

We're here to help...



Chloe Conway
Resident Liaison
Officer (RLO)
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Kevin McKenna
Site Manager

Site Office and welfare facilities are located outside Barset Road Sheltered Housing Unit.

Our office is open Monday to Friday between the hours of 8.30am – 4.30pm excluding Bank Holidays

SOUTHWARK COUNCIL CONTACT
Kemi Baugh
Southwark Customer Relationship Officer
M: 07984 512 476
E:kemi.baugh@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 fourth edition of the Barset Road and Russell Court Newsletter. We are the Main Contractors who will be carrying out works to your blocks, on behalf of our client Southwark Council. This is a 27-week programme commencing on 12th September 2016.

You will receive monthly newsletters to keep you updated on the progress of works. If there is anything you would like to see added to your newsletter please let us know on the details provided, we look forward to working with you.

Scheduled works

- Internal electrical surveys
- Electrical upgrade works within properties
- EDF Electrical Changeover
- Surveys to all kitchens and bathrooms
- Replacement kitchens and Bathrooms where identified

Surveys

Pre-condition surveys are now 100% complete, thank you to all the residents who have provided access so quickly.

Kitchen and Bathroom Replacements

Kitchen designs are now 100% complete at Russell Court & Barset Road.

With 25% of kitchens Installation completed so far, and ongoing throughout the weeks ahead. Bathroom/OT renewals are ongoing and progressing well.

Electrical Works

Electrical works are ongoing. If you have not been contacted for this, we will contact you in due course to book an appointment for the soonest availability.

Should you have any questions or concerns regarding these works please contact us between 8.30am and 4.30pm, Monday to Friday. Alternatively, you can visit the site office.

We appreciate your patience while these essential works are carried out

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>

Photos of completed kitchen



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.

