



# Keeping YOUR Building in great shape...



To keep Longhill Health Care Centre in great shape we are carrying out a programme of improvements.

## What you told us...

Staff and visitors told us carpets are looking a little grubby and some work surfaces are past their best.

Over half of you fed back positively about the building's maintenance and decoration, but some felt improvements were needed, particularly with directional and library signage.

Around half of you told us the temperatures in the building can become uncomfortable.

96% of respondents told us the maintenance response was very prompt or good!

Generally, you told us that the surrounding grounds of the building are clean and tidy.

## Acting on your feedback...

We'll be replacing the large mat at the entrance, along with vinyl flooring and some carpets. We're also fitting new worktops in the staff room and utilities rooms.

We'll be brightening up several areas with a lick of paint including: • The entrance lobby; • Waiting room; • GP and staff corridors. Signage will be upgraded as part of these improvements.

We'll be inspecting the heating and ventilations systems shortly, your building technician will speak to staff to obtain feedback as part of this process.

Our technicians are despatched by locality so we can ensure a speedy response.

We've recently given the outside of the building a spruce up, but we've still got some car park tarmac repairs to complete and we'll be repainting the parking bay linings.

**We'll be carrying out the majority of these works out of hours, but if you have any queries contact the helpdesk on 01482 787777.**

**Listening & Acting**  
on YOUR feedback



**We apologise for any disturbance while the work is carried out**

[www.citycare-developments.co.uk](http://www.citycare-developments.co.uk)



**Citycare work in local communities. We invest in new developments, build facilities and then look after them through our Facilities Management provider Sewell Group, to make sure they stay as good as new. We work in lots of different environments. As well as building fantastic facilities like the Longhill Health Care Centre, we look after GP surgeries, dentists, pharmacies, community facilities, minor surgery rooms, mental health facilities, office space, public health access points and cafe facilities.**



From general grounds maintenance and upkeep services, to asset management and preventative programmes of work, we look after every aspect of your building, leaving you to concentrate on your day to day business.

With a 24/7 helpdesk at the heart of our business, you have constant support. At anytime, you can pick up the phone and speak to one of our friendly members of staff, or alternatively log a request via the intranet.

Our multi-skilled technicians and buildings managers know your facility inside out, this ensures you receive efficient, cost-effective support, no matter how large or small a request. Our services in this building include:

- A 24/7/365 helpdesk - 01482 787777
- Full time building management;
- Hard services including lifecycle management and preventative maintenance, fabric and grounds maintenance and reactive repairs.

