

22 October 2020

Residents  
243 Ealing Road  
Alperton, HA0

Dear Resident,

**Re: A new Concierge Officer for 243 Ealing Road**

I am writing to let you know that John Stone has now left his posting as the Concierge Officer for 243 Ealing Road and I would like to take this opportunity to thank him for his service. John is not leaving United Guarding as he will be based at another scheme. This move is part of United Guarding's people strategy to rotate staff around their different locations across London to ensure each officer has knowledge of other schemes.

From Monday 19 October 2020, your new Concierge Officer will be Ghan Rai. Ghan has been with United Guarding for almost five years and has worked as a relief officer on various Network Homes properties over the last three years. I have listed Ghan's duties below as stated in the contract we have with United Guarding.

**Concierge, CCTV Monitoring**

**Hours: 8am to 8pm, seven days a week including bank holiday.**

The concierge duties are:

- Meeting of visitors on site
- Operating car park / access barriers
- Cleaning and litter picking
- Overseeing car park allocation
- Overseeing door entry to all blocks and reporting repairs
- Dealing with low level anti-social behaviour and liaising with 3rd parties
- Overseeing arrangements for refuse collection including pulling bin tug
- Overseeing right to park system
- Overseeing the communal internal areas, ground and gardens and dealing with any issues in the most appropriate way
- Key holding for residents (keys etc)
- Dealing with basic residents' queries and or any complaints in many cases directing them to the appropriate person e.g. property manager
- Overseeing the cleaning of blocks on site
- Regular patrols of the building
- Respond to Alarm activations

Yours sincerely,



Gabriel Codjoe  
Director of Housing



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