

## Limes Walk

Issue 2 –January 2017

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



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(RLO)  
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Site Office and welfare facilities is located in the car park area of Lime Walk.

Our office is open Monday to Friday between the hours of 8.30am – 4.00pm excluding Bank Holidays

#### **SOUTHWARK COUNCIL CONTACT**

**Kemi Baugh**  
Southwark Customer Relationship Officer  
M: 07984 512 476  
E:kemi.baugh@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 monthly newsletter for Limes Walk. Southwark Council is investing in improvements by carrying out the Warm, Dry and Safe project as part of the major works to your block. A&E Elkins will provide these works as the long term Partnering Contractor for your area.

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.

### **The Site Office:**

Our site offices are situated at the front of the car park area of Limes Walk. Our office hours are 8:30am to 4pm Monday to Friday excluding Bank Holidays. Residents are welcome to visit us during these hours to discuss any queries or concerns regarding scheduled works. A post box is also available if you would prefer to leave a note.

### **Works description and updates**

- Roof renewal
- Electrical upgrade (subject to survey and to tenanted properties only)
- Smoke alarms and heat detectors (offered free of charge to leaseholders)
- Replacement Fire escape doors
- Roof renewal
- Replacement kitchens (subject to survey to tenanted properties only)

### **Scaffolding**

- 1-11 Limes Walk - The scaffold and the hoist are now complete and ready for the roofing works which commenced mid-January.
- 12-25 Limes Walk – The scaffold assembly commenced at the beginning of January. Roofing works to start in March.
- 26 -42 Limes Walk – Scaffold to be assembled to the block in February. Roofing works to start in April.

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](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>

**We are now 95% complete with all surveys to tenanted properties. If you have had access letters with regards to the surveys, please contact the RLO Karla Watson as soon as you can to book a convenient appointment**

### **Please help us to help you:**

Contact your Resident Liaison Officer:

- If you are planning a holiday this year
- Discuss the most appropriate time for site operatives to carry out scheduled works required for your property
- If you require an explanation about the programmed works or to answer any queries you may have

This will help to prioritise certain works and minimise disruption to residents.

For information of our code of conduct whilst working in your home please contact the Resident Liaison team via the contact details listed on the front cover of this newsletter.

For those residents who are at work or cannot come in but still have questions, please let us know by phoning or emailing us at: – [karla@aeelkins.co.uk](mailto:karla@aeelkins.co.uk) or [mick@aeelkins.co.uk](mailto:mick@aeelkins.co.uk)

Unfortunately, we do not have an office telephone but if calling us via mobile phones proves too expensive, we will call you back.

### **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.**