

**Maintaining  
c. 25,000 homes  
throughout Yorkshire  
& the North East**

**Achieving  
ambitious targets  
for continuous  
improvement**

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

**Oct/Nov  
2010**

## Continuous Improvement

Throughout the year we have been monitoring our performance against a number of continuous improvement measures, linked to our values of Customers, People & Financial Health.

Here is summary of some of our key achievements:



- ✓ In 2009, 2.59 training days per employee was provided, we are on target to achieve 3.4 days in 2010 an increase of 31%.
- ✓ We have provided opportunities for a number of trainees and apprentices. We currently employ a ratio of 1 in 6 (apprentices to engineers).

✓ We have achieved a high percentage of supplier expenditure from within the areas we deliver services (predominantly Yorkshire) at 95.39%.

✓ In 2010 we have achieved exceptional levels of customer service:

- Overall customer satisfaction for responsive repairs = 99.05%
- Overall customer satisfaction for planned works = 98.13%
- The average number of days to attend to a routine repair request has fallen from 16.79 to 13.35 (for Leeds Fed) and our first time fix rate has increased from 84.29% to 85.76%.



Thank you and well done to all our teams at Milnerbuild, we will be setting new ambitious targets for 2011 to continue an upward trend.

## 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  
Email: helen.fitton@milnerbuild.co.uk

## Fund Raising

Thank you to everyone who donated for Children in Need in total we raised  
**£302.65**



## Engineer of the Month

Congratulations to Kyle Shepherd and Colin Devlin who have been recognised as Engineers of the Month on responsive repairs – well done to you both!



Pictured here receiving their £50 M&S vouchers from Delivery Manager Shaun Wilkinson and Operations Manager Richard Pickles.



## Community Involvement



On Thursday 28<sup>th</sup> October Milnerbuild supported Accent Foundation at a spooky family fun day. With a Halloween theme the day was a great success enjoyed by residents of the Eastfield area in Scarborough. Held at the local community centre there was an abundance of entertainment and refreshments provided by Milnerbuild. Thank you to Demelza Hick, Martin Wilby and Helen Fitton for their support on the day.

In October Milnerbuild supported Leeds Federated Housing Association at an evening event held to introduce a new style of Resident Involvement - *Launch of the 'RINGS'* (Resident Involvement Neighbourhood Groups). Following which residents will form 'area panels' and meet on a regular basis to discuss improvements for their local area. The hugely successful launch event took place at the Royal Armouries and was very well attended with over 80 residents plus representatives from Leeds Federated and Milnerbuild. A game of 'tenant-opoly' was the talk of the evening as residents tried to win money to buy services/improvements for their homes and local communities. This was an ideal opportunity to talk with residents and understand what is important to them.



✓ 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

Mark Westwood joined the team in November to strengthen the work carried out by Support Services. As part of Mark's role inspections will be re-engineered and league tables established to identify the best performing engineers and sites.



Health & Safety Awareness Briefings on the subject of Safe Driving and The Hidden Killer (asbestos) were delivered in October and November. A safety alert on Hot Work was also issued – 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.

## Safety First, Use Your PPE



Personal Protective Equipment - PPE

PPE is provided for your own safety, please ensure you have stock of relevant PPE in your vehicle at all times. Replacement PPE can be obtained from stores.

Remember to always carefully consider the different types of hazards at every job to allow the right type of PPE to be chosen, ensure you fit and wear PPE correctly.

Please also ensure over shoes are used to protect carpets and flooring in customer homes.

## Teams & Training



▪ Congratulations to Tom Connelly on achieving the Celebrating Construction in South Yorkshire 'Trainee of the Year' award 2010. This award was judged based on an individual's outstanding performance, personal development and commitment to training and involvement in the organisation.

▪ To support the recent growth within Milnerbuild we have recruited a number of new employees across the business to strengthen and expand our existing teams. Please do all you can to help new colleagues settle in to their roles and become part of the team.

▪ In addition a number of Milnerbuild's Managers have also successfully completed a BTEC Award in Management Studies, congratulations to:

✓ Andy Ineson, Dan Holmes, Jonathan Lamport, Demelza Hick and Steven Doherty.

▪ In November staff and supervisors from various departments within the business completed an Introduction to Management training course provided by Bradford College, well done to:

✓ Jess Whiteley, Steven Guise, Neil Young, Shaun Phillips, Colin McNicholas, Gary Hazelgrave and Stuart Jeffries.



## 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](mailto:info@milnerbuild.co.uk)

### Web:

[www.milnerbuild.co.uk](http://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



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