

Portland Estate

Issue 9 – February 2017

We're here to help...



Natasha Nicholls
Resident Liaison
Officer
Mob: 07496 352 583
Email: natasha.nicholls@aelkins.co.uk



Cydney Tucker
Apprentice RLO
Mob: 07944 333 579
Email: cydney.tucker@aelkins.co.uk

Site Office and welfare facilities are located in between blocks Woodsford & Broadmayne
Our office is open Monday to Friday between the hours of 8.30am – 4.30pm excluding Bank Holidays

Freephone: 0800 103 2926

SOUTHWARK COUNCIL CONTACT

Kola Jimoh
Customer Relationship Officer
Mob: 07432 556 510
Email: kola.jimoh@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 ninth edition of our monthly newsletter for Portland Estate. Southwark Council is investing more than £12 million in improvements to the estate, which includes Lulworth, Bridport, Woodsford, Studland and Broadmayne. A&E Elkins Ltd will provide these works as the long term Partnering Contractor for your area.

WORKS DESCRIPTION AND UPDATES

Bridport

- Scaffolding has been dismantled
- Roof works – 100% completed
- Concrete repairs – 100% complete
- A new electrical intake cupboard door has been installed
- All windows surveys have been completed
- All window replacement works – 100% complete.
- Kitchen and bathrooms refurbishments works have been completed
- The communal balcony flooring – 100% complete.

Woodsford House

- Renewal roof works – 100% complete
- All windows surveys have been completed
- All window replacement works – 100% complete.
- The scaffold will be dismantled once the IRS is installed and block works are complete down to the 1st Floor.
- The scaffold netting will be removed once every 3 floors are complete. This will enable more light to come through the scaffold. The same procedure will apply to Lulworth.
- Windows will be cleaned as the works progress down the block.

Lulworth House

- Renewal roof works – 100% complete
- The majority of window surveys and works have been completed. There are still a few properties we are yet to access. If you have not yet had a window survey or window repair repairs completed, please contact RLO Cydney Tucker on 07944 333 579.
- Drilling works have commenced at Woodsford and Lulworth and are progressing well.

Residents who have not yet had a survey undertaken to your home please contact Resident Liaison Officer Cydney Tucker on 07944 333 579.

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>

In partnership with



ADDITIONAL INFORMATION

Elkins are trying to keep the noise from the drilling in the blocks down as much as they can. To keep the worst disruption to four days a week, there is no heavy drilling into the concrete on Fridays. There is monitoring of the noise in several ways. There are two microphones on the scaffold of each block constantly monitoring the noise level. There are several locations across the estate, where a noise reading is taken every hour in each location, to test the level of noise caused by the drilling. There is also monitoring every hour inside the block to find out whether the drilling noise is above the level allowed. If an Elkins representative calls at your flat and asks to take a noise meter reading, they are doing it as part of the mobile monitoring across the blocks.

The noise monitoring has been designed by acoustic specialists and they monitor the noise level readings. There have not been any examples of noise above the limits allowed on Portland so far.

We thank you for your co-operation and apologise for any inconvenience caused during these necessary 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.

Community Initiatives

PECKHAM PRIDE BASKETBALL

A project which is sponsored by A&E Elkins – the purpose is to encourage and support young people within the London Borough of Southwark to engage in constructive and progressive activities.



www.peckhampride.moonfruit.com

There are always places for boys and girls, interested in playing or taking part in the Peckham Pride Basket Ball Team/Project.

Why not support your area by introducing anyone who resides in the borough of Southwark to get involved, there are always places for anyone interested in playing or taking part – remember both boys and girls with a wide range of age groups,

Simply contact: Coach Sterling on 07931 164 100

Or take a look at their website to see what success Peckam Pride have achieved and to give you better idea of the fun that is had and what is involved.