

Portland Estate

Issue 5 – October 2016

We're here to help...



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Site Office and welfare facilities are located in between blocks Woodsford & Broadmayne Our office is open Monday to Friday between the hours of 8.30am – 4.30pm excluding Bank Holidays

Freephone: 0800 103 2926

SOUTHWARK COUNCIL CONTACT

Kola Jimoh
Customer Relationship Officer
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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 fifth edition of our newsletter for Portland Estate. This project commenced on 9th May 2016 and is due to take 18 months to completion.

WORKS DESCRIPTION AND UPDATES

Kitchens & Bathrooms Works

We have now completed all kitchen and bathroom works to the properties who have given us access on the Portland estate. Any properties who have not given access have now been passed back to Southwark council who will be in contact with you shortly.

We will remain on site for the next 18 months, should you have any problems or defects with the works we have carried out in your kitchen or bathroom areas please contact your RLO's onsite Natasha and Cydney who will make an appointment for these problems to be resolved.

Window works

Window works to Bridport house are now complete and a majority have been signed off by Southwark councils Clerk of works.

Windows surveys to Woodsford House are complete as well as any maintenance works that were needed. Some properties are still outstanding glass panels and gaskets which are on order and as soon as they arrive on site we will make a return appointment to fit them for you.

We are currently 50% complete with the window maintenance works to Lulworth house, however if you have not had a window appointment made please contact your RLO onsite Cydney Tucker.

Electrics

We are now nearing completion with the electrical works on all blocks.

We will now start to book appointments for the fitting of heat and smoke alarms in Leasehold properties. Please note these are optional.

Scaffolding

The scaffolding to both Lulworth and Woodsford have now been handed over by the Clerk of works and external drilling works has commenced.

We have a resident's refuge onsite which can be used by anyone of our residents on the Portland Estate during office hours, should the drilling become too much for you.

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>

In partnership with



We know that these works will be noisy for some residents, we would like to apologise in advance for the inconvenience of these essential works.

Boiler house

A&E Elkins Limited are not carrying out any works to your boiler house on the estate. If you have any problems with your heating or hot water, you will need to contact Southwark council repairs team direct.

Lulworth House

We would like to apologise for any inconvenience caused due to the flood at Lulworth house and during the time without power.

If you were affected by the flood in Lulworth House, please complete the claims form issued and return to the site team at your earliest convenience.

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.