



Hello Staff Contacts

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Deputy Multi Site Manager – Jamie Farrar

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Maintenance Operative – Rob Matthews

Housekeeper – Magdalena Splawinska

Customer Service Advisor – Alisha Hazelwood

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Customer Service Advisor – Julie Barnes

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Caretaker - Oscar Cruise

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Caretaker – Richard Stone

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AOM – Matt James

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Service Desk 0844 371 2578

Glide Internet Provider 0333 1230115

Custodian (password Hello 01 Lancaster) 0844 879 1709

Police (non-emergency) 101

Police, Fire Medical (emergency) 999

| <u>Brief Outline of Expectations for a Night Shift</u> | |
|---|---|
| 20:00 | handover, lock up office (turning off all lights etc), go to any reactive maintenance jobs that have been reported, site walk around |
| 21:00 | Weekly site specific jobs such as communal space cleaning, filling of sanitizer machines, window cleaning |
| 22:00 | Then onto non urgent maintenance/cleaning/adhoc jobs as requested to be done by Manager |
| 23:00 | Only if there are no other jobs to be done should you be sat in the office - unless the tasks given are based in the office or on a break |
| 24:00:00 | Second site walk around 1 hr break |
| 01:00 | Weekly site specific jobs such as communal space cleaning, filling of sanitizer machines, window cleaning |
| 02:00 | Then onto non urgent maintenance/cleaning/adhoc jobs as requested to be done by Manager |
| 03:00 | Only if there are no other jobs to be done should you be sat in the office - unless the tasks given are based in the office |
| 04:00 | |
| 05:00 | |
| 06:00 | |
| 07:00 | Last site walk around all handover and notes to be ready to give to day staff reopen office |
| 08:00:00 | Home time |

This is a brief outline and things will change for business needs