

We're here to help...



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Site Office and welfare facilities are located **Between Mawdley House and Dauncey House**
Our office is open Monday to Friday between the hours of 8.30am – 4.00pm excl. Bank Holidays

SOUTHWARK COUNCIL CONTACT

Adama Mansaray
Southwark's Customer
Relationship Officer
020 7525 2858 / 07984 041 642
Adama.mansaray@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 second edition of the Webber Row Newsletter. A&E Elkins Ltd are the Main Contractors responsible for the electrical upgrade works scheduled for your homes. We will be sending you monthly newsletters to keep you informed of the progress of works.

External works

We have commenced removing the previously installed cable-tray from the external stairwell and balconies of Algar House.

We will be making good the holes and any damage left by these works.

Following this we will commence replacing these works with black powder-coated trunking to match the aesthetic look of the building's existing steel girders.

Balcony Lighting

As part of the external works we are carrying out to each block we will be replacing the lighting systems along balconies and with-in the stairwells. With the input of the Webber Row tenant's association, the 'warm' lighting option has been chosen as preferable. A sample of the warm lighting option is available to view in our site office.

Surveys

Prior to the Electrical Changeover, test certificates must be provided for each property; electrical tests are now completed in 75% of Webber Row properties and we would like to thank all residents who have provided access so far.

If you have not yet had an electrical test booked, please contact Resident Liaison Officers Michael on 07772 302 153 or Calvin on 07961 689 066.

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>

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.

Community Initiatives

PECKHAM PRIDE BASKETBALL

A project which is sponsored by A&E Elkins – the purpose is to encourage and support young people within the London Borough of Southwark to engage in constructive and progressive activities.

There are always places for boys and girls, interested in playing or taking part in the Peckham Pride Basket Ball Team/Project.

Why not support your area by introducing anyone who resides in the borough of Southwark to get involved, there are always places for anyone interested in playing or taking part – remember both boys and girls with a wide range of age groups,



Simply contact: Coach Sterling on 07931 164 100

Or take a look at their website to see what success Peckam Pride have achieved and to give you better idea of the fun that is had and what is involved.

www.peckhampride.moonfruit.com/