

## Brandon 1B

Issue 3- February 2017

### We're here to help...



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**WE ARE HERE TO HELP, IF YOU HAVE ANY QUERIES OR ISSUES PLEASE FEEL FREE TO CONTACT US ON THE ABOVE.**

**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  
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 third 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 is a short update of the ongoing works on the estate:

#### Cornish House

- Lift works (January 2017) - *Completed*
- Roofing works (February 2017) – *In progress*

#### Cruden House

- Lift works (January 2017) – *In progress*
- Roofing works – Due to commence March 2017

#### Brawne House

- Lift works (February 2017) – *In progress*

#### Prescott House

- Lift works (March 2017) – *In progress*

#### Walters House

- Lift works (March 2017) – Due to commence March 2017

#### Bateman House

- Lift works – Due to commence April 2017

### WORKS UPDATE

- Cornish House lift works are 100 % complete
- Scaffold / Hoist has been erected at Cornish and Cruden house in preparation for the roof repair works.
- Asbestos removal and roof repairs are in progress at Cornish House.
- The lift shutdown scheduled for Walters House will commence on Monday 6th March 2017.
- The lift shutdown scheduled for Bateman House will commence on Monday 20th March 2017.

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>

## Additional Information

Please note that the gas works that are ongoing in the blocks are not the responsibility of A&E Elkins. This is a separate contractor, Southwark Gas Network (SGN). Please contact Neil Baxter if you have any queries regarding the gas works.

Email: [Neil.Baxter@SGN.co.uk](mailto:Neil.Baxter@SGN.co.uk) Mob:07891055177

***We apologise for any inconvenience caused during these necessary works.***

## RESIDENT COFFEE MORNING

We will be holding a resident's coffee morning on Wednesday 22<sup>nd</sup> March 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.***