

Concierge categories

Our concierge provides a service to residents on our estates across Islington:

- physical presence on site, meeting and greeting visitors to the block and deterring unauthorised visitors.
- Safe Haven space.
- provides incident reports on parking related issues.
- general reception and information service.
- manages and operates any CCTV camera system.
- open and close gates including play areas at times and frequencies determined by the Area Housing Office.
- provides incident reports for the Area Housing Office and Police.
- receives and holds deliveries on behalf of residents
- answers intercom calls from residents.
- acts as the emergency fire controller.
- reports communal repairs to the repairs service.

The service that residents receive varies between estates and is organised into four categories – A, B, C and D. The category of service depends on the location of the concierge office and how the block and estate and common parts are monitored by CCTV.

Service received	Category
Concierge office in the block	A
Concierge office in the estate	B
Concierge office – remote multiple cameras	C
Concierge office – remote small number of cameras	D

Concierge service categories:

Dedicated team email for concierge service – conciergeT@islington.gov.uk

Questions or issues relating to electronic notice boards – ENB@islington.gov.uk.

Finsbury Concierge: finsbury.concierge@islington.gov.uk

Estate	Block	Category
Finsbury	Charles Townsend House	B
	Joseph Trotter Close	B
	Michael Cliffe House	B
	Patrick Coman House	B



Andover Concierge: andover.concierge@islington.gov.uk

Estate	Block	Category
Andover	Dibdin House	B
	Docura House	B
	Noll House	A
	Sue Davies	C
	Berkley Walk	D
	Bolton Walk	D
	Allerton Walk	D
	Andover House	D
	Falconer Walk	D
	Seldon Walk	D
	Roth Walk	D
	Corker Walk	D
	Tomlins Walk	D
	Ray Walk	D
	Todd Walk	D
	Andover Road	D
	Yeovil House	D
	Rainford House	D
	Methley House	D
	Chard House	D
	Barmouth House	D
	Besant Walk	D
Hamner Walk	D	
Minguard Walk	D	
Six Acres	Clifton Court	C
	Fyfield	C
	Haden Court	C
	Ilford House	D
New River Green	Jersey House	C
	Guernsey House	C
	Ashby House	C

Harvist Concierge: harvist.concierge@islington.gov.uk

Estate	Block	Category
Harvist	Citizen House	B
	Hind House	B
	Lillingstone House	B
	Talbot House	B
	Everett House	C
	Hindley House	C
	Swainson House	C
	Tenby House	C
Tufnell Park Estate	Hollins House	C
	McCall House	C
	Darren Court	C

Ilex Concierge: ilex.concierge@islington.gov.uk

Estate	Block	Category
Hathersage and Besant	Besant Court	C
	Hathersage Court	C
Ilex House	Ilex House	A
Burder	Burder Court	C
Kerridge Court	Kerridge Court	C
Elthorne	Louise Whitehouse	D
Ringmere	Ringmere	C

Kestrel Concierge: kestrel.concierge@islington.gov.uk

Estate	Block	Category
Kestrel House	Kestrel House	A
	New Bentham Court	C
	Coltash Court	C
	Cluse Court	C

Kings Square Concierge: kingssquare.concierge@islington.gov.uk

Estate	Block	Category
Kings Square	Macclesfield House	B
	President House	B
	Rahere House	B
	Turnpike House	B
	Eva Martin	B
	Tardrew	B
	Franck House	B
	Katial House	B
	Blackwell	B
	Pankhurst	B
	Stafford Cripps	Cotswold
Parmoor		C
Sapperton		C

Peregrine Concierge: peregrine.concierge@islington.gov.uk

Peregrine House	Peregrine House	A
Brunswick Close	Wycliff House	C
	Brunswick Court	C
	Emberton Court	C
	Mulberry Court	C
	Harold Laski	C

St Luke's Concierge: stlukes@islington.gov.uk

Estate	Block	Category
St Luke's	Godfrey House	A
	Bath Court	B
	Newland Court	B
	Paterson Court	B

Bemerton Concierge: orkneyhouse.concierge@islington.gov.uk

Estate	Block	Category
Bemerton	Orkney House	A
	Caithness House	B
	Dunoon House	B
	Perth House	B
	Selkirk House	B

Weston Rise Concierge: westonrise@islington.gov.uk

Estate	Block	Category
Weston Rise	Foxcroft House	A
	Sharwood House	B
	Hurst House	B
	Frearson House	B
	Stelfox House	B

Braithwaite Concierge: braithwaite.concierge@islington.gov.uk

Estate	Block	Category
Braithwaite House	Braithwaite House	A

Pleydell Concierge: pleydell.concierge@islington.gov.uk

Estate	Block	Category
Gambier TMO	Gambier House	C
Pleydell	Lagonier House	C
	Galway House	B
	Gastigny House	B
	Grayson House	B