

Queen's Award

Mulalley has been honoured by the Queen for helping to improve the lives of people in social housing. Mulalley were presented with The Queen's Award for Enterprise for its work in helping to reduce the intrusion of housing redevelopments on residents.



The company's 400 strong workforce has developed customer-friendly methods of carrying out kitchen and bathroom refurbishment without turning the lives of the residents upside down.

The Queen's Representative – Colonel Alan E Hall TD DL presented Mulalley Director Eamon O'Malley with the award, whilst on hand were many of the Resident Liaison Officers who provide the vital communication link between the Residents and Site Management.



Front Row left to right: Brendan O'Malley (Managing Director), Colonel Alan Hall TD DL, Eamon O'Malley (Director), The Worshipful the Mayor and Mayoress of Redbrige, Councillor Arthur Leggatt and Mrs Rita Leggatt

The citation in full:

"This award is made in recognition of the company's innovative Resident Liaison Management System. Central to this system is the appointment of specially trained, full-time Resident Liaison Officers. Trained in customer relations, broad technical procedures and first aid, they provide a vital communication link between the residents and the site management, avoiding problems or dealing with them rapidly. Other elements of the Resident Liaison Management System include the structured meetings with residents, newsletters and foreign language translation facilities."

