

NEWSLETTER

A&E Elkins Limited
Maintenance, Refurbishment and Roofing

Aylesbury Estate- Warm, Dry & Safe - Phase 2

Issue 14 –October 2016

We're here to help...



Julie Cole
Resident Liaison
Officer
M: 07496 352 582
E: Julie.Cole
@aeelkins.co.uk



Lori Payne
Resident Liaison
Officer
M:07539 946 958
E: Lori.payne
@aeelkins.co.uk

FREEPHONE NO:
0800 103 2926

Please note that our site offices and welfare facilities have moved to the undercroft, 76-165 Missenden, Rowland Way, London SE17 2HU.

Our office is open Monday to Friday between the hours of 8.30am-4.30pm (excluding bank holidays)

SOUTHWARK COUNCIL CONTACT
Michael Adigun
Customer Relationship Officer
Mob: 07903 811 631
E:Michael.Adigun@southwark.gov.uk

Outside office hours you should use our Emergency No:
07946 220 827

Please read your Residents Handbook for full details about the proposed work and schedules to your estate and property.

Dear Resident

Welcome to the fourteenth edition of our monthly newsletter for Aylesbury Estate –Warm, Dry & Safe –Phase 2. Southwark Council is investing more than £12.5 million in improvements to your homes and the estate. A&E Elkins Ltd will provide these works as the long term Partnering Contractor for your area.

WORKS DESCRIPTION AND UPDATES

Here is a summary of works that have been completed so far:

Electrical upgrade works

Electrical upgrade works are ongoing to all blocks and we are now booking in the remaining few properties. The last remaining properties that have not booked in have now been passed back to Southwark council and housing management. If you have not yet had an electrical upgrade, please contact Lori or Julie to arrange a convenient appointment.

Window Overhauls

Window overhauls are still ongoing to all blocks excluding Calverton, Danesfield and Emberton. If you have not yet made an appointment for these works, please contact Lori or Julie.

There are a few outstanding properties at Missenden where window overhaul works have not been undertaken. Residents who have not yet had these works completed, please contact Lori or Julie as soon as possible to book an appointment.

Replacement front entrance doors

Replacement front entrance door works have commenced on all blocks, (excluding 112-165 Missenden & 203-255 Missenden). If you have not yet had a replacement front door, please contact Lori or Julie.

Communal Areas

Replacement Bin stores and service cupboard doors are in progress on the estate.

We work as part of the
**Considerate
Constructors Scheme**



For more information, please call
08007 831423 or visit the website on
www.ccscheme.org.uk

Building sites signify to the public that works are in progress, and this can sometimes result in bogus callers who will attempt to visit and gain entrance to properties by claiming to be involved in the works.

Please remain fully aware and vigilant of this possible security risk and always ask to see an identification badge.

If you are still unsure, please immediately contact our Resident Liaison Officer, any of our bonafide workmen will be more than happy to wait while you check.

Our ID badge provides details of the operatives' name and position, and contain a photograph of the operative.

Authentic cards will clearly show the A&E Elkins logo.

If in doubt, please call the RLO'S for verification or the Police.

For emergency repairs that need immediate attention, please call the Contact Centre on FREEPHONE 0800 952 4444 or 020 7525 2600.

All non-emergency repairs can be reported on the Southwark Council website 24/7.

Visit:
<http://www.southwark.gov.uk/repairs>

Resident Coffee Mornings

We will be holding a resident's coffee morning on Monday 21st November at our site office. The address is: The Undercroft of 75 – 165 Missenden House, Aylesbury Estate, SE17 2HU.



All residents are welcome to attend between 9am – 11am. Refreshments will be available. Southwark Customer Relationship Officer, Michael Adigun and Elkins Resident Liaison Officers, Lori and Julie will be present to discuss any issues relating to the works.

Please feel free to come along!

CUSTOMER SATISFACTION SURVEY FORMS

After completion of the works in your home, you will receive a Customer Satisfaction Survey Form. We would appreciate it if you would take the time to complete this survey, giving your feedback about the works carried out. Your feedback is important because we can use the information you provide to improve our performance in the future.



Please Note: Residents who complete the Southwark survey form will be entered into a prize draw with the chance of winning £1000.