

Your Concierge service



This leaflet tells you what the service is about and how you can help us improve it.

The Service

The concierge provides security to your block or estate through CCTV cameras and security doors. The cameras are recording 24 hours a day. If an incident occurs and is reported by residents or caught on camera the concierge will forward this on to the local Area Housing Office or the police to take any necessary further action. If you report an incident to the concierge they will give you a reference number.

- The concierge will identify antisocial behaviour or vandalism on the estate caused by residents and/or their visitors, to enable us to take further action.
- The concierge provides a staffed reception service.
- The concierge challenges unauthorised visitors but can not always stop those who are tailgating legitimate residents and visitors. The concierge must sign in all visitors.
- The concierge does not carry out estate inspections but will report communal repairs that they become aware of. The concierge is not responsible for reporting flat repairs on behalf of residents.
- The concierge can keep an eye on vulnerable residents by checking their comings and goings recorded by the use of their fob.
- The concierge will open and lock up play areas.

Getting involved

If you would like to comment on the service provided by your concierge please complete one of our comment cards held at the concierge office. Fill these in and place them in the black letter box, we collect these every two weeks. You can advise your Tenants and Residents Association representative about any service difficulties or successes and get feed back from them following the regular meetings we hold with them.

If you have a complaint about the concierge service please contact your quality assurance officer first, if this is not resolved you can make an official complaint at your local Area Housing Office. We appreciate compliments too!

Antisocial Behaviour

One of the main reasons for having a concierge service is to reduce Antisocial Behaviour. We believe this is working through the reports made by the concierge and the action taken by the local Area Housing Office. However you can also report ASB on the central out of hours telephone number

Anti-social behaviour hotline
020 7527 7272 (24 hours)

or by reporting the incident directly to your local Area Housing Office and speaking with one of the members of the Anti Social Behaviour Team. Any crime should of course be reported to the police.

Area Housing Office Contact Details

Holland Walk Area Housing Office

85-88 Holland Walk
London N19 3XS
Tel: 020 7527 7497
Fax: 020 7527 7407
Email: holland.walk@homesforislington.org.uk
Minicom: 020 7527 7405

Lyon Street Area Housing Office

1 Lyon Street
London N1 1DQ
Tel: 020 7527 6834
Fax: 020 7527 6814
Email: lyon.street@homesforislington.org.uk
Minicom: 020 7527 6830

Old Street Area Housing Office

41-47 Old Street
London EC1V 9HX
Tel: 020 7527 6250
Fax: 020 7527 6207
Email: csha@homesforislington.org.uk
Minicom: 020 7527 6202

Upper Street Area Housing Office

Northway House
257 Upper Street
London N1 1RU
Tel: 020 7527 5323
Fax: 020 7527 5301
Minicom: 020 7527 5391
Email: upperstreetAHO@homesforislington.org.uk

Visit our website at

www.homesforislington.org.uk

