

# BAAS & WALH Project Contacts

Contact Job Description	Direct Tele- phone
Jonathan Mayoh Project Manager. BAAS	01942-212-327
Pete Ratcliffe Site Manager. BAAS	07967-356-752
Steve Critchley Project Officer. WALHC	01942-705-845 01942-705-844
Brian Hampson Dept Project Man. WALHC	01942-705-845 01942-705-844
Chris Anderson Project Surveyor. BAAS	07779-158-080
Wendy Hulse Tenant Liaison Officer	07891-678-344
<b>BAAS</b> Construction Ltd Pemberton Business Ctr Richmond Hill Wigan WN58AA	<b>01942-212-327</b>
Wigan & Leigh Housing Company Limited CT3 Building The Investment Ctr Waterside Drive Wigan, WN35BA	01942-705-845 01942-705-844
BAAS Construction Out of hours emergency call	<b>0800-294-4770</b>

## Meet your project team from BAAS Construction



**Project Manager  
Jonathan Mayoh**

Jonathan is responsible for all the planning & sequencing of refurbishment works to your homes. He will ensure these works meet with your satisfaction.



**Site Manager  
Steve Tillotson**

Pete is responsible for all works carried out upon your home. He will ensure that these works meet with your satisfaction.



**Site Surveyor  
Chris Anderson**

Chris is responsible for the initial surveying and scheduling of works, completion inspection and handover to WALHC



**Tenant Liaison Officer  
Wendy Hulse**

Wendy is here to help you, answering any questions or concerns. Wendy will visit and explain what is happening throughout the works period

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. Ask the caller their name, then call us with their ID NO. and we will confirm who they are.



## Wigan And Leigh Housing Company



Working in partnership with  
**BAAS** Construction Limited

*“improving & maintaining  
homes across the borough”*



## Who are we?



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

BAAS Construction is a family owned general building contractor. For more than 25 years we have specialised in supporting social landlords.

BAAS Operate from different bases across the north west, this project will be managed from our Pemberton base.

## What are we doing?

The scope of works is dependent upon the state of repair. As a general guide repairs and painting projects may include-

- Cleaning/Painting to fascia, soffits & rainwater goods
- Cleaning of existing upvc window frames
- Replacement of defective external doors
- External Painting of previously painted surfaces. eg- external doors, GRP panels, etc
- Window Maintenance- Easing, oiling, adjusting sash opening and replacement of handles as required.
- Repairs & Painting to existing fencing / gates
- The above items are a general guide and this is not an exhaustive list of works to be carried out, if you are aware of repairs required to the external of your property not listed above please inform a member of the BAAS Project Team.

## When are we starting?

BAAS will be working across the Wigan borough for a five year period commencing April 2009. Please refer to the provisional year one programme, overleaf.

## 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

Initial Contact "Leaflet drop"



Introduction letter outlining the nature of works



"Housing Focus Group Invitation"



Project Start Date



Site Office Location



Works to Start



Satisfaction Survey



Leaving Site

**On completion we ask that you complete a satisfaction form. This enables us to improve our service. Your comments good or bad are useful for us to improve our service.**

## BAAS 2009-10 Directive Programme

Project Estate	Proposed Start Date
New Springs, Aspull, Wigan	April 2009
Norley Hall, Wigan	April 2009
Toplock, Aspull, Wigan	June 2009
Spring View, Ince, Wigan	June 2009
Marsh Green Central, Wigan	July 2009
Wigan Lane, Wigan	July 2009
Scholes Cambridge, Wigan	August 2009
Redwood, Orrell, Wigan	October 2009
St Paul's, Worsley Mesnes, Wigan	November 2009
Billinge, Wigan	November 2009
Beech Hill South, Wigan	January 2010
Nicolmere, Ashton in Makerfield, Wigan	February 2010
Eliot, Worsley Mesnes, Wigan	February 2010