

Rok & WALH Project Contacts

Contact & Job Description	Telephone
Dennis McLaughlin Team Leader. Rok	01942-811849
Stephen Green Contract Manager. Rok	01942-811849
Keven Davies Site Manager. Rok	07809-451458
Norman Phipps Project Officer. WALH	01942-705845
Darren Shaw Dept Project Man. WALH	01942-705845
Ernie Wilcox Project Surveyor. Rok	07809-451483
Elaine Hallam Tenant Liaison Officer	07809-451438
Jenny Mellan Administration Officer	01942-811849
Rok Building Limited Rok Centre, Dodd Lane Chorley Road, Westhoughton, Bolton. BL5 3NU 08.00 – 17.00 Mon-Thurs 08.00 – 15.30 Friday	01942-811849
Wigan & Leigh Housing CT3 Building The Investment Centre Waterside Drive Wigan, WN3 5BA	01942-705845
Out of hours emergency call: WALH Central Watch Dept.	01942-705040

Meet your project team from Rok Building



Contract Manager - Stephen Green
Stephen is responsible for all the planning & sequencing of refurbishment works to your homes. He will ensure these works meet with your satisfaction.



Site Manager - Keven Davies
Keven is responsible for all works carried out upon your home. He will ensure that these works meet with your satisfaction.



Tenant Liaison Officer- Elaine Hallam
Elaine is here to help you, answering any questions or concerns. Elaine will visit and explain what is happening throughout the works period.



Site Surveyor - Ernie Wilcox
Ernie is responsible for the initial surveying and scheduling of works to be carried out. He will ensure all scheduled works are qualified.



Administration Officer-Jenny Mellan
Jenny is based in our head office in Westhoughton. She is a further point of contact to assist with any queries.

All employees are issued with an identification badge. Please never let anyone into your home without first checking their card. Our I.D cards are unique and can easily be checked by telephoning us to verify identity.



Wigan and Leigh Housing



Working in partnership with
Rok Building Limited

TREES ESTATE, LEIGH



Who are we?

Rok Building Limited have been employed as a framework partner by Wigan & Leigh Housing to carry out Programmed Maintenance works over the next five years.

Rok is a national company with more than fifty five offices. With the vision to become 'The Nation's Local Builder' the aim is to use teams who live and work in their communities.

Rok Bolton, formally Durose and Gourlay Ltd have worked in and around Wigan for over 30 years

When are we starting?

Rok will be working across the Wigan borough for a five year period commencing April 2009.

What are we doing?

The scope of works is dependent upon the state of repair. Not all properties will require or receive the same level of maintenance and repairs.

If you wish to know more exact details regarding the works please do not hesitate to contact our Site Manager or Tenant Liaison Officer who will be pleased to discuss this with you.

Roofing works

In some cases where we are carrying out repairs to your property, it is possible your roof void will become open to the elements. We would request that you either remove or protect all personal possessions etc within the roof void prior to commencement of works.

Scaffolding

Scaffolding will be erected to enable us to carry out our works safely. To prevent injury and / or damage, please remove / relocate all personal possessions from the vicinity of the works such as planters, benches, caravans, trailer vehicles / boats.

Scaffolding frequently interferes with satellite signals. Where this does occur and it affects a signal to your property, we will arrange for the dish to be temporarily re-located and then refitted after the scaffolding has eventually been removed.

We would appreciate your assistance by preventing unlawful access to the scaffolding adjacent to or on your property. Please contact the police where you are unable to persuade people to leave the scaffolding.

Chimney repairs & gas tests

We may need to carry out some repairs and in extreme cases complete rebuilding of the chimney stack(s) to your property. We will need access to your property, in **ALL** cases where we intend to disturb the stack.

Site tidiness

As you can appreciate all the works being carried out to your property will generate varying degrees of dust, debris and noise. We will always clean up as far as possible both during and at the end of each working day. If you are concerned about any debris that has been left at your property then please contact one of our site representatives at your earliest convenience.

WE CANNOT RESOLVE YOU'RE CONCERNS IF WE DO NOT KNOW ABOUT THEM.

Inspection of works

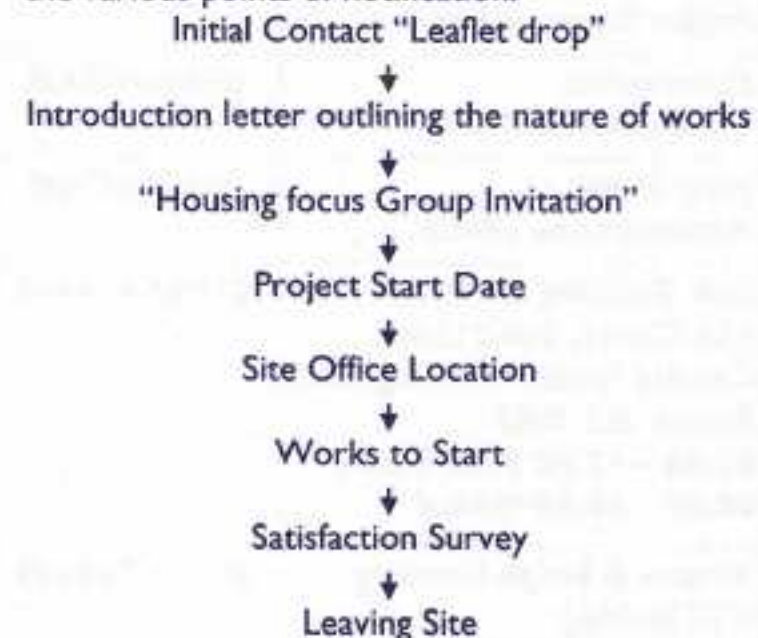
All works will be inspected on a day to day basis. A final check list will be done only when the external redecoration has been completed and we consider the property ready for handing over. This is your final opportunity to raise any snagging items with your TLO or Site Manager.

If you have any special requirements PLEASE LET US KNOW.

Your TLO will be here to help – Please contact Elaine with any special requests.

Project Sequence

Residents will be contacted at various stages throughout the duration of any cyclical programmed works. The below guide identifies the various points of notification.



On completion we ask that you complete a satisfaction form. This enables us to obtain feedback from you which will improve our service. Your comments good or bad are always useful.