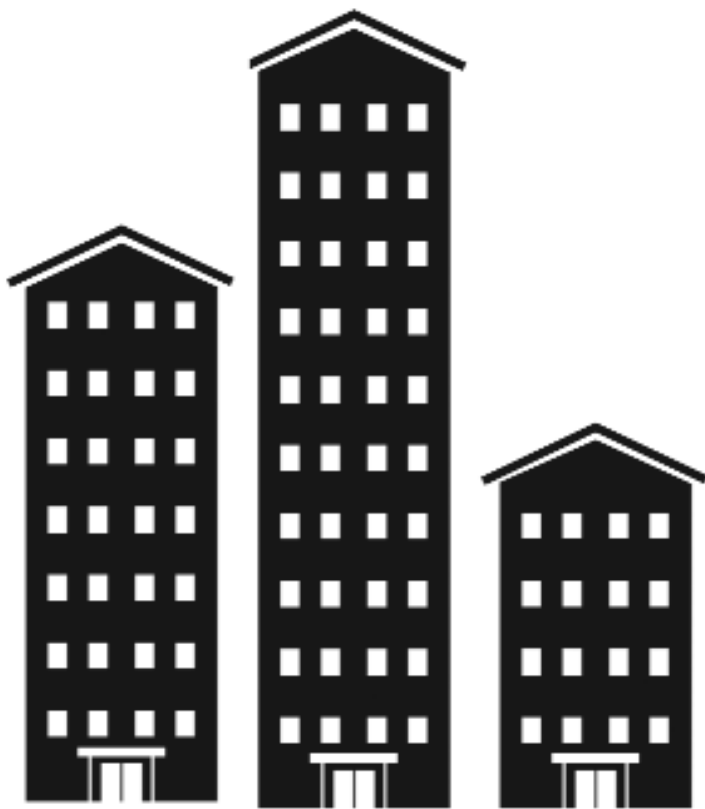


# A guide to your concierge service



**The Gateshead Housing Company**  
Working with Gateshead Council

# **The concierge service aims to provide residents with a secure environment in which to live in four multi-storey blocks:**

- Warwick and Regent Court – Gateshead town centre
- Redheugh and Eslington Court – Teams.

In addition to the concierge service, these blocks also receive the residential caretaker service.

For more information see 'A guide to your caretaking service'.

## When is the concierge available?

The service is provided:

- Monday to Thursday - between 8am and 10pm
- Friday and Saturday - between 8am and midnight
- Sunday - between 11am and 8pm.

## What are the concierge duties?

All multi-storey blocks have a secure door-entry system.

At the start of your tenancy or lease agreement you will be given an electronic fob to allow entry into your block.

This is provided for your use only and should not be given to anyone else.

Please contact your housing office should you need additional fobs or to replace any that are lost.

This is important so they can be deleted from our systems to prevent unauthorised use.

There will be a charge for additional or replacement fobs.

During the hours the service operates all calls from the door-entry panels or car-park barriers will go direct to the concierge.

They will take the visitor's name and contact you to see if you want to permit access into the block to visit your property.

You can nominate up to three people to have automatic entry to the block without contacting you first.

You can contact your concierge service via the handset in your flat for further information.

Outside of concierge duty hours, calls from the door-entry system will automatically go to your flat intercom and you will be able to allow or deny access to the block.

## **You can help us keep your block secure by:**

- Only accessing the block with your fob key
- Report any lost or missing fob keys immediately
- Only allow your visitors access to the block
- Report any vandalism or antisocial behaviour immediately.

## **Going away on holiday?**

If you are going on holiday, you can give the concierge an emergency contact telephone number and details of anyone you may have asked to look after the flat.

This is important so that we can arrange for them to be given entry to the block.

## **Monitoring CCTV**

Closed circuit television cameras (CCTV) are located within and around each block that receives a concierge service.

This is to assist with security. While on duty the concierge service will monitor these cameras.

The cameras record 24 hours per day, seven days per week and can be reviewed at a later date.

The camera system will not intrude on the domestic lives of residents carrying out lawful and legitimate business.

All concierge employees are bound by strict guidelines relating to confidentiality.

## Reporting repairs

You should report repairs to your flat directly to the HomeRepairs service on **0800 408 6008**.

An out-of-hours service is also provided on the same number.

Non-emergency repairs can also be reported online at [www.gatesheadhousing.co.uk/repairfinder](http://www.gatesheadhousing.co.uk/repairfinder), by text to **0762 480 4167** or by

emailing [repairs@gatesheadhousing.co.uk](mailto:repairs@gatesheadhousing.co.uk)

## Antisocial behaviour

We are committed to ensuring customers have peace and quiet at home.

If your neighbours or their visitors are causing you a problem, we want to help you resolve this as soon as possible.

You can report antisocial behaviour directly to the concierge service or Estate Officer.

All reports will be dealt with in strictest confidence and only passed on to the appropriate section of the housing company or police.

A report can be made anonymously, although this will mean we are unable to provide you with feedback.

If the incident is of a serious nature and requires an immediate response you should contact Northumbria Police on **999**.

## How can I contact the concierge service?

During the hours the service operates you can contact the concierge service via the intercom in your flat.

Please press the "CALL" button on the handset.

For security and data-protection reasons, the concierge suite is closed to members of the public.

## Where can I find out more?

If you have any questions about the concierge or caretaker service please contact Karen Bell, Multi-storey Housing Manager, on **0191 433 5370** or email **multi-storeyteam@gatesheadhousing.co.uk**

## Get involved

A group of tenants and leaseholders meet every two months to discuss a wide range of issues relating to multi-storey blocks.

If you want to find out more about the Multi-storey Service Improvement Group (SIG), please contact Karen Bell (see above).

# NEED RENT ADVICE?

**THERE IS ONE PLACE TO CALL – YOUR RENT AND INCOME TEAM IS ON 0191 433 6150.**

**YOU CAN ALSO EMAIL [RENT@GATESHEADHOUSING.CO.UK](mailto:RENT@GATESHEADHOUSING.CO.UK) OR VISIT [WWW.GATESHEADHOUSING.CO.UK](http://WWW.GATESHEADHOUSING.CO.UK)**

Former tenants call 0191 433 5364, 0191 433 5834 or email [formertenants@gatesheadhousing.co.uk](mailto:formertenants@gatesheadhousing.co.uk)

For Benefits call Gateshead Council on 0191 433 4646 or email [benefitenquiries@gateshead.gov.uk](mailto:benefitenquiries@gateshead.gov.uk)



- You can pay at any PayPoint outlet or Post Office using your rent payment card
- Pay with your debit card by phone, 24 hours a day, by calling 0800 052 3455. It's automated, safe, fast and easy.
- Why not sign up for Direct Debit? It's safe, easy and quick - ask at your housing office for a form
- You can pay online or get a balance at [www.gatesheadhousing.co.uk/in-your-home/rent-and-benefits](http://www.gatesheadhousing.co.uk/in-your-home/rent-and-benefits)



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[www.twitter.com/gatesheadhc](http://www.twitter.com/gatesheadhc)



The Gateshead Housing Company manages nearly 20,000 homes in the North East of England on behalf of Gateshead Council.

We work with residents and the wider community to create homes and neighbourhoods that meet the aspirations of the people of Gateshead.

Regular updates can be found at:

 [www.gatesheadhousing.co.uk](http://www.gatesheadhousing.co.uk)

 [www.facebook.com/gatesheadhousingcompany](http://www.facebook.com/gatesheadhousingcompany)

 [www.twitter.com/gatesheadhc](http://www.twitter.com/gatesheadhc)




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