

We're here to help...



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Site Office and welfare facilities are situated at 6 Stopford Road, London, SE17 3BP adjacent to the T&RA hall

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

FREEPHONE NUMBER:
0800 103 2926

SOUTHWARK COUNCIL CONTACT

Kola Jimoh

Customer Relationship Officer

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E: Kola.Jimoh@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 ninth edition of the Pullens Estate Newsletter. Southwark council are investing £5.3 million in improvements to your homes and the estate. A&E Elkins Ltd will provide these works as the long term partnering Contractors for your area.

WORKS DESCRIPTION AND UPDATES

Peacock St - Externally all works complete, Excluding Palisades.

Iliffe St 1-48 Externally all works complete. Excluding Palisades.

Iliffe Street 49-96 Scaffolding due to start being dismantled W/C 24th October 2016.

Crampton St – 56- 102 scaffolding complete window works progressing, there are some issues with the stability of the chimneys which has led to a delay in removing the scaffolding. Repairs to chimneys will commence on 17th October 2016 with the scaffolding starting to be dismantled W/C 11th November 2016.

Crampton St - the repairs to the chimneys will commence on the 17th October, with the scaffolding starting to be dismantled W/C 28th November.

Chimneys - Due to the chimneys being unstable at the moment, there may be occurrences where soot and dust fall down the chimneys into properties. This has happened in the past and may occur in the future.

Amelia St - Scaffolding currently being erected.

If you are a ground floor occupier and have plants at the rear garden, please be aware that we will not be able to accept responsibility for these if they are damaged or die, due to lack of light. We will however be able to help you by moving them to the roof area if this is required. If you would like assistance with the moving of plants/garden items, please contact your resident liaison officers **Vicki Sheldon** or **Charmaine Dullard**.

Whilst scaffolding is in place, the roof area remains part of a construction site. There will be '**Strictly No Access**' for residents during this time. If you have any plants that will need watering or property on the roof that you are concerned about, please contact your resident liaison officers **Vicki Sheldon** or **Charmaine Dullard**.

We will inform you once works have been completed and scaffolding is due to come down.

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>

IMPORTANT: Please be reminded to inform your insurance company that scaffolding has been erected around your building! If you do not it may invalidate your insurance. Please also ensure that all windows and doors are secured before you leave your property. For properties that there is no scaffolding at present, the roof doors have been locked and residents will be issued with a key in due course.

Intrusive Window Surveys are currently being completed on blocks where scaffolding has been erected as above and will continue throughout the estate as we move forward. These involve intrusive inspections of woodwork, frame surrounds and window cills and may involve the removal of timber. A letter will be sent before these surveys commence inviting you to attend.

Window Overhauls: External intrusive window surveys have been carried out in Iliffe Street & Crampton Street where there is scaffolding in place. We have completed all properties from 58-102, 104, 108, 112 & 116 Crampton Street. Most appointments have been arranged with residents at 49-96 Iliffe Street. If you have not had an appointment made. **Vicki Sheldon** will be in touch in due course.

Electrical tests have been carried out to a majority of Southwark tenanted properties. Letters have been sent advising them to contact their resident liaison officer Vicki Sheldon or Charmaine Dullard to arrange a convenient appointment.

Electrical upgrades have commenced, if you have not yet received an appointment please contact either Vicki or Charmaine who will be happy to arrange a convenient appointment.

Surveys - Front entrance doors - Front door surveys have been carried out to the majority of the estate. If you have not yet had a front door survey or arranged an appointment, please contact Vicki Sheldon on the numbers provided. We will shortly be commencing pilot projects to the front doors to enable residents to see what works are being carried out to front doors.

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.