

Engaging with
**employees,
clients and
customers**

Getting involved
with
local communities
at Christmas

Milnerbuild Limited,
Neo Court, Cross Green Industrial Estate,
Knowsthorpe Lane, Leeds, LS9 0PF.
T 0871 379 0112 F 0871 379 0113
E info@milnerbuild.co.uk
W www.milnerbuild.co.uk

**Dec 2011
/Jan 2012**

Keepmoat & Apollo Merger

The merger of Milnerbuild's parent company, Keepmoat with Apollo Group is almost complete. This merger brings together the two complementary businesses with little geographical overlap to create a market leader in community regeneration and social housing solutions.



Ian Sutcliffe has been appointed Chief Executive of Keepmoat and Chief Executive of the merged business. Ian has extensive business experience of both the sector and merger integration and will be working closely with both companies to complete the process as quickly as possible.

Further updates on progress will be provided in due course and will be displayed on all company notice boards.

Welcome to Milnernews

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

Editor: Helen Fitton Tel: 0113 200 9821
Email: helen.fitton@milnerbuild.co.uk

Service Delivery Feedback

In line with our stated aims we are constantly looking to improve our service and receive important feedback about our performance, we will be liaising with our clients and customers over the next few months.

Resident Feedback Day:

On 2nd February Milnerbuild held a Residents Day at Leeds Federated Housing Association, the event was chaired by Mark Donnachie from LFHA.

The attendees included residents from a range of our clients including, Leeds Federated Housing Association, Accent Foundation, Leeds and Yorkshire Housing Association and Yorkshire Housing.

The day was an opportunity to gain valuable feedback on all aspects of the service we provide to customers.

Client Satisfaction Questionnaires:

The aim of the client satisfaction questionnaire is to identify areas where we are meeting and exceeding our client's expectations and highlight any areas for improvement. Moving forward, the feedback from the questionnaires will help us to achieve continuous improvement across the business.

We hope to have feedback from all clients by the end of March.

Feedback from both will be evaluated and shared with employees, clients and customers.



Community Involvement



Leeds Federated Christmas Competition:

In December Milnerbuild supported Leeds Federated's Christmas competition. Children were tasked with designing Santa's sleigh, an abundance of entries were received and a panel at LFHA selected the winner, who received an Xbox donated by Milnerbuild.

Equity Christmas Project:

Milnerbuild also supported Equity's Christmas Community Project, donating funds with which the trust bought Christmas hampers for residents at their sheltered schemes. Barry Whitehead and Helen Fitton visited Weaver Court in Penistone to help give out the hampers and spread the Christmas cheer!



Engineers of the Month



Congratulations to Mick Bland and Michael Lawrence who were recognised for their commitment and support covering our Out of Hours service over the Christmas period, thank you and well done!

Pictured here receiving their £50 vouchers from Operations Manager, Richard Pickles.

Health, Safety & Quality

■ New Team Member:

In early January Craig Manley joined the support services team in an interim capacity to provide additional support to Peter Zunda and the ongoing site audit process. Craig can be contacted on 07872 811802.

■ Health & Safety Briefings:

Health & Safety Awareness Briefings on the subjects of The Morning After – Safe to Drive? and Work Place Hazards were delivered in December and January. 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.



■ Health & Safety Awareness Training:

In January additional Health and Safety Awareness Training was delivered to Supervisors and Managers.



The training ran over three, two hour sessions covering the following topics in detail:

- Session 1: Health & Safety at Work Etc. Act 1974, Duties, Responsibilities, Site Setup, CDM, Enforcement.
- Session 2: Risk assessments, Accident reporting and RIDDOR, The true cost of an accident, Working at Height, Electricity.
- Session 3: Asbestos, COSHH, First Aid, Fire.

All attendees passed tests for each session successfully completing the course, well done to all involved, in particular Lee Jones and Shaun Phillips who achieved full marks in all sessions.

Teams & Training

- Well done to Tony Wilson, Sean Hale and David Sealy who have successfully completed a 2 day first aid course.
- David Sealy has also completed the Site Supervisor's Safety Training Scheme (SSSTS) – well done!

■ Employee Opinion Survey & Forum – Your chance to have your say

Throughout January we asked you to complete and return your Employee Opinion Surveys, the surveys were designed to obtain very important feedback, views and opinions about your role here at Milnerbuild.

Further to the Employee Opinion Survey, we will be holding a quarterly Employee Forum. The forum is a chance for you to raise your opinions and views on all Milnerbuild related issues through your employee representative.

Your employee representatives are listed on notice boards around the sites, the first forum will take place on Thursday 9th February.



For further information please contact Dan Holmes on 07415 137929 or email dan.holmes@milnerbuild.co.uk.

Milnerbuild Contact Details

Get in touch with Milnerbuild.....

If you would like to contact us, please feel free to call, fax, email or write to us at:



Email: info@milnerbuild.co.uk
Web: www.milnerbuild.co.uk

Head Office:	Milnerbuild Limited Neo Court Cross Green Industrial Estate Knowsthorpe Lane Leeds LS9 0PF	Tel: 0871 379 0112 Fax: 0871 379 0113
Regional Office:	Milnerbuild North East Unit 9 Yarm Road Business Park Dudley Road Darlington DL1 4GG	Tel: 01325 283277 Fax: 01325 283555

