

# NEWSLETTER

**A&E Elkins Limited**  
Maintenance, Refurbishment and Roofing

## Aylesbury Estate- Warm, Dry & Safe - Phase 2

Issue 18 –February 2017

We're here to help...



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**FREEPHONE NO:**  
0800 103 2926

Please note that our site offices and welfare facilities have moved to the undercroft, 76-165 Missenden, Rowland Way, London SE17 2HU.

Our office is open Monday to Friday between the hours of 8.30am-4.30pm (excluding bank holidays)

**SOUTHWARK COUNCIL CONTACT**  
Michael Adigun  
Customer Relationship Officer  
Mob: 07903 811 631  
E:Michael.Adigun@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 eighteenth edition of our monthly newsletter for Aylesbury Estate –Warm, Dry & Safe –Phase 2. Southwark Council is investing more than £12.5 million in improvements to your homes and the estate. A&E Elkins Ltd will provide these works as the long term Partnering Contractor for your area.

### WORKS DESCRIPTION AND UPDATES

Here is a summary of works that have been completed so far:

#### Electrical upgrade works

Electrical upgrade works are ongoing to all blocks and we are now booking in the remaining few properties. The last remaining properties that have not booked an appointment have been passed back to Southwark council. Housing management have issued these properties with a fixed appointment date for the works to be completed. Failure to provide access on this date may result in a 'notice of entry' as detailed in your letter.

#### Window Overhauls

Window overhauls are still ongoing to all blocks excluding Calverton, Danesfield and Emberton. The last remaining properties that have not booked an appointment have been passed back to Southwark council. Housing management have issued these properties with a fixed appointment date for the works to be completed. Failure to provide access on this date may result in a 'notice of entry' as detailed in your letter.

#### Replacement front entrance doors

Replacement front entrance door are still ongoing on all blocks. (excluding 112-165 Missenden & 203-255 Missenden). If you have not yet had your front door replacement, please contact Lori or Julie for an appointment date.

#### Communal Areas

Installation of the replacement bin stores and service cupboard doors are currently in progress on the estate.

Lateral main works are in progress. We will be shutting down the power to each block alongside EDF on separate dates. Letters will be delivered to all residents 4 weeks in advance notifying them of the shutdown date for their block.

  
Southwark  
Council

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](http://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>

**Works schedules** - If you have not yet booked an appointment for your electrical upgrade works, please do so before the shutdown dates as this may affect the reconnection after the lateral main works.

The next shutdown dates will be at:

- 1 – 20 Hambledon – 1<sup>st</sup> March 2017
- Flats 22 – 42 Latimer 22 – 42) – 86 -99 – 6<sup>th</sup> March 17
- Flats 44 – 60 Missenden – 7<sup>th</sup> March 17
- Flats 80 -144 Gayhurst – 8<sup>th</sup> March 17
- Flats 76 – 85 Missenden – 14<sup>th</sup> March 17
- Flats 11 – 25 Gayhurst – 15<sup>th</sup> March 17
- Flats 118 – 132, 146, 149, 154 – 156, 157 - 159 Missenden – 16<sup>th</sup> March 17
- Flats 104 – 11, 133 – 138, 161 – 165 – Missenden – 21<sup>st</sup> March 17
- Flats 145 – 162 Gayhurst – 22<sup>nd</sup> March 17
- Flats 219 – 222, 236 -249, Missenden – 23<sup>rd</sup> March 17
- Flats 166 – 175, 202 – 207, 230 -234 Missenden – 27<sup>th</sup> March 17
- Flats 223 – 238, 250 – 255 Missenden – 28<sup>th</sup> March 17
- Flats 1 – 12 Missenden – 29<sup>th</sup> March 17
- Flats 28 – 46 Gayhurst – 30<sup>th</sup> March 17

### **Resident Coffee Mornings**

We will be holding a resident's coffee morning on Monday 20<sup>th</sup> March at our site office.

The address is: The Undercroft of 75 – 165 Missenden House, Aylesbury Estate, SE17 2HU.

All residents are welcome to attend between 9am – 11am. Refreshments will be available. Southwark Customer Relationship Officer, Michael Adigun and Elkins Resident Liaison Officers, Lori and Julie will be present to discuss any issues relating to the works.



***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.***

In partnership with

