

We're here to help...



Vicki Sheldon
Resident Liaison
Officer
M: 07946 627 068
E: vicki.sheldon
@aeelkins.co.uk



Gordon Ford
Site Manager:
M: 07494 501 295
E: gordon.ford
@aeelkins.co.uk



Andy Manston
Site Manager:
M: 07539 946 957
E: andy.manston
@aeelkins.co.uk

Site Office and welfare facilities are situated at 6 Stopford Road, London, SE17 3BP adjacent to the T&RA hall

Our office is open Monday to Friday between the hours of 8.30am – 4.30pm excluding Bank Holidays

FREEPHONE NUMBER:
0800 103 2926

SOUTHWARK COUNCIL CONTACT

Kola Jimoh
Customer Relationship Officer
Mob: 07950 860756
E: 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 thirteenth edition of the Pullens Estate Newsletter. Southwark council are investing £5.3 million in improvements to your homes and the estate. A&E Elkins Ltd will provide these works as the long term partnering Contractors for your area.

PROJECT DELAYS

Due to the investigations A&E Elkins have made into the chimney stack issues on Peacock Street, Iliffe Street and Crampton Street, there will be a time delay on the project's completion.

A structural engineer has surveyed each chimney stack and compiled a report with an action plan for remedial works to make the chimney stacks safe. Originally, we thought we might have to take the chimney stacks down, but after further discussion it has been decided that stainless steel Heli bars will be inserted into the mortar joints. This plan was a more cost effective and quicker way of stabilising the chimney stacks.

All works are now complete to Peacock Street, Iliffe Street and Crampton Street. As these works were scaffold dependent it has led to a delay in the scaffold being dismantled at Iliffe Street and Crampton Street.

Due to these issues, our overall programme has been extended by sixteen weeks. The new completion date for all works to be completed on site is 17th of July 2017. We'll make every effort to improve on this date but as you can imagine our works are weather dependent.

There will be some chimney works carried out to Amelia Street & Penton Place. Please note there will be occurrences where soot and dust will fall down the chimneys into properties. This has happened in the past and may occur in the future. We would strongly advise that you cover the fire places if they are still in use to minimise any dust/soot.

WORKS DESCRIPTION AND UPDATES

Peacock St Externally all works 100% complete.

Iliffe St 1-48 Externally all works 100% complete except roof doors.

Iliffe Street 49-96 Externally all works 100% complete except roof doors

Crampton St – 56- 102 Externally all works 100% complete.

Crampton St – 102-182 Externally all works 100% complete.

Penton Place – 25-56 Scaffold erection complete.

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>

Scaffolding When scaffolding is in place, if you are a ground floor occupier and have plants at the rear garden, please be aware that we will not be able to accept responsibility for these if they are damaged or die, due to lack of light. We will however be able to help you by moving them to the roof area if this is required. If you would like assistance with the moving of plants/garden items, please contact your resident liaison officer **Vicki Sheldon**.

Window Overhauls Window work appointments are currently being carried out in Amelia Street. Ground floor properties will have appointments arranged once scaffolding is down. If you have not had an appointment made, **Vicki Sheldon** will be in touch in due course.

Intrusive Window Surveys Letters have been sent to all residents in block 25-56 Penton Place advising them that intrusive windows surveys will be carried out on **Wednesday 22nd February**. If residents would like to attend the survey, please contact Vicki Sheldon to arrange an appointment.

Electrical tests have been carried out to a majority of Southwark tenanted properties. Letters have been sent advising them to contact their resident liaison officer **Vicki Sheldon** to arrange a convenient appointment.

Electrical upgrades have commenced, if you have not yet received an appointment please contact **Vicki** who will be happy to arrange a convenient appointment.

Surveys - Front entrance doors

Front door surveys have been carried out to most of the estate. If you have not yet had a front door survey or arranged an appointment, please contact Vicki Sheldon on the numbers provided. We will shortly be commencing pilot projects to the front doors to enable residents to see what works are being carried out to front doors.

CUSTOMER SATISFACTION SURVEY FORMS

Satisfaction Surveys will be posted to all residents once your block is complete and scaffolding is taken down. We would greatly appreciate if residents would take the time to complete the survey questionnaire and return the form to RLO Vicki in person or visit us at our site office – 6 Stopford Road SE17 3BP.



Please Note: Residents who complete the Southwark survey form will be entered into a prize draw with the chance of winning £1000.