



## St Luke's Housing Society Limited – Useful Information

### Contacting Staff and Information

#### When are staff on site?

There is a table on the office door showing everybody's normal working hours. There is also a whiteboard which is used to provide basic updates, such as if somebody is unexpectedly not in, is off site, on a training course, or is finishing early.

When there are staff on the premises the 'ON SITE' notice is displayed. If the office door is closed that means that staff are visiting a Tenant, speaking privately with a Tenant in the office, in a meeting, somewhere else in the building, or possibly are doing some work that needs concentration or privacy.

As staff are 'ON SITE' they are available to respond to an emergency or urgent situation if an orange cord is pulled or pendant activated. Otherwise they will contact you as soon as possible (almost always the same day).

#### How do I leave a message for staff when they aren't available?

- Leave your flat number on the whiteboard on the office door. This is probably the best method as it is very visual. There is no need to give any details – a simple flat number is enough.
- Put a note through the office letterbox. This is best when you are leaving a note for the following day, when staff are off-site. The post is always checked first thing, and also around lunchtime, or when the post is delivered.
- Leave an answerphone message. The answerphone is checked each morning. However, it is possible to overlook a message during the day as there is no light indicator that a message has been left (1571 service is used).
- Email us on [housemanager@saintlukeshs.uk](mailto:housemanager@saintlukeshs.uk) or [generalmanager@saintlukeshs.uk](mailto:generalmanager@saintlukeshs.uk). If you need a quick response, it is best to send to both email addresses.

#### What about repairs requests?

- Do exactly the same – just put 'repair' by your flat number on the whiteboard, and a Handyperson will respond if they see the message first.
- If there is something urgent such as a leak, a WC that won't flush, or something that causes a safety risk, it is a perfectly good reason to pull an orange cord.

## **How will I know when staff aren't in?**

The sign on the door will show 'OFF SITE' if neither of the office staff are at work.

If the House Manager or General Manager are on leave for a week or more, you will receive a note through your letterbox, which will outline the cover arrangements.

If the absence is for a shorter period you will be informed by note if there is a significant change to the service – for instance if visits are being covered by a Mobile Warden. If there is staff cover for at least part of the day, the details will be written on the whiteboard.

## **How is information I need to know communicated?**

We use a variety of communication methods depending on the importance or urgency of the information.

- We hold regular Tenant Meetings and the dates of these are displayed on the board in the main entrance lobby. Agendas will be put up normally about a week before the meeting. Any tenant can submit an item for inclusion on the Agenda by letting the office staff know.
- The whiteboard on the office door gives up-to-date information about staff availability/absences etc.
- There are two noticeboards in the main entrance lobby. One has information about Social Activities. This board is used by both staff and Tenants to advertise events etc. The second has Tenant Information provided by the staff team and Board. This board is used for information that is not usually urgent, but may be of interest. Tenants are encouraged to check both boards every few days as they pass through the lobby.
- We will send a letter, newsletter, or note to all flats when there is information that we need to share, e.g. notes about access for maintenance, or prolonged staff absences. We will also circulate the minutes of all Tenant Meetings to all flats.
- We are producing a series of Useful Information leaflets (such as this) which will be delivered to all flats. We will ask for comments before each leaflet is finalised.
- If you indicate to us that you would prefer to receive any circulars by email, we would be more than happy to do this and save on resources.
- The website will be updated with information. However, we are aware that not everybody is online and we will not use this as a primary way to communicate.

## **Anything else?....**

If you have ideas that will help us to communicate more effectively please let us know. We are always happy to receive suggestions.