

NEWSLETTER

Lycott Grove, Melbourne Grove & Playfield Crescent

A&E Elkins Limited
Maintenance, Refurbishment and Roofing

Issue 4 – February 2017

We're here to help...



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Nick Guiver
Site Manager

Our site office is located to the side of block 17-31 Lyctott Grove
Our office is open Monday to Friday between the hours of 08.00 – 17.00 excl. Bank Holidays

SOUTHWARK COUNCIL CONTACTS

(NEW) Customer Relationship Officer

Ola Adefela –

Tel: 0207 525 1380/

Mob: 07852 172004

ola.adebola@southwark.gov.uk

Contract Manager

Stanley Lyons

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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 our third edition of the monthly newsletter for Lyctott Grove, Melbourne Grove & Playfield Crescent. Southwark Council is investing in major work improvements to your homes and the estate. A&E Elkins Limited will deliver these works as the main partnering contractor for your area. Overall, the planned works should take approximately 35 weeks.

We will be sending out monthly newsletters to keep you informed of progress of works and we welcome any comments regarding what you would like to see in the next edition. Resident Liaison Officers Lola Somers and Tayla Bruen will be your main point of contact throughout these works.

WORKS DESCRIPTION AND UPDATES

- Scaffold assembly to block 18-34 Playfield Crescent is currently on going.
- Resident consultations and prestart surveys are now 100% complete.
- Kitchen replacement works – out of 25 properties accepted 14 properties now completed.
- Bathroom replacement works – out of 29 properties accepted 17 properties now completed.
- WC replacement works – out of 6 properties 3 properties now completed.
- Window replacement works – out of 62 properties 24 properties now 100% complete.
- Roofing works to 2-12 and 14-24 Lyctott Grove – are now 100% complete.
- Roof works to 1-15 and 17-31 Lyctott Grove are currently on going.

PLEASE NOTE: if you have received a letter from your Resident Liaison Officer requesting access to carry out surveys to your property, please call to schedule an appointment as soon as possible.

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>

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.

We look forward to working with you during the coming weeks.

Roof replacement works - photos

Before



After



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.