

September brings a number of new contracts

Tips for driver safety as winter draws in

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Call Centre Development

Following the expansion of services provided to existing client Leeds Federated Housing Association (LFHA) to incorporate their out of hours call handling, our call centre and out of hours teams have been busy expanding and developing the department. We now access LFHA systems direct to enable Milnerbuild to deal with all their out of hours calls and record the details. Calls received by Milnerbuild vary in nature including anti-social behaviour and nuisance calls or request for emergency repairs. Our trained operators now advise customers of the appropriate course of action and detail any follow up that may be required. Well done to the team and thanks to Andy Ineson for his hard work on this project.



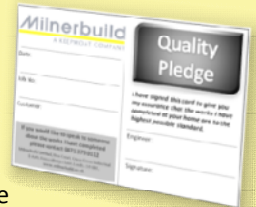
Welcome to Milnernews

Keep up to date with the latest developments at Milnerbuild with this new bi-monthly newsletter

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Customer Care

As part of our commitment to provide exceptional customer service the Quality Pledge



initiative is now up and running. Please remember to sign and leave Quality Pledge cards with all customers as your commitment to them that the works you have completed are to a high standard and that you are willing to put your name to it.

Community Involvement

On Friday 20th August Accent residents from the Bolton Wood area in Bradford got together to enjoy a day out and help tidy up their local area. Residents were able to tidy up their gardens, surrounding areas and



dispose of any unwanted household waste in the skips provided. Milnerbuild provided refreshments for the day along with sweets and balloons for the children. Thanks to Isobel Mackenzie and Demelza Hick for their help on the day.

A team of apprentice painters and decorators who normally carry out redecoration works to Accent void properties also supported the day and helped to improve the surrounding area by painting railings.



All Milnerbuild employees are issued with a company ID card and are required to carry these at all times. Please remember to always show your ID cards to customers. This is particularly important for vulnerable and elderly customers

who are often wary of visitors to their home. Don't forget the ID card has an embossed Braille message to help visually impaired customers confirm your identity.

Engineer of the Month

Congratulations to trainee Harry Kelly who has been recognised as Engineer of the Month due to his excellent approach to work and the commitment he has shown to date. He is pictured here receiving his £50 M&S vouchers from Delivery Manager Shaun Wilkinson.



Health, Safety & Quality

It remains important as always for site specific risk assessments to be completed before works commence. If in doubt about how to perform operations safely you **must not take risks**. Contact your supervisor or line manager for advise and assistance.



Health & Safety Awareness Briefings on the subject of Watch Your Step and Customer Care were delivered in August and September – Please remember to take the risks discussed in this session on board when preparing your onsite risk assessments and update your Information Pack with the handouts provided.

Winter Driving



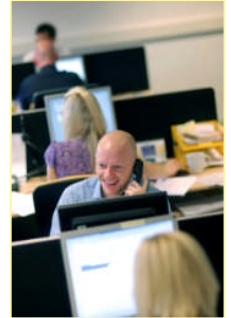
As the dark mornings, nights and winter weather draws in please consider your driving and adapt your behaviour to accommodate these conditions and drive safely at all times.

It is also important to regularly check your vehicle ensuring the following:

- Check, replace and fill the anti-freeze
- Make sure your lights are clean and check the bulbs
- Ensure your windscreen is clean
- Ensure your tyres are correctly inflated, also check the tread arranging replacements where necessary.

Teams & Training

- A number of new recruits have joined Milnerbuild over the past two months. Please do all you can to help new colleagues settle in to their roles and become part of the team.
- In September staff from various departments within the business completed a specialist call handling training course provided by Manchester College. The course aimed to develop professional telephone techniques for improved customer service and call handling. This was a practical course using role play, reflection and discussion covering numerous topics such as; building rapport on the telephone, tackling challenging calls, call structure and control, finish calls effectively and coping with stress.
- Once again there has been a number of achievements throughout the business well done to:
 - ✓ Andy Taylor and Kevin Hughes who have successfully completed NVQ level 2 Information Technology.
 - ✓ Isobel Mackenzie who passed ACCA F5 Performance Management and F9 Financial Management as part of her qualifications to become a chartered accountant.
 - ✓ Jessica Whiteley who has completed her first aid course.



Company Performance & Contract Progress

Accent Planned Works:

Additional work with Accent Foundation will start in October installing replacement bathrooms and wet rooms for St Andrews Court, Oswaldtwistle in the North West.



Anchor Trust:

A term contract with Anchor Trust started in September providing responsive repairs and maintenance to approximately 2500 properties throughout Yorkshire.

Yorkshire Housing:

A package of planned investment and modernisation works has been agreed with Yorkshire Housing, starting in Bradford and then continuing throughout Yorkshire.



Cleveland Police Authority:

In September a new contract with Cleveland Police commenced. Milnerbuild will provide emergency boarding up services throughout the Cleveland area, this is great news for our teams in the North East and the out of hours call handling team.

Foundation Housing:

On 1st October we commenced the provision of call handling services for Foundation Housing during periods outside of normal working hours. This charitable organisation works with societies more vulnerable people, the service provided by Milnerbuild will help Foundation support the needs of their customers.



Bramall Construction, Frank Haslam Milan, Keepmoat Homes and Milnerbuild are all Keepmoat companies