

Resident Safety & Engagement

Ensuring Your Safety

- Resident safety is paramount, and we will ensure unauthorised access to scaffold/access equipment is prohibited whilst works are underway.
- Open days and information packs will ensure that you are informed about any balcony restrictions, and you may be asked to remove belongings prior to the works. This will be reiterated in literature, newsletters, and face-to-face meetings with our RLO.
- Typically, posters are placed on balcony doors reiterating that access is prohibited and scaffold poles/Heras fencing or similar will be used to ensure access cannot take place.

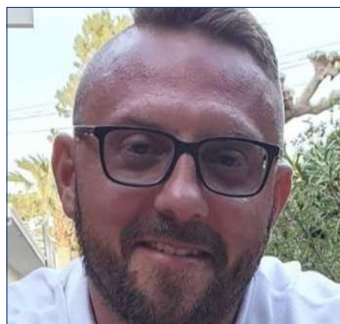
Providing Meaningful Engagement

- **Resident Liaison Officer** – Available to provide support throughout.
- **Open Days** – Allow us to explain the works and answer questions.
- **Information Packs** – Provide relevant information about the project.
- **Pre-Commencement Surveys and Resident Profiling** – Ensure we can tailor our processes to your needs.
- **Unique Support Plans and Personal Emergency Egress Plans** – Created for vulnerable individuals.
- **Newsletters** – Sent out by your RLO on a regular basis to provide updates.
- **Additional literature (braille, large print, or other languages)** – Ensuring exemplary communication with all individuals.
- **Resident Meetings and Coffee Mornings** – Arranged on a regular basis to ensure your satisfaction.
- **24/7/365 Customer Care & Out of Hours Emergency Lines** – Enabling round the clock assistance when you need it.

Meet the Lawtech Team



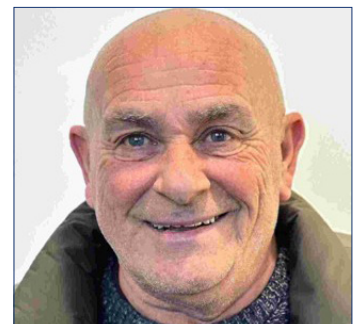
Tracy Corbyn,
Head of Customer
Service



Michal Ostrowski,
Contracts Manager



Mike Castle, Project
Manager



Alan Sands, Site
Manager

