

New website
launched

www.milnerbuild.co.uk

Milnerbuild
achieve
SAFEcontractor
accreditation

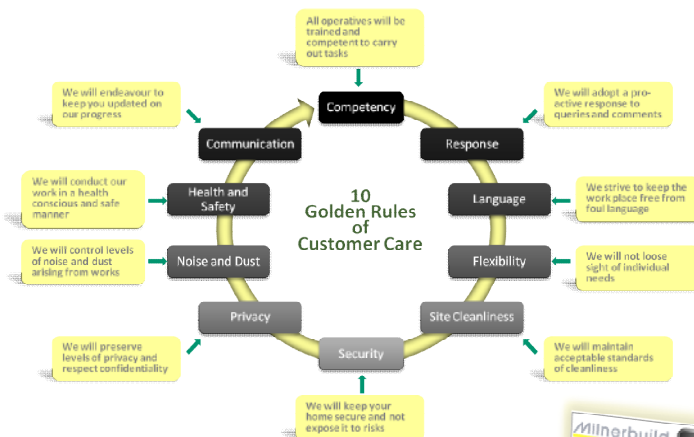
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June/July
2011

Customer Care

▪ Achieving high levels of customer satisfaction is of paramount importance to our business. So far in 2011 our customer satisfaction ratings exceed 98% for both responsive repairs and planned works. Well done to all please keep up the hard work and customer focused approach, remember the following simple measures:

- ✓ Follow Milnerbuild's Golden Rules of Customer Care:



- ✓ Leave CSQ forms and envelopes with all customers.
- ✓ Sign and leave Quality Pledge cards with all customers.
- ✓ Remember to wear overshoes at all times when in the customers home.
- ✓ Always carry and show your ID card to customers.



Welcome to Milnernews

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

Editor: Helen Fitton Tel: 0113 200 9821
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New Website

Launched in July Milnerbuild's new website has been developed to provide more information about the company and the services we provide. You can now view case studies, copies of *Milnernews*, the latest job vacancies plus much more.



www.milnerbuild.co.uk

Great Yorkshire Bike Ride

Congratulations to the team who successfully completed the Great Yorkshire Bike Ride raising a total of **£1,455**.

A huge **thank you** to everyone who supported and sponsored the team.



Engineers of the Month

Congratulations to Ben Medd and Jason Harrison who were recognised for their commitment and hard work on responsive repairs throughout June and July, thank you and well done!

Pictured here receiving their £50 vouchers from Delivery Manager Shaun Wilkinson and Operations Manager Jock Coates.



✓ DO IT **RIGHT** THE **FIRST TIME**
THE **RIGHT WAY** ✓

Bramall
CONSTRUCTION

fhm
FRANK HASLAM MILAN

keepmoat
HOMES

Milnerbuild

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

Health, Safety & Quality

SAFContractor accreditation:

Milnerbuild has just received accreditation to SAFContractor - the accreditation demonstrates the high standard of health and safety Milnerbuild have attained and insist on working towards.

SAFContractor



Isolation Training:

In July we introduced Safe Isolation training, this enables engineers to work safely around circuits, sockets and light switches. All attendees received safe isolation packs.



Health & Safety Briefings:

Health and Safety awareness briefings were delivered on Safe Lifting and Carrying in June, and July saw the introduction of a new Health and Safety briefing on Fire Awareness, which highlighted the different types of fire extinguishers and what type of fire they should be used on.

Van Inspections:



Over 60 inspections on engineers and vans were carried out in June, which highlighted areas where we are meeting standards and areas where we need to improve on for our next inspections in August.

Health & Safety Alert:

In July a Health & Safety Alert was issued following an incident when an employee sustained a suspected needle stick injury while removing debris from undergrowth. Please remember to always use caution when handling waste materials or debris from in and around properties and never put your hands where you can't see!

If you have any questions or require further training / information please contact Peter Zunda or Mark Westwood from the Support Services team.

Teams & Training

- Congratulations to Mark Powell who in July won two awards with Equity Housing Group, at Equity's internal awards 'In It Together' Mark was recognised for his hard work and commitment picking up awards in the categories for 'Best Operative' and 'Over and Above' winning £100.
- Well done to Harry Kelly and Stephen Barker who have successfully completed their apprenticeship's achieving NVQ level 3 in Joinery.
- Well done also to Mike O'Donnell and Shaun Phillips who have successfully completed a 2 day First Aid Refresher Course.
- Disciplinary Procedures:
Please note that from 1st August we will be adopting revised Disciplinary Procedures. A copy of the revised procedures are available on public folders or alternatively please obtain a copy from your line manager.
- A number of new office based staff and engineers joined the team at Milnerbuild in June & July, please do all you can to welcome new recruits and help them find their feet. Michelle Hill has moved into her new Resident Liaison role, supporting the planned works teams and focusing on customer service.

Introducing Childcare Vouchers



From August 1st we will be offering a Childcare voucher scheme to all employees. If you currently use registered or approved Childcare, this scheme can help you save money, the vouchers become part of your salary package and are tax and NI free. For more details please contact either Kevin or Terry from the HR department.

Contact Milnerbuild

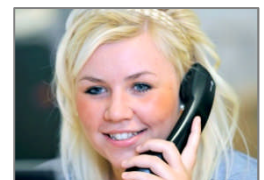
If you would like to contact us, please feel free to call, fax, email or write to us at:

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