



Tower Hamlets Homes

Welcome to the first newsletter for the residents of Sivill House

We hope that you find the information interesting and useful

Introduction

Mulalley was appointed by Tower Hamlets Homes to carry out external works to your home. If you have any queries regarding the works please contact your Resident Liaison Officers who will be pleased to help.

Tower
Hamlets
Homes

Your Resident Liaison Officers



Michelle Rayner
07985 412416



Tina Howard
07904 744993



Linda Graham
07507 865858

Your Resident Liaison Officers are based on site from 8am to 5pm, Monday to Friday.

If you have any questions regarding the works or wish to have a break from them, you are most welcome to come and have a cup of tea with us in the respite unit.

You can find us in the car park area at Baroness Road/Pelter Street or contact them on the numbers above or on the land line at Chrisp Street, Poplar on 020 7538 4640.

Your site team



John Myles, Site Manager, is based on site and has the overall responsibility for the day to day running of the contract

A word from us

The team would like to assure residents that our aim is to reduce disruption to you during the works and thank you for your patience and cooperation.

Repairs and emergencies not related to our works

For repairs and emergencies not related to Mulalley works please contact Tower Hamlets Homes 020 7364 5015 and select option 1.



Did you know, THH has an online service for residents called MyTHH? You can manage many transactions online with a live view of rent, service charge accounts and repairs on your property or estate. Some of the things you can do:

- View your rent statements and balance
- View your leasehold account and invoices
- Log requests directly into THH's customer contact management system
- View current and previous repairs on your property and communal areas of your block and estate
- Take part in THH surveys on a range of subjects to help improve our services and where you live.

Register now at my.thh.org.uk

Emergencies

Emergency repairs are when work is needed to avoid danger or risk to the health of the resident, or prevent serious damage to the property.

If you have an emergency involving our works or our site in working hours (8am to 5pm) please contact your Resident Liaison Officer or any of the Site Management team.

If the emergency is as a result of Mulalley working in or around your home **outside of working hours** please contact 0800 028 7353.



Over to you

We welcome resident ideas on any subject – be it recipes, announcements or anything else you wish to share. Please contact your Resident Liaison Officer with any articles.

So what works are we doing?

- Works inside and around your home may
- include some or all of the following:
- Roof renewal
- Concrete and brick work repairs
- Decorations to communal areas and external decorated surfaces, handrail, private balconies.
- Fire risk assessment works
- Window overhauls/re-new subject to surveys
- Front door replacement (tenanted properties only)
- Asbestos surveys
- Electrical works

So, what's been happening?

- Site setup established
- Scaffold has started to be erected.

To be carried out in the coming weeks

If we need access into your home you will be sent an appointment by letter

- Asbestos surveys to your home and in the communal areas
- Electrical tests to your home and communal areas
- Front entrance door surveys for council tenants
- CCTV Drain surveys

Please be aware while scaffold is up around your home

Operatives will be surveying or working on the scaffold between 8am and 5pm, Monday to Friday.

Please get in touch with the team if you need any further information.

Site safety

Site safety is very important. Whilst every precaution is taken to ensure the safety of everyone living and working on site, we would ask for your full cooperation in helping us carry out the works in the safest possible manner.

Please

- Do not enter the site / work areas
- Do not climb scaffold at any time
- Keep children away from the work areas at all times

If you see anyone on the scaffold or any suspicious behaviour, please call the police: 101

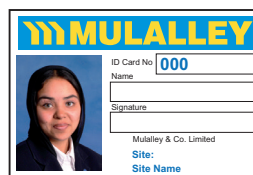
Have we been considerate?

If you think someone has done a good job, please ask your Resident Liaison Officer for a "Have I been considerate" leaflet, to let us know about it. This information is most welcome and we like to praise our workers too.

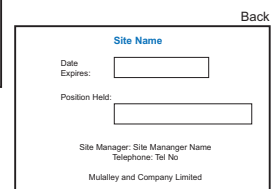
We have people working in your area

All Mulalley staff, subcontractors or visitors carry identification. You should not allow anyone into your home that does not have an identity badge. If you are in any doubt, your Resident Liaison Officer will confirm their identities.

Unfortunately, building works attract bogus visitors so please be extra aware.



Front



Back

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