

Who should we contact?

Before work starts, Lambeth council will write to you with details of our main contractor partner (the builders you will see on site every day). When work is starting on site we will write to you with contact details for their Resident Liaison Officer (RLO) and site manager, and details of their site office.

The contractor's RLO and site manager should always be your first point of contact while works are on site

We will also give you contact details for the Lambeth project management team – project manager, project officer and customer liaison officer (CLO) - and a named contact at the independent consultants who monitor the costs, timing and quality of the building works.