

Brandon 1B Estate

Issue 2- January 2017

We're here to help...



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Site Office and welfare facilities are located 1 – 68 Walters House Meadcroft Road, London SE17 3PG.

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
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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 second edition of our monthly newsletter for Brandon Estate 1B. Southwark Council is investing in improvements to the estate which includes Bateman House, Brawne House, Cornish House, Cruden House, Prescott House and Walters House.

SCHEDULED WORKS

Here's a short summary of all the works that are planned for each block:

Cornish House

- Lift works (January 2017) - *Completed*
- Roofing works (February 2017)

Cruden House

- Lift works (January 2017)
- Roofing works (March 2017)

Brawne House

- Lift works (February 2017)

Prescott House

- Lift works (March 2017)

Walters House

- Lift works (March 2017)

Bateman House

- Lift works (April 2017)

WORKS UPDATE

- Lift works - Cornish House are 100% complete.
- Scaffold erection - Cruden and Cornish House is in progress in preparation for roof repair works.

Lift electrical upgrade works for 1-68 Cruden House is scheduled to take place week commencing Monday 23rd to Friday 27th January 2017 from 9am until 3pm. The lift will be returned to service at the end of works each day and will be in service over the weekend.

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>

Lift Works, 1- 68 Cruden House Continued;

PLEASE NOTE: Works will only be carried out to one lift in the block. Residents will be able to use the other lift as normal whilst works are taking place.

We apologise for any inconvenience caused during these necessary works.

RESIDENT COFFEE MORNING

We will be holding a resident's coffee morning on Monday 8th February at our site office.



The address is: 1 - 68 Walters House, Meadcroft Road, London, SE17 3PG.

All residents are welcome to attend between 9am – 11am. Refreshments will be available. Southwark Customer Relationship Officer, Kemi Baugh and Elkins Resident Liaison Officer Calvin Morath - Gibbs will be present to discuss any issues relating to the works.

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.