viviendas municipales en nombre del Ayuntamiento de Newcastle, y sobre nuestra manera de hacerlo. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

This edition of the Concierge Service newsletter was published in May 2009. For more information on the Concierge Service or any features in this newsletter please contact:

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YHN House, Benton Park Road,
Newcastle upon Tyne,
NE7 7LX.

Tel: 0191 278 8688
Fax: 0191 278 8687
E-mail: YHNConciergeService.ManagementTeam@yhn.org.uk
Website: www.yhn.org.uk



Welcome to the summer 2009 edition of the Concierge Service newsletter.

Since our last newsletter in summer 2008, YHN has created the Support and Care Service within the organisation. My name is Martyn Burn and I'm Head of the Support and Care Service which is made up of:

- Advice and Support team
- Asylum Seekers Unit
- Concierge Service
- Community Care Alarm and Sheltered Housing Service
- Young People's Service.

YHN created the Support and Care Service to bring together all YHN services which contribute to the wellbeing of tenants and leaseholders. I became Head of the Service in September 2008 and I'm delighted to be working with the staff in the Concierge Service. Concierge staff provide a valuable service, working with local housing management teams to support people in their homes within in a safe and secure environment.

We received the result of our Audit Commission inspection last summer, and this described the Concierge Service as a provider of excellent services. Since then, we have decided to review our overall service. The Concierge Service review is being led by Helen Garbutt, Concierge Service Manager, and her team and has the full support of the YHN Board.

You can read more about the review and how you can be involved in it on page 15. I hope you will contribute towards the review by letting us know what you think.

Contents

	Page
We want to know what you think!	4
Waste recycling services	4
Newcastle Tenants Federation	5
Recent changes to our Management Team	5
Block cleanliness	6
How clean are our blocks?	6
Recognising staff efforts	7
Meet Wendy Bell	7
Charity 11-a-side football match	7
Block cleanliness inspections	8-11
Added value works	12
Meet Terry McDonough	13
Staff training and development	13
Furniture recycling project	13
You said we did - what do we do with your feedback?	14
Concierge service survey June 2008	14
Compliments, complaints and comments	14
The year ahead – Concierge Service review	15
More information online	16
Useful numbers	16

YHN's fifth birthday

Your Homes Newcastle (YHN) is an independent company set up by the Council in April 2004 to manage their housing stock.

The Concierge Service is one of the services provided by YHN for tenants and leaseholders of Newcastle City Council.

YHN celebrated its fifth birthday on 1st April 2009. We are very proud of our achievements over the past five years which have improved our services and the lives of our customers. We are also proud of the development opportunities that YHN offers staff and the award we received from the Audit Commission which rated us as a 3* excellent service. This confirms the positive feedback we have received from our customers but we are committed to continuing to improve further.

The company's headquarters are in YHN House, Benton Park Road, Newcastle upon Tyne, NE7 7LX, telephone number, 0191 278 8600.

We want to know what you think!

We are committed to putting you first and providing great customer service. We have service standards so that all our customers are clear about the level of service they can expect to receive from us.

Our Service Standards

- Provide a 24 hour responsive service for YHN tenants who receive the Concierge Service.
- Provide reception and security services, including 24 hour monitoring of CCTV and smoke alarms.
- Provide building cleaning services in specific locations.
- Perform a range of good neighbour duties to add value to the role.
- Carry out regular inspections of building cleanliness, including sites where the cleaning service is provided by our service provider.
- Liaise with our service provider to monitor performance within the building cleaning service level agreement, to ensure that any improvement action plans are completed.
- Carry out regular safety and security inspections of YHN properties.
- Provide customers with 24 hour access to the service via a free phone.

We are always keen to hear your comments about our service standards and the service we offer you. You might want to complain about something you feel we have done badly or compliment us when we have done a great job. We also welcome suggestions about how we can improve what we do.

How can I get in touch?

You can tell us what you think by:

- Tel: 08000 731 389
- Email: YHNConciergeService.Management.Team@yhn.org.uk
- Online: www.yhn.org.uk

Waste recycling services

Over the past 18 months the Concierge Service has been working with tenants' groups and the Waste Management Team to provide recycling facilities throughout the city.

This has been a difficult process to introduce, particularly in multi-storey blocks. The Concierge Management Team has listened to the views of customers, many of whom

are keen to do more recycling and worked with the Waste Management Team to decide the safest and most popular areas to put the recycling bins. This took into account the needs of tenants to have facilities as close to the blocks as possible.

This has been a successful process but the Waste Management Team will continue to try to improve services in the future. New multi-use bins will be provided to replace some bins that can only be used for a specific purpose - this will reduce the amount of sorting



you need to do to make the whole process easier for you.

Please use the new facilities. If you have any ideas about how we can improve recycling options, please contact us on 0191 278 8688.

Newcastle Tenants Federation: supporting tenant involvement for over 32 years...

Newcastle Tenants Federation was established in 1977 as an independent umbrella organisation to represent tenants and residents associations across the city.

Tenants in Newcastle influence housing policies and service delivery through a number of working groups. These are the Living in Flats Working Group, the Repairs Development Group, the Investment Forum and the Black and Ethnic Tenants Forum.

The Federation mainly works with organised tenants and residents associations. Registered or affiliated associations can receive training, funding and lots of useful information. It works in partnership with Your Homes Newcastle and Newcastle City Council to deliver tenant involvement across the city.

Since 2003, services in blocks of flats have improved significantly due to joint working

with YHN's Concierge Service. The Federation needs your help – please tell them about where you live and how services have improved or could be improved in the future.

If you live in a flat and you would like to know more about the Living in Flats Working Group, please contact the Federation.

Contact the Newcastle Tenants Federation

Tel: 0191 232 1371

Email: info@newcastletenantsfed.org.uk

Website: www.newcastletenantsfed.org.uk

By post: Newcastle Tenants Federation,
1st Floor, 1 Pink Lane, Newcastle upon Tyne,
NE1 5DW.

Recent changes to our Management Team

Over the past six months we have made some changes to the Concierge Management Team to benefit concierge staff and customers.

Because the permanent Management Team is small compared to the overall number of staff in the service, we decided to add two extra Service Coordinators for twelve months. Also, to make sure we offer a high level of service across the city, we have made sure no supervisor jobs are vacant by making some

members of staff acting supervisors. We also have extra admin resources to support the overall service.

These changes have been made to make sure that we can continue to improve the levels of customer service that we offer you.

Service Manager

Helen Garbutt

Service Coordinators

Dominic Connor

Vacant

Wendy Bell

Supervisors

Paul Marshall

Terry McDonough

Laurie Maxwell

Joe Flood

Tony Darling

Tony Houchin

Acting Supervisors

Steve Taylor

Steven Orrick

John Richardson

Tom Dowling

Malcolm Coleman

Block cleanliness

You have told us that the cleanliness of your block is one of the most important tasks Concierge staff deal with. We regularly inspect blocks to make sure that YHN staff and our contractors are providing the level of service that we expect.

We need you to attend these inspections to give us your views and to discuss where we can make improvements. The dates of these inspections are advertised on our website and on the noticeboards in your block. We've also included the details of each inspection in this newsletter for you to keep at home – see pages 8 to 11. Please attend your inspection if you can – it's your chance to tell us what you think about the cleanliness of your block.



How clean are our blocks?

Results of block cleanliness inspections are posted on noticeboards in your block quarterly and are reported back to Newcastle Tenants Federation for discussion. Here's a snapshot of our performance for the last quarter up until the 31st December 2008:

Blocks cleaned by YHN	Total inspected	Blocks cleaned by Neighbourhood Services	Total inspected
32	100%	47	100%
Rating	Percentage	Rating	Percentage
Very good	78%	Very good	21%
Good	12%	Good	47%
Satisfactory	10%	Satisfactory	27%
Unsatisfactory	N/A	Unsatisfactory	5%
Major improvement required	N/A	Major improvement required	N/A

Recognising staff efforts

This has been a great year for staff gaining awards and recognition for their efforts to provide excellent services to our customers, often going far beyond what is expected of them.

Carl Nicholson, Concierge, was recognised at Newcastle City Council's Star Awards for his hard work and dedication with an award presented by the Lord Mayor. Eight members of the Concierge team were also nominated for YHN All Stars awards in February 2009 for their positive contribution to the organisation and, most importantly, customer service.

Customers have also given us compliments - these are logged and passed on to the staff. The fact that customers make the effort to do this is very positive and welcomed by the team. Over the last year, 24 formal compliments have been logged.



Meet Wendy Bell



My name is Wendy Bell and I am one of the three Concierge Service Coordinators. I joined the service in January and am now responsible for the day-to-day management of 44 members of staff.

My background is Project and Customer Service Management having spent the last 15 years working on a number of not-for-profit and regional projects, more recently with Northumbria University.

Aside from being a member of the team responsible for the day-to-day management and running of the Concierge Service I am also involved in training and development, IT related issues and CCTV amongst other things.

I am keen to bring the knowledge and experience that I have gained to assist the service while it is reviewed and take us forward to whatever the outcome may be.

My first challenge has been getting to know all the staff and the sites!

I like to think that by working proactively we can work towards an exciting new future.

www.yhn.org.uk

Charity 11-a-side football match

Concierge Allstars v Northumbria Police:

1.00pm, Gosforth, Red Nose Day 2009

Organised by David Ord, Concierge, in aid of Comic Relief, the Concierge Allstars team consisted of staff from Concierge Services, Street Wardens, Environmental Agency staff, YHN tenants and a guest appearance by none other than YHN Chief Executive John Lee.



Both teams fought hard for the win in an exciting and lively game. With two minutes to play, the scores were level at 3-3 and the captains had one eye on penalties, when one of the Allstars popped up to score a spectacular winner - from all of two yards out! The Police are now looking for a rematch, hopefully in aid of Children in Need, later this year.

The match raised £245 for Red Nose Day - a good result for the Concierge Allstars and, more importantly, the Comic Relief charity.

Block cleanliness inspections

Block	Address	Date and time 1	Date and time 2
Adelaide House	Gill Street, Elswick	3rd April - 2pm	10th August - 2pm
Apsley Crescent 107-145	Apsley Crescent, Fawdon	20th April - 10am	23rd July - 10am
Banbury Road 66-99, 101-139, 141-179	Banbury Road, Fawdon	20th April - 10am	23rd July - 10am
Beaumont House	Beaumont House, Blakelaw	16th April - 10am	21st July - 10am
Beechgrove Road 28 A-F, 36 A-F	Beechgrove Road, Westgate	6th April - 2pm	10th July - 2pm
Blagdon flats	Blagdon Street, Ouseburn	30th April - 2pm	3rd July - 2pm
Breamish House	Breamish Road, Ouseburn	29th April - 10am	20th July - 10am
Brockwell House	Sunnyway, Blakelaw	16th April - 10am	21st July - 10am
Byker Offshoots	Byker	20th April - All day	23rd July - All day
Churchwalk House	Titan Road, Walker	6th May - 10am	10th August - 10am
Clarence / Stoddart House	Shieldfield	14th April - 11.30am	13th July - 11.30am
Colwyne Place	Colwyne Place, Blakelaw	16th April - 2pm	21st July - 2pm
Cruddas Park flats	Riverside Dene (was Cruddas Park)	7th May - 2pm	11th August - 2pm
Dean House	Tumulus Avenue, Walker	3rd April - 2pm	6th July - 2pm
Denton Park House	West Denton Way	27th April - 10am	30th July - 10am
Eastfield House	Tumulus Avenue, Walker	3rd April - 2pm	6th July - 2pm
Ewart	Ewart Court, Fawdon	10th April - 2.30pm	17th August - 2.30pm
Fawdon Park House	Fawdon	10th April - 10am	17th August - 10am
Felton Walk / Byker Crescent	Felton Walk, Byker	9th April - 2pm	8th July - 2pm
Gibson Street	Gibson Street, Ouseburn	6th April - 2pm	3rd July - 2pm
Grafton House	Heaton Park Road, Heaton	18th May - 2pm	20th August - 2pm
Graham Park Road 39-73	Graham Park Road, West Gosforth	29th April - 2pm	20th July - 2pm
Harehills	Montagu Estate, Kenton	3rd April - 11.30am	10th August - 11.30am
Hareside Court 1-56	Hareside Court, Newburn	21st April - 10am	21st July - 10am
Haughton Court	Haughton Court, Elswick	26th May - 10am	27th August - 10am
Heaton Park Court	Heaton Park Road, Heaton	18th May - 2pm	20th August - 2pm
Henry Square	Henry Square, Ouseburn	9th April - 10.30am	9th July - 10.30am
Hexham House	Church Street, Walker	6th May - 10am	10th August - 10am
Hillsview 99-121b	Hillsview Avenue, Kenton	20th April - 10am	23rd July - 10am
Hilltop House	West Denton	27th April - 11.30am	30th July - 11.30am
Hunter House	Greenford Road, Walker	15th June - 2pm	16th September - 2pm
King Charles Tower	Shield Street, Shieldfield	15th June - 10am	16th September - 10am
Kings Meadow	Brunel Terrace, Riverside Dene*	26th May - 1pm	27th August - 1pm
Kirkwood Drive 213-235	Kirkwood Drive, Kenton	5th May - 2pm	7th August - 2pm

*Riverside Dene was Cruddas Park Continued overleaf

We regularly inspect your blocks to make sure that YHN staff and our contractors are providing the level of service that we expect. We need you to attend these inspections when you can to give us your views and to discuss how improvements can be made.

The dates and times of the inspections in your blocks are below and overleaf.

Date and time 3	Date and time 4	Meeting place	Supervisor
5th October - 2pm	22nd January 2010 - 2pm	In the foyer	Tony Houchin
27th October - 10am	15th January 2010 - 10am	At the main entrance	Joe Flood
27th October - 10am	15th January 2010 - 10am	At the main entrance	Joe Flood
22nd October - 10am	11th February 2010 - 10am	In the foyer of Moorland House	Laurie Maxwell
14th October - 2pm	5th January 2010 - 2pm	In the main entrance	Paul Marshall
23rd October - 2pm	27th January 2010 - 2pm	Outside flat 1	Laurie Maxwell
6th October - 10am	26th January 2010 - 10am	In the foyer	Laurie Maxwell
22nd October - 10am	11th February 2010 - 10am	In the foyer of Moorland House	Laurie Maxwell
27th October - All day	1st February 2010 - All day	See noticeboard for details	Tony Houchin
11th November - 10am	15th February 2010 - 10am	In the foyer of Titan House	Joe Flood
14th October - 11.30am	13th January 2010 - 11.30am	In the foyer	Tony Darling
22nd October - 2pm	11th February 2010 - 2pm	Colwyne Place Foyer	Laurie Maxwell
2nd November - 2pm	5th February 2010 - 2pm	At the main entrance	Paul Marshall
12th October - 2pm	14th January 2010 - 2pm	In the foyer	Joe Flood
28th October - 10am	25th January 2010 - 10am	In the foyer	Tony Houchin
12th October - 2pm	14th January 2010 - 2pm	In the foyer of Dean House	Joe Flood
20th October - 2.30pm	15th January 2010 - 2.30pm	In the foyer	Tony Houchin
20th October - 9am	15th January 2010 - 10am	In the foyer	Tony Houchin
12th October - 2pm	7th January 2010 - 2pm	In the foyer	Tony Houchin
6th October - 2pm	4th January 2010 - 2pm	In the foyer	Tony Darling
23rd November - 2pm	11th February 2010 - 2pm	In the foyer of Molineux Court	Laurie Maxwell
6th October - 2pm	26th January 2010 - 2pm	In the foyer	Laurie Maxwell
5th October - 11.30am	22nd January 2010 - 11.30am	In the foyer	Tony Houchin
22nd October - 10am	26th January 2010 - 10am	Manor Grove main entrance	Tony Darling
16th November - 10am	22nd February 2010 - 10am	In the foyer	Paul Marshall
23rd November - 2pm	11th February 2010 - 2pm	In the foyer of Molineux Court	Laurie Maxwell
12th October - 10.30am	14th January 2010 - 10.30am	In the foyer	Terry McDonough
11th November - 10am	15th February 2010 - 10am	In the foyer of Titan House	Joe Flood
27th October - 10am	15th January 2010 - 10am	At the main entrance	Joe Flood
28th October - 11.30am	25th January 2010 - 11.30am	In the foyer	Tony Houchin
8th December - 2pm	11th March 2010 - 2pm	In the foyer of Melay Hall	Terry McDonough
8th December - 10am	11th March 2010 - 10am	In the foyer of Pandon Court	Terry McDonough
16th November - 1pm	22nd February 2010 - 1pm	In the foyer	Paul Marshall
12th November - 2pm	16th February 2010 - 2pm	At the main entrance	Joe Flood

Continued... Block	Address	Date and time 1	Date and time 2
Lort House	Shield Street, Shieldfield	15th June - 10am	16th September - 10am
Manor Grove 24-51	Manor Grove, Newburn	21st April - 10am	21st July - 10am
Mather Road	Westmorland Road	7th May - 10am	6th August - 10am
Maytree	Hawthorn Terrace	15th May - 10am	3rd August - 10am
Melbourne Court	Howard Street, Battlefield	6th April - 11.30am	3rd July - 11.30am
Merlay Hall	Greenford Road, Walker	15th June - 2pm	16th September - 2pm
Mill House	Spital Tongues	6th May - 11am	18th August - 11am
Molineux Court	Heaton Park Road, Heaton	18th May - 2pm	20th August - 2pm
Moor End 1-9	Moor End, West Gosforth	30th April - 10am	3rd July - 10am
Moorland House	Moulton Place, Blakelaw	16th April - 10am	21st July - 10am
Moulton Place	Mouton Place, Blakelaw	16th April - 2pm	21st July - 2pm
Napier Street	Napier Street, Ouseburn	9th April - 10am	9th July - 10am
Northumberland / Dunn Terrace	Byker	17th April - 10am	9th July - 10am
Pandon Court	Shield Street, Shieldfield	15th June - 10am	16th September - 10am
Proctor Court	Walker	8th May - 10am	4th August - 10am
Queens Court	Barrack Road	27th April - 2pm	30th July - 2pm
Shaftoe	Fawdon	10th April - 2pm	17th August - 2pm
Shieldfield House	Shieldfield	14th April - 10am	13th July - 10am
Shipleigh Rise	Shipleigh Rise, Byker	9th April - 11am	8th July - 11am
Shipleigh Walk	Shipleigh Walk, Byker	9th April - 10am	8th July - 10am
St Anns	Battlefield	6th April - 10am	3rd July - 10am
St Anthonys House	Caldbeck Avenue, Walker	11th May - 2pm	17th August - 2pm
The Beeches	Clumber Street, Riverside Dene*	6th April - 10am	10th July - 10am
The Cedars	Park Road, Riverside Dene*	21st April - 10am	27th July - 10am
The Drive 32-48	The Drive, West Gosforth	11th May - 11am	17th August - 11am
The Pines	Park Road, Riverside Dene*	21st April - 11am	27th July - 11am
The Poplars	De Grey Street, Riverside Dene*	26th May - 2pm	27th August - 2pm
The Spinney	High Heaton	7th May - 2pm	3rd August - 2pm
The Willows	Clumber Street, Riverside Dene*	6th April - 11am	10th July - 11am
Titan House	Church Street, Walker	6th May - 10am	10th August - 10am
Todds Nook	Westgate Road	7th May - 10am	11th August - 10am
Tynedale House	Whickham View	6th May - 9.30am	18th August - 9.30am
Vale House	Landsdowne Gardens, Jesmond	14th April - 2pm	13th July - 2pm
Vallum Court	Westgate Road	7th May - 10am	11th August - 10am
Walkerdene House	Tumulus Avenue, Walker	3rd April - 2pm	6th July - 2pm
Wardroper House	Greenford Road, Walker	15th June - 2pm	16th September - 2pm
Warrington Road 17 A-E	Warrington Road, Westgate	11th May - 9.30am	17th August - 9.30am
Waverley Road	Westmorland Road	7th May - 11am	6th August - 11am
Westgate Court	Westgate Road	7th May - 10am	11th August - 10am
Wyndley House	Wyndley Place, Cowgate	3rd April - 10am	10th August - 10am

*Riverside Dene was Cruddas Park

Date and time 3	Date and time 4	Meeting place	Supervisor
8th December - 10am	11th March 2010 - 10am	In the foyer of Pandon Court	Terry McDonough
22nd October - 10am	26th January 2010 - 10am	In the main entrance	Tony Darling
10th November - 10am	11th February 2010 - 10am	In the foyer	Tony Darling
9th November - 10am	4th February 2010 - 10am	In the foyer	Tony Darling
6th October - 11.30am	4th January 2010 - 11.30am	In the foyer	Tony Darling
8th December - 2pm	11th March 2010 - 2pm	In the foyer	Terry McDonough
13th November - 11am	10th February 2010 - 11am	In the foyer	Tony Houchin
23rd November - 2pm	11th February 2010 - 2pm	In the foyer	Laurie Maxwell
23rd October - 10am	27th January 2010 - 10am	in the foyer	Laurie Maxwell
22nd October - 10am	11th February 2010 - 10am	In the foyer	Laurie Maxwell
22nd October - 2pm	11th February 2010 - 2pm	Colwyne Place Foyer	Laurie Maxwell
12th October - 10am	14th January 2010 - 10am	In the foyer	Terry McDonough
13th October - 10am	8th January 2010 - 10am	In the foyer	Tony Houchin
8th December - 10am	11th March 2010 - 10am	In the foyer	Terry McDonough
17th November - 10am	5th February 2010 - 10am	In the foyer	Tony Darling
28th October - 2pm	25th January 2010 - 2pm	In the laundry room	Tony Houchin
20th October - 2pm	15th January 2010 - 2pm	In the foyer	Tony Houchin
14th October - 10am	13th January 2010 - 10am	In the foyer	Tony Darling
12th October - 11am	7th January 2010 - 11am	In the foyer	Tony Houchin
12th October - 10am	7th January 2010 - 10am	In the foyer	Tony Houchin
6th October - 10am	4th January 2010 - 10am	In the foyer	Tony Darling
6th November - 2pm	8th February 2010 - 2pm	In the foyer	Terry McDonough
14th October - 10am	5th January 2010 - 10am	In the foyer	Paul Marshall
30th October - 10am	18th January 2010 - 10am	In the foyer	Paul Marshall
6th November - 11am	8th February 2010 - 11am	In the foyer	Terry McDonough
30th October - 11am	18th January 2010 - 11am	In the foyer	Paul Marshall
16th November - 2pm	22nd February 2010 - 2pm	In Kings Meadow foyer	Paul Marshall
9th November - 2pm	4th February 2010 - 2pm	In the foyer	Tony Darling
14th October - 11am	5th January 2010 - 11am	In the foyer	Paul Marshall
11th November - 10am	15th February 2010 - 10am	In the foyer	Joe Flood
2nd November - 10am	5th February 2010 - 10am	In the foyer of Westgate Court	Paul Marshall
13th November - 9.30am	10th February 2010 - 9.30am	In the foyer	Tony Houchin
14th October - 2pm	13th January 2010 - 2pm	In the foyer	Tony Darling
2nd November - 10am	5th February 2010 - 10am	In the foyer of Westgate Court	Paul Marshall
12th October - 2pm	14th January 2010 - 2pm	In the foyer of Dean House	Joe Flood
8th December - 2pm	11th March 2010 - 2pm	In the foyer of Melay Hall	Terry McDonough
6th November - 9.30am	8th February 2010 - 9.30am	In Kings Meadow foyer	Terry McDonough
10th November - 11am	11th February 2010 - 11am	In the foyer	Tony Darling
2nd November - 10am	5th February 2010 - 10am	In the foyer	Paul Marshall
5th October - 10am	22nd January 2010 - 10am	In the foyer	Tony Houchin

Added value works

Sometimes, customers ask us to do things which are not included in the contract between customers and our service - we call these 'added value works.'

For example, over the last twelve months we have been involved in cleaning bin chutes, bins and store areas. This is not part of our contract but we have done this because you asked us to.

Over the last year, many sites have benefited from this service which is beyond our normal cleaning specification. As well as making substantial cash savings to YHN, the standards in your blocks have dramatically improved as a result.

The following blocks have benefited from added value works:

Wyndley House	Grafton House	Mill House	Clarence and Stoddart	Fawdon Park House
Maytree House	Dean House Multi's - 3 Blocks	Wardroper House	Hexham House	Vale House
Denton Park House	Vallum Court	Shieldfield House	Hunter House	Titan House
St Ann's	Proctor Court	Church Walk House	King Charles	Merlay Hall
Tynedale House	Melbourne Court	Molineux Court	Westgate Court	Heaton Park Court
Lort House	Pandon Court	Harehills Tower	Cruddas Park House	Todds Nook



Throughout 2009 we will continue to carry out these tasks, staff levels permitting. We will tell you about this in advance.

Meet Terry McDonough



"I see my role in the service as providing support and guidance to my team to help them to provide excellent services to our customers."

"My daily duties vary from meeting staff to discuss performance to providing coaching and helping staff with technical issues that may occur with the complex systems we use in the lodges."

"I meet with customers to discuss any comments or complaints they have, and attend meetings with contractors to help to make sure that high quality services are provided for our customers, particularly for building cleaning."

"I work a shift pattern with a mix of day and night shifts to match those of my staff, so I'm also available to speak to customers at a time to suit you via the free phone number. I really enjoy making a difference to the quality of life of YHN customers and the variety of my job."

Staff training and development

We want to make sure that our team is able and qualified to provide the services you need.

To do this, we have thought about the training that we may need to give our staff to help them to do their jobs and give them more confidence in their role - this will also improve the service they provide to you.

All staff will go through a standard training package covering all aspects of customer service and the technical skills linked to their job role. Survey results show that staff do a good job already but this can only improve the service even further!



Furniture recycling project

Because we work so close to our customers, we are in a good position to notice when people are struggling to afford furniture.

Similarly, we also notice when other people have furniture to throw away – this often happens after Modern Homes work, as some customers see this as a good chance to have a clear out and change items in their homes to match the new décor. This results in extra waste which needs to be disposed of, often at a cost.

The solution?

We have worked with our colleagues in YHN's Support and Care services to pass on unwanted items of furniture between YHN customers. We set up a small storage area which allows customers, via support teams, to access the furniture for their own homes.

This has been a huge benefit for some customers, as well as reducing waste.

You said we did - what do we do with your feedback?

We regularly ask you for your views about how we can improve or change the services we provide. We listen to your views and, where we can, do what you say!

One of the biggest changes we've made as a result of your comments is to start cleaning extra parts of your blocks...

You said:
clean the bin chutes
and bin areas.

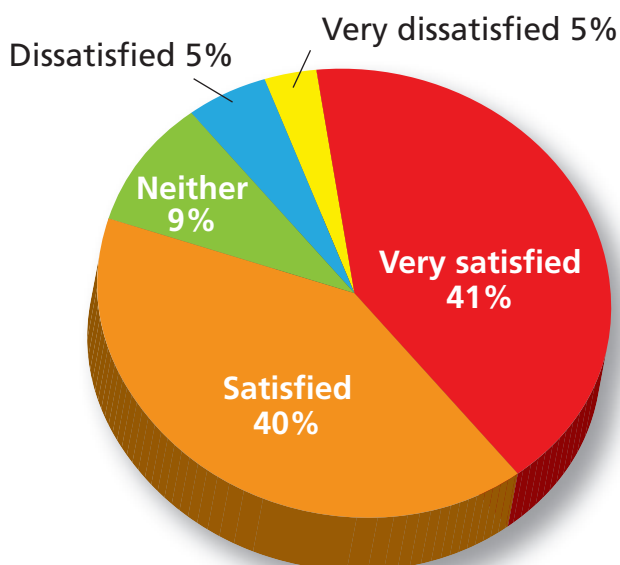
We did:
over the last twelve months, we have been cleaning these extra areas which has made a huge difference to the cleanliness of communal areas.

Concierge Service survey June 2008

We asked you to complete a survey last summer – we received 635 replies so thank you very much. We have taken time to analyse the information you gave us, which is generally very positive.

One key point that we need to look at is how we tell you about the services we offer. Because of this, we have changed the way we arrange induction meetings with new customers.

Taking everything into account, how satisfied are you with the overall service provided by your Concierge Service?



Please remember, though, that you can contact us at any time for a reminder about our services - please call on 0191 278 8688 and we will arrange to speak to you at a time convenient to you.

The overall satisfaction figures from the survey are shown below but there are a number of comments that will be used to shape the service for the future.

Compliments, complaints and comments,

We are proud to receive compliments but we know there are times when things do go wrong.

We write to you after we have received your complaint. We also look for ways to make sure that the same problem doesn't happen again – either for you or another customer. Many changes have been made to our policies and procedures based on your feedback.

The year ahead – Concierge Service review

We wrote to all of our customers in November 2008 to tell you that we are reviewing the service we provide. A vast amount of work has been done so far but this will be a huge project!

We have given the YHN Board a report with three different ways we could change the way we offer our service.

Selective monitoring

Selective monitoring would allow the majority of the current service to remain. Current 24 hour sites would be monitored on-site until an agreed time, for example 8pm. At this time, CCTV monitoring would be switched over to one or more central locations until an agreed time in the morning. Staff would be able to respond to situations as necessary throughout the night.

Centralised monitoring with responsive and on-site staff

Centralised monitoring of 24 hour sites and linked to residents sites will be supported by the provision of 24 hour responsive staff to deal with complaints and hazards with site based staff responsible for block cleaning, repair reporting, chute clearing etc.

Centralised monitoring with two control rooms, responsive and on-site staff

As above with centralised monitoring provided from two control rooms.



Your views

We want to know what you think of these proposals.

You will be able to tell us what you think about these potential changes using the surveys you will receive soon. There will also be drop in sessions which you can come along to.

The dates, times and venues of the drop in sessions will be advertised on the YHN website and on the noticeboards in your blocks.



More information online

Want to find out more about what we do? Your Homes Newcastle's website contains lots of information about the Concierge Service.

Log on to www.yhn.org.uk/tenancy_services/concierge_service.aspx to find out more about how we are performing against our service standards and to see the dates and times of block checks and cleaning schedules for your block.

You can also submit a form online to tell us what you think about what we do and how you think we can improve our service.

Useful numbers

A member of the Concierge Service team is available 24 hours a day to deal with any queries or problems you may have. Call the freephone number 08000 731 389.

Repair Call	0845 113 8888
Envirocall	0191 274 4000
Gas Servicing/Repairs	0191 278 3218
CCAS	0191 278 8699

Other useful numbers

Age Concern	0191 232 6488
Broken Rainbow - help for domestic violence victims in same sex relationships	0808 200 0247
Help the Aged - England region	020 7278 1114
Moneywise Credit Union	0191 276 7957
Male advice and enquiry helpline for men who are victims of domestic violence	0845 064 6800
National Domestic Violence Women's Aid Helpline	0808 200 0247
Our Communications team produces this newsletter. If you have any comments please contact the team on:	0191 278 8633



Your Homes
Newcastle

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