

## Peppermint Heights



Welcome to the first newsletter for the residents of Peppermint Heights

### Introduction

Mulalley was appointed by Network Homes to carry out external works to your home. If you have any queries regarding the works please contact your Resident Liaison Officer for help.

### What works are we carrying out

We will be installing a sprinkler system throughout Peppermint Heights. This includes associated works such as fire alarm works, removal and replacement of ceilings where necessary and fire stopping and decorations to disturbed areas

### Upcoming works

- Scaffold for external investigations into the insulation board will be erected for 5 weeks from 30 September
- Pipe/electric installations to the riser cupboards on all floors
- Decorations to disturbed areas in communal corridors
- New ceiling tiles where needed
- We will be investigating the external wall finishes (insulated render) following advice issued by the Government to landlords.
- Investigations to check if cladding and render finishes are compliant with Building Regulations. We have commissioned Philip Pank Partnership, an experienced building surveying practice, to lead these investigations.

If you have any further queries please contact [fireenquiries@networkhomes.org.uk](mailto:fireenquiries@networkhomes.org.uk) or **0300 373 3000** and ask to speak with our fire safety team

### Site Setup

You can find our site office at the main entrance gates to Peppermint Heights

### So, what's been happening?

We have completed the following:

- 90% of condition surveys
- 90% of asbestos surveys
- 20% of completed works to flats
- 25% of communal pipe works

### Your Resident Liaison Officer

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



Kathleen Reid  
07827 884441

Kathleen is the team member whose role is to ensure good, open and effective communication between you and the rest of the Mulalley team.

She will write to you and keep you up to date on the progress of the works. If you have any queries please contact Kathleen on the number above

## The works from start to finish





### Benefits of the works to you and your home

The purpose of the fire sprinkler system being installed is to reduce the impact of a fire by keeping you and your home safe.

If the sprinklers are activated, the system will automatically inform Brent Fire and Rescue.

### What will the works involve

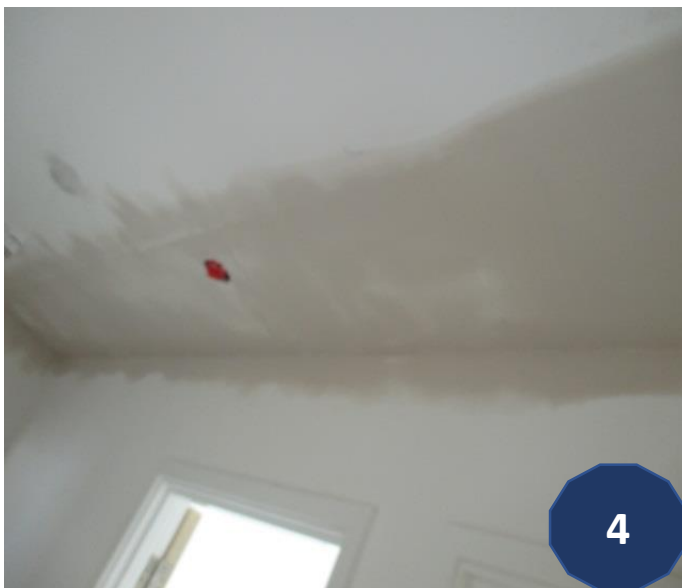
Sprinklers will be installed in all rooms, excluding bathrooms and toilets.

There will be pipework installed at high level along the full length of the wall where the sprinklers are being fitted which will be boxed in neatly and decorated.

### How long will the works take

We will need access to your home for approximately 5 days.

*If access is not provided each day this will delay the works.*



### What changes you will see in your ceiling

The changes will be within the hallway, landing, lounge, kitchen and bedrooms where the surface mounted sprinklers and boxing will be installed neatly at high level of the walls.

### Show Flat viewings

Residents can view a completed flat by contacting their Resident Liaison Officer Kathleen Reid.

### A word from us

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



### Your Contracts Manager

Colm Coyle is located at our Head Office and is responsible for the management of the contract.



### Your Site Manager

Tony Torpey is based on site and has the responsibility for the day to day running of the contract. He will coordinate the operatives and specialist sub-contractors



## Water Pressure Tests

When pressure tests are carried out we would prefer that residents were away from flat during this time (approx. 1 hour).

Residents can use respite area in the site compound which has refreshments / colouring books etc or they can leave their flat for this duration. We recommend that they leave but are aware that some residents may want to stay in their flats.

## 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 and work areas and keep children away from them.

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 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.

This information is most welcome and we like to praise our workers too.



## Emergencies

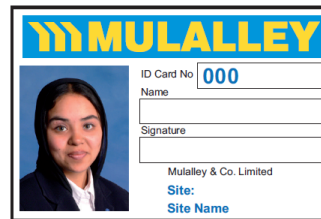
Emergency repairs are when work is needed to avoid **danger or risk to the health of the resident, or prevent serious damage to the property.**

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

If the emergency is a result of Mulalley working in or around your home **outside of normal working hours** (above) please contact 0800 085 3786.

## 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



Back

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.

## Residents Web Portal

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

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

Follow the steps below to access the web portal:

1. Go to our website [www.mulalley.co.uk](http://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 Network Homes logo
4. Enter web portal password: *peppermint148*
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 Network Homes website.

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

### 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 Officer with any articles.