

Concierge categories



Homes for Islington have categorised the levels of service residents receive from their concierge. This includes the monitoring of the block and estate common parts with CCTV.

The below table explains what each category receives.

Service	A	B	C
Providing a physical presence on site; 'meeting and greeting' visitors to the block and deterring unauthorised visitors	√		
Providing a general reception and information service	√	√	
CCTV camera system management and operation	√	√	√
Opening and closing gates including play areas at times and frequencies determined by the Area Housing Office	√	√	
Providing incident reports for Area Housing Office and police	√	√	√
Receiving and holding deliveries on behalf of residents	√	√	
Answering intercom calls from residents	√	√	
Emergency fire controller and marshalling duties	√	√	
Reporting of communal repairs if noted	√	√	

Details of which properties come under which categories are given below.

Block Name	Category	Block Name	Category
Bemerton Estate		Harvist Estate	
Orkney House	A	Citizen House	B
Selkirk House	B	Hind House	B
Perth House	B	Lillingston House	B
		Talbot House	B
St Lukes Estate		Everett House	C
Bath Court	B	Hindley House	C
Newland Court	B	Swainson House	C
Paterson Court	B	Tenby House	C
Godfrey House	A		

Block Name **Category**

Weston Rise Estate (as part of TMO charge)	
Stelfox House	B
Sharwood House	B
Hurst House	B
Frearson House	B
Foxcroft House	B

Braithwaite House (as part of TMO charge)	A
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Finsbury Estate	
Charles Townsend House	B
Joseph Trotter Close (excludes 2-14 and 50-57)	B
Michael Cliffe House	B
Patrick Coman House	B

Lagonier House	B
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Block Name **Category**

Peregrine House	A
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Kestrel House	A
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Ilex House	A
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Gambier House	B
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King Square Estate (Excluding Barnabus House)	
Macclesfield House	B
President House	B
Rahere House	B
Telfer House	B
Turnpike House	B

Pleydell Estate	
Galway House	B
Gastigny House	B
Grayson House	B