



Press Release March 2005

## “...absolutely superb”



**At a glittering awards ceremony at the London Hilton Hotel, Park Lane, Mulalley were last night awarded their second ‘Quality in Construction Award’.**

The Quality in Construction Awards, supported by *Construction News*, serve to highlight excellence in the industry and recognise the ambition, skill and management of construction teams. The awards have the backing of the Department of Trade and Industry and Constructing Excellence.

At the gala dinner, hosted by comedian Dominic Holland, Mulalley were honoured with the award for ‘Management and Process Innovation’, a prize sponsored by Shell UK.

The judges, although bowled over by the exceptionally high standards of this category, reached a unanimous verdict to award Mulalley the first Quality in Construction Award of the evening.

The category ‘Management and Process Innovation’ was designed to highlight ‘exceptional and innovative management strategies or construction techniques to improve efficiencies’, and that is exactly what Mulalley have done with their multiple-award winning Resident Liaison Management Process.

In 1999, Managing Director Brendan O’Malley set the company goals to improve the way projects involving occupied premises were handled. These were designed to ensure clear lines of communication, to introduce a training programme for our Resident Liaison Officers, to ensure clean, safe and well presented site set-ups, to improve customer relations and to encourage positive resident involvement.

These goals, successfully achieved, have transformed Mulalley’s entire approach to social housing regeneration, with stunning results. As the judges said, *“This Company has made a step-change beyond recognition...absolutely superb”*.

And with two Quality in Construction Awards, plus a Queen’s Award for Enterprise for Innovation, Mulalley are proud that their ongoing efforts in Resident Liaison continue to be recognised at the highest level.



Resident Liaison Manager Vikki Emmines, and Quality, Safety and Training Manager Martin Perry, after accepting the 2005 award.

**Making the Difference**  
**[www.mulalley.co.uk](http://www.mulalley.co.uk)**



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