



press release



Building Happier Customers!

Mulalley wins Greater London Training Award 2004

The National Training Awards are the UK's number one accolade for businesses, organisations and individuals who have achieved lasting excellence and success through training and learning.

Their aim is to recognise and celebrate the people and the organisations who create success through training and personal development.

Building happier customers by training 'ambassadors'

"Builders From Hell!" - every resident's fear when faced with building works in their home. 'Residents in Place' projects had become very stressful for all concerned marked by complaints and disruption to their lives.

But Mulalley & Co. Ltd., a construction company based in Woodford, Essex, has restored harmony and client satisfaction through training, to win the Greater London Training Award for 2004.

site and marketing teams are made aware of the RLO's role and importance.

So far, 20 RLOs (majority being women) have been trained. However, Mulalley realises it cannot stop there. To meet with the continuing growth of the business, Mulalley continues to recruit, train and perfect its own RLOs to change the public impression of the building industry away from the "Builders From Hell" image!



Martin Perry and Eamon O'Malley receive their award from Sue Barker

In addition to overseeing tidier and safer sites, RLOs organise parties and fun days for residents. Also, Mulalley maintains its custom of providing fully furnished and well equipped 'respite units' for residents who need to get away from any disruptive work.

With the quality of training and support given to the RLOs, these men and women are ready to face the challenges each day presents. Brendan O'Malley, Managing Director of Mulalley, said: "We are now the building company that our customers choose to do business with, because our resident liaison abilities are second to none."

The company has recruited and trained Resident Liaison Officers (RLOs) to explain to residents the works to be carried out in their homes and putting them at ease. Says Martin Perry, a Mulalley Divisional Manager: "It soon became apparent that there were few people in the industry with both sufficient knowledge of construction and the necessary social skills to meet our ambitions. We decided we would have to 'grow our own'."

Mulalley created a unique documented system for resident liaison. It trained RLOs on identifying risks, managing personal safety, dealing with complaints, queries and the importance of management reporting, good record-keeping and site appearances.

Mulalley sees the RLO role as a key to a successful contract. Therefore, the firm's contract management,

The firm's commitment to innovative resident liaison work in social housing also won Mulalley a Queen's Award for Enterprise, an honour received in June this year.



Our RLOs at the Queen's Award Ceremony - June 2004

