

Tower Hamlets Homes



Welcome to the second newsletter for the residents of 64 – 86 Hackney Road

So, what's been happening?

- All surveys are complete
- Refuse hoppers are complete
- Balcony roofs are 95% complete
- Lightning protection is 75% complete
- Fire stopping works are 95% overall
- Main roof is 95% complete with handrail finished
- Window overhaul and brickwork/concrete repairs are ongoing



Bin Chute before



Bin Chute after



Main Roof before



Main Roof after



Your Resident Liaison Officers

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.



Michelle Rayner
07985 412416



Tina Howard
07904 744993

You can find us in the car park area at Baroness Road / Pelter Street or contact us on the numbers above or on the Resident Liaison office 020 7538 4640.

Our Site Managers

Steven Humphries
and Daniel Blindu



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.

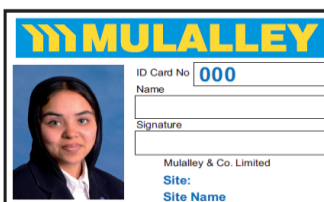
Please

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

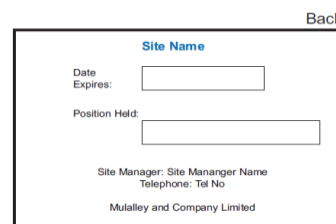
If you see anyone on the scaffold or any suspicious behaviour, please call the police: 101.

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.



Front



If you are in any doubt, your Resident Liaison Officers will confirm their identities.

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

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 during working hours (8am to 5pm) please contact your Resident Liaison Officers or any of the Site Management team.

If the emergency is as a result of Mulalley working in your home **outside of normal working hours** (above) please contact 0800 028 7353.

Repairs and emergencies not related to our works

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

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.

Over to you...

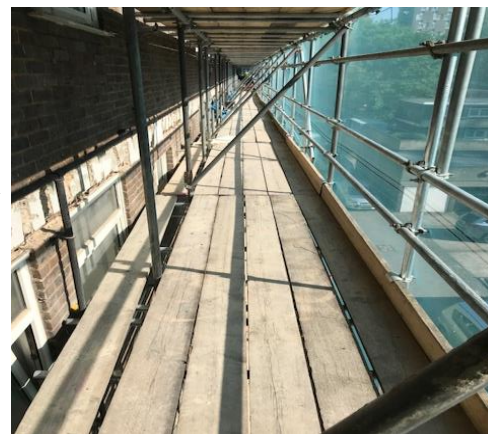
We welcome resident ideas on any subject; be it your favourite recipes, upcoming meetings, announcements or anything else you wish to share. Please contact your Resident Liaison Officers with any articles.

Please be aware while scaffold is up around your home

Our operatives will be surveying and/or working on the scaffold around your block between 8am - 5pm, Monday to Friday.

Please be aware they may be able to see into your home so we ask you to take extra care during the works.

Should you wish more information, please get in touch with your Resident Liaison Officers.



Residents Web Portal

An online web portal is available to the residents on our Tower Homes contract.

The portal holds information relating to our works for Tower Homes such as newsletters, vacancies, contact details, works taking place, competitions and events to name a few.

You can access the web portal by following the steps below:

1. Go to our website www.mulalley.co.uk
2. Click on the Residents Login button on the bottom of the web page
3. On the Residents Login page click on the Tower Hamlets Homes logo
4. Enter the web portal password **tower131**
5. You are now in the web portal



Please note: The web portal is not a replacement for any of our letters or publications; it is an additional feature that has all of the information we have given you in one place.

There is also a link to the Tower Hamlets Homes website.

If you would like to see something else added to the web portal, please let your Resident Liaison Officer know.

Have we been considerate?

If you think someone has done a good job or gone over and above what you would expect, please ask your Resident Liaison Officers 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.



Do you know about MyTHH

Tower Hamlets Homes 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.

Register now at my.thh.org.uk

Roofing award

We are pleased to announce our roofing contractor was presented with an award by Langley roofing materials manufacturer for contract of the month.



Tower Hamlets Homes Resident Liaison Coordinator

Mohammad Abdulla is your Resident Liaison Coordinator and is your point of contact at Tower Hamlets Homes. Mohammad is based on site in the RLO office every Wednesday between 2pm – 4pm.

Mohammad can be contacted on: 0207 364 7505, mobile 07562 431811 or Mohammad.Abdulla@thh.org.uk

**Tower
Hamlets
Homes**

