

Mole Valley Residents Newsletter Summer 2009



Dear Residents,

We are very pleased to be working with Mole Valley on their delivery of Decent Homes. We issue regular newsletters, to residents we are working with, or will be working with shortly, as well as neighbouring properties, to keep you and your neighbours informed of progress and provide helpful and important information.



Quote from Linda Tobbit

United House have been really good at supporting events that have been held here at MVHA. Over the time that they have been working in the district they have provided vouchers for our Resident Consultative Group prize draws. They visited a local school in Fetcham and worked with the small children on safety. They have supported us at our Residents Day in April this year and they provided an excellent face painter who was kept busy for 4 hours non-stop at our Neighbours Day event in North Leatherhead in July! We held a Homeskills event earlier in the year and they provided information packs and prizes for those too.



Sparky Lady

United House were carrying out refurbishment works in Clemence Mead and the resident, Ms Maria Gunther happened to mention to Sharon Carter that she was doing a 3 year City & Guild electricians course, she told Sharon that she was in her third year and finding it very difficult because she didn't have any hands on practical experience. Sharon made some enquiries with NRT (Our Electrical Contractor) who agreed to take Maria on for one day a week to give her the hands on experience she needed to successfully complete her 3rd year. Maria said "The opportunity has been fantastic it would have been impossible for me to complete my final year without this practical experience; it has given me so much confidence to use the equipment and learn different terminology something we don't learn at college".

Neighbours Day

More than 300 people enjoyed the Neighbours Fun Day with 3-legged races, tug of war, a wigwam tent with story telling all took place at the Recreation Ground in North Leatherhead on 16th July 2009. The event was one of several that were organised by Mole Valley and took place throughout the summer. United House provided the face painter for the events, which was a huge success with the children.

Meet the Team



Paul Forrest
Site Manager

Paul is responsible for overseeing the work, managing staff and their health & safety



Steve Isted
Site Supervisor

Steve ensures materials are available, that operatives work safely & that the work meets required standards



Rob Mannion
Site Supervisor

Rob has the same responsibilities as Steve.



Sharon Carter
Senior RLO

Sharon has overall responsibility for resident liaison services on this project.



Kat Faulkner
RLO

RLO responsibilities defined below.

Resident Liaison Services

Our Resident Liaison Officers (RLOs) are dedicated to supporting you before, during and after the works. They will meet you in advance to talk to you about what to expect and how to prepare. Your RLO will be your first and best point of contact for any queries or concerns about the work we are doing and they are available from 8:30am to 5pm Monday to Friday. Your RLO will visit you regularly during the work in your home - keeping you updated on progress and discussing any concerns you may have.

Get Creative

If you are under 16 you can enter our annual painting competition for a chance to win WHS vouchers and see your work of art in our virtual gallery. To see last years winning entries and to download an entry form visit the kids page of our residents website : www.unitedhouse.net/residents. Your passcode is C220.

Progress So Far.....

Our programme of works for this year includes the following:

- 128 Kitchens
- 123 Bathrooms
- 145 Heating systems

Most of this years internal work is in Bookham with a few properties in Fetcham, Leatherhead and Ashted, we are also trying to re-programme properties that could not be included last year.

We started our external works programme on 24 August 2009 which include:

- Roofing
- Re-pointing
- Wall finishes
- Cavity wall insulation
- Decorations to some 180 properties

Again these works are mainly in Bookham but with approx 20 properties in Ashted and 15 properties in Headley.

During year 1 we completed the following works:

- 248 kitchens
- 286 bathrooms
- 217 heating systems
- 23 roofs in Taylor Road Ashted

Important Numbers

Sharon Carter - **0800 988 2055**

Kat Faulkner - **0800 023 1724**

United House Emergency

Repairs - **01322 660 226**

Repairs not related to our work contact Mole Valley on

01306 505 535

Smell Gas? If you have a gas leak call National Grid - **0800 111 999**

Beware of Bogus Callers. Our site staff wear corporate clothing, carry an ID card and visit by appointment. If you are unsure about someone, **DONT LET THEM IN.** A bonafide caller will not mind your caution. For further reassurance call your RLO.

