

NEWSLETTER

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A&E Elkins Limited
Maintenance, Refurbishment and Roofing

Contisbury House, Lyall Avenue and Princess Court

Issue 4 –October 2016

We're here to help...



Karla Watson
Senior Resident
Liaison Officer
(RLO)
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M: 07964 428655



Mick James
Site Manager
Email: mick@
aeelkins.co.uk
M: 07896 840603

Site Office and welfare facilities is located in the site compound in the car park of Crystal Court. Our office is open Monday to Friday between the hours of 8.00am – 4.00pm excluding Bank Holidays

FREEPHONE 0800 103 2926

SOUTHWARK COUNCIL CONTACT

Wayne Forrester
Southwark Customer Relationship Officer
M: 07950 860756
E: wayne.forrester@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 monthly newsletter for the Countisbury House, Lyall Avenue and Princess Court.

We will be sending you our monthly newsletters to keep you informed of the progress of works and we welcome any comments regarding what you would like to see in future editions.

New Team

Unfortunately, Michael James and Karla Watson will be moving to another project. However, as of Monday 7th November, we'd like to welcome our new site manager and RLO:



Kingsley Ogalanya
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07791 148754
Email: kingsleyo@
aeelkins.co.uk



Camille Henry
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07794 298149
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Works description and updates

Princess Court

The window installations are now complete. It is a pleasure to report that so far all residents are happy with the new windows.

Our pilot flat has now had a kitchen renewal as well as a full electrical upgrade. The resident is extremely pleased with the outcome.

The terraced roof works commenced mid-October and is almost complete.

Countisbury House

We are pleased to inform that the roof renewal is now complete. Kitchen and electrical surveys are 97% complete.

Lyall Avenue

We have started to make contact with the residents and have booked in appointments to have both electrical and kitchen surveys carried out. If you have not yet heard from us, please do contact us to make an appointment.

We have chosen a pilot property for a kitchen renewal. The works are coming along nicely and the resident is pleased with the outcome so far.

As we bid farewell to our Customer Relationship Officer Emilia Eyabi who is off to pastures new, we'd like to welcome Wayne Forrester to the project.

**Southwark**
Council

We work as part of the
**Considerate
Contractors 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>

This will help to prioritise certain works and minimise disruption to residents.

For information of our code of conduct whilst working in your home please contact the Resident Liaison team via the contact details listed on the front cover of this newsletter.

Coffee Mornings

We will be hosting our first coffee morning on Wednesday 2nd November to be held in the site canteen (located in the car park of Crystal Court, College Road, behind the Shell Petrol Station) between the hours of 11.00 and 12.00.



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.