

Rainbow House



Welcome to our newsletter for the residents of Rainbow House

Introduction

Mulalley have been appointed by Network Homes to carry out external works to your home.

Works so far

- Our site setup is now in place
- We have completed the ground works
- Scaffold has been erected to Section C
- The hoist has been installed

Upcoming works

The cladding removal and reinstatement works will be starting very soon. We will send you a letter with more information nearer the time.

Condition survey of your home

There are still nine properties that have not yet got in contact with us to arrange a condition survey of their home.

These surveys give us a record of the condition of your home before the work, so that if there is any damaged caused by the work, you have proof of the condition beforehand.

It is in your own best interest to take part in the survey.

If you have not had your survey already, Network Homes will be in contact with you to arrange an appointment.

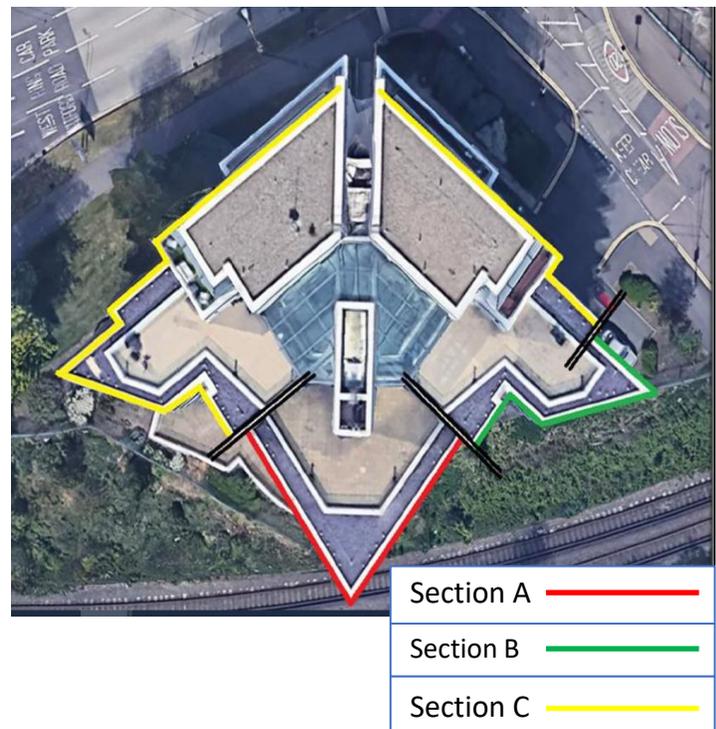
Our works and the COVID-19 pandemic

We continue to follow Government guidelines as well as the latest guidance and advice from the Construction Leadership Council and Public Health England.

Contact with Network Homes

The health and safety of our workforce and the communities in which we work is our top priority.

We are in constant contact with Network Homes regarding COVID-19 issues and updates.



IMPORTANT

While scaffold is up around your home

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

Our workforce on the scaffold may be able to see into your home so please take extra care around windows during the works.

Site Safety is very important

We take every precaution to keep everyone safe, whether they are in their home or working on site. We need your cooperation to help us carry out the works in the safety way possible. Please:

- Do not enter, or allow children to enter, the site / work areas
- Do not climb, or allow children to climb, on the scaffold at any time

If you see anyone on the scaffold or any suspicious behaviour, please contact the police

We have people working in your area

Mulalley staff, subcontractors and visitors carry identification. You should not allow anyone into your home if they do not have an identity badge. If you are in any doubt, your Lead Resident Liaison Officer will confirm their identities.



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

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 Officer for a "Have I been considerate" leaflet, to let us all know about it.

We love to hear about when we have done well, because we know it's important to praise our workers too.

Any queries

If you have any queries relating to our works, please contact your Lead Resident Liaison Officer.



Tracy Pasby

Lead Resident Liaison Officer

Mobile - Text - WhatsApp

07507 865859 rlo.cdn156@mulalley.co.uk

If you would prefer a call back, please send a text or email quoting "Call Back" and Tracy will contact you as soon as possible.

Emergencies

If you have an emergency involving our works during working hours (8am – 5pm) please contact your Lead Resident Liaison Officer.

If the emergency is outside of our working hours (as above) please contact 0800 028 7353

Health and Safety Executive (HSE)

This contract will also be registered with Health and Safety Executive (HSE). A government body who monitors health and safety performance in the construction industry.

Health and Safety

All Mulalley sites are visited regularly by our Health and Safety Inspection Team to ensure that health and safety is followed meticulously.

Household Contents Insurance Policy

Reminder: We recommend you inform your insurer that building works are taking place. Many policies require you tell the insurance company, or they may become invalid.

A word from us

We would like thank you for your patience, cooperation and understanding during the works.