

Chapter 13

# Concierge services

The concierge service in large blocks of flats is designed to give residents more security in their flat 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 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.