

Chapter 10: Concierge services

The concierge service in large blocks of flats is designed to give residents more security in their homes by helping to control access to the blocks, providing a welcoming reception service and offering protection from vandalism, squatting and graffiti.

The main duties of concierge officers are to:

- let visitors into the block and control access;
- regularly watch the CCTV monitors and maintain the equipment, contacting the police when they see any vandalism, theft or antisocial behaviour;
- report repairs in shared areas and on behalf of residents;
- put emergency procedures in place if there is a fire, flood or lift breakdown;
- work with other services and agencies such as estate services staff and the police;
- record all incidents in the logbook, including visits by contractors, other visitors and repairs; and
- carry out customer-care checks by phone after repairs have been carried out.

Concierge officers are on duty between:

- 8am and midnight on Monday to Friday, with two meal breaks of 50 minutes each;
- 10am and 2am on Saturdays, with two meal breaks of 50 minutes each; and
- 12 noon and 8pm on Sundays, with one meal break of 50 minutes.

Contact details

Please phone the call centre or contact your local Customer Services Centre for details of your concierge scheme and their phone number.