

22 days dedicated to community support

644 emergencies attended over the Christmas period

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Expanding services to benefit leaseholder tenants

■ In February a new scheme will launch with Johnnie Johnson Housing Trust, which will support the trusts leaseholder tenants offering them access to responsive repair and home improvement services. Customers will purchase services via Astraliving, the trusts leasehold division and the works will be carried out by Milnerbuild.



This scheme will ensure leasehold tenants are able to benefit from the same high standard of service which all other Johnnie Johnson customers receive from Milnerbuild. They also have the added peace of mind that the contractor they are inviting to their home is approved, trusted and reliable which is key to supporting Johnnie Johnson & Astraliving residents.

Welcome to Milnernews

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

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Community Involvement

■ In December Milnerbuild supported Equity's Christmas Community Project. Funds were raised by way of donations from Milnerbuild and other Equity contractors, with which the trust bought Christmas gifts for residents at their sheltered schemes, Martin Wilby and Helen Fitton visited Fir View Gardens in Sheffield to help give out the gifts and spread the Christmas cheer!



■ On Saturday 11th December Milnerbuild supported Accent Foundation providing refreshments at their resident involvement day at Newby Square, Bradford. Although a cold day the snow and rain held off and the event was well attended by residents from the area. Thank you to Kelly Rawson, Helen Fitton and Andy Young for their support on the day.

■ In December, Milnerbuild also supported Accent's Social Enterprise Careers Fair at their training centre in Barkerend, Bradford. Thanks to Kevin Hughes who attended, presenting information about Milnerbuild and discussing employment, training and apprenticeship opportunities with residents from within Bradford and surrounding areas.



In 2010 Milnerbuild dedicated 22 days to supporting its customers and their residents by taking part in various resident involvement events, community projects and careers fairs. This is valuable time well spent working and communicating within the communities which we serve, helping Milnerbuild to understand and appreciate what is important to residents and their homes.

Engineers of the Month



Congratulations to Gary Hazelgrave and Gavin Howley who have been recognised as Engineers of the Month on responsive repairs for their exceptional commitment over

the Christmas bank holiday days, thank you and well done to you both!

Pictured here receiving their £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 the Safe Use of Ladders were delivered in January, a safety alert was also issued on this subject. Please remember to take the risks discussed in these sessions on board when preparing your onsite risk assessments and update your Information Pack with the handouts provided.

Support & Information

Remember method statements, instruction, information and training are provided to help you perform duties safely.



A new notice board has been placed in the training area at Neo Court to display important Health & Safety information and updates.

Please take the time to read the bulletins and notices provided. If you have any questions or concerns please do ask your supervisor or contact Peter or Mark from the Support Services Team – 07872 811813 or 07957 993731

Teams & Training

- As part of the company's commitment to provide ongoing training and support, a training stand down day was held in December followed by a Christmas lunch. As most of you are aware the presentations which took place in the morning included; a presentation made by MCP Environmental Services on Asbestos, various Health & Safety topics covered by the Support Services Team and Customer Care covered by Operations Managers.



In 2010 Milnerbuild provided on average 3.48 days training per employee. Ranging from external training to obtain NVQ / BTEC qualifications through to internal workshops on various topics including Health and Safety, Customer Care and many others.

- Congratulations to Jordan Hammond and Colin McNicholas who successfully completed a three day First Aid at Work course in December.

Company Performance & Contract Progress

*During December and over the Christmas period difficult weather conditions created challenges throughout the business. Despite this Milnerbuild remained fully operational on a 24/7 basis meeting the vast majority of customer requirements on time. Over a 10 day period from Christmas Eve to 4th January we attended 644 emergencies - **A big thank you to all employees for their support and hard work during this period.***



Accent Planned Works:

In January planned works projects for Accent commenced in the North East, 25 properties in Brotton, Saltburn-on-the-Sea and 5 properties in Esh Winning, Durham will receive new kitchens, bathrooms and electrical re-wiring.

Yorkshire Housing:

In January our planned works teams began a project for Yorkshire Housing refurbishing kitchens at 39 properties in Strensall, North Yorkshire.



Johnnie Johnson Housing Trust:

Under a new framework with the PFA (Procurement for All) works commence on the 1st February for Johnnie Johnson Housing Trust carrying out electrical testing and rewires to properties in Yorkshire, North East and North West.

Anchor Trust:

This relatively new contract is progressing well, we have received several complimentary emails from the Scheme Managers within the Trust praising the service Milnerbuild is providing. Employees working on this contract have been complimented for their efficiency, politeness, helpfulness and standard of work. Thank you and well done to all involved in particular those mentioned by name which includes; Dean Bowker, Ian Adams and Diane Boland.



East North East Homes Leeds (ENEHL):

We have successfully secured a framework position to support ENEHL's direct labour organisation - Construction Services. Milnerbuild will support the DLO which is responsible for the repair, maintenance and improvement works to c.10,000 Leeds City Council homes.



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