

Contisbury House, Lyall Avenue and Princess Court

Issue 6 – January 2017

We're here to help...



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Site Office and welfare facilities is located in the site compound in the car park of Crystal Court. Our office is open Monday to Friday between the hours of 8.00am – 4.00pm excluding Bank Holidays

SOUTHWARK COUNCIL CONTACT

Wayne Forrester
Southwark 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 sixth edition of the monthly newsletter for the Countisbury House, Lyall Avenue and Princess Court.

We will be sending you our monthly newsletters to keep you informed of the progress of works and we welcome any comments regarding what you would like to see in future editions.

We would like to wish all of our residents a very Happy New Year!

Works description and updates

Countisbury House & Lyall Ave

- Kitchen replacement works to tenanted properties are underway.
- Electrical remedial works are 90% completed.
- Countisbury House (only) - disassembling of scaffolding is now complete.
- Countisbury House (only) - liquid coating to communal walkways 100% complete.
- Countisbury House (only) – concrete and brickwork repairs to communal walkways are now complete.
- Countisbury House (only) – roof renewal is 100% complete.
- Countisbury House (only) - lighting protection to the building is now complete.
- Smoke alarms to both tenanted and leasehold properties will be fitted between January through to March 2017.

Princess Court

Electrical shutdown

UKPN will start preparations for the electrical shutdown which will take place on Tuesday 24th through to Thursday 26th January 2017. We will have to excavate part of the car park outside of the intake cupboard in order for the shutdown to take place.

Please note that the actual electrical shutdown will take place on **Thursday 26th January 2017 to 1-11 Princess Court**. Residents are reminded to ensure that access to your home is made available **on the date specified above**, as failure to provide access could result in your home being left without power, and the financial burden of arranging additional private appointments with your electrical supplier.

We work as part of the
**Considerate
Contractors 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>

Message from the team:

We would like to say that carrying out these necessary works can be lengthy and cause some inconvenience and disruption to you. For this, we would like to apologise and thank you again for your co-operation and patience.

Coffee Mornings

We will be having our coffee morning on Wednesday 11th February 2017 at the Site Office from 11:00-12:00 to be held at Countisbury House's TRA Hall behind the staircase.



All residents are welcome to attend; refreshments will be available and your Resident Liaison Officer will be present to answer questions you may have regarding the works on your estate.

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.