

We're here to help...



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Site Office and welfare facilities are located Between Mawdley House and Dauncey House

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

SOUTHWARK COUNCIL CONTACT

Adama Mansaray
Southwark's Customer Relationship Officer
020 7525 2858 / 07984 041 642
Adama.mansaray@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 sixth and final edition of the Webber Row Newsletter. A&E Elkins Ltd have been the Main Contractors responsible for the electrical upgrade works now completed for your homes. We have been sending you monthly newsletters to keep you informed of the progress of works.

Summary of Completed Works

- ✓ Electrical surveys completed to all property.
- ✓ Pre-existing cable tray and trunking removed from Algar & Overy House.
- ✓ External lateral mains installation completed to all blocks and lateral mains replacement within each property.
- ✓ Board replacements, earth bonding and mantle unit upgrades completed within all council tenanted properties.
- ✓ Electrical changeovers have now been completed in Algar, Overy, Dauncey, Delarch and Mawdley House.

Full access has been available in all 110 properties on their respective changeover dates and we would like to thank all residents for their cooperation in making this a very successful project in all respects.

We would like to extend special thanks to Jill Goddard, the chair of the Webber Row tenant's association, for going above and beyond, providing assistance to the site team and for acting as an extra point of contact for resident communication during this project.

Site departure

The official completion date for these works will be Friday 24th February. Our site office and site welfare containers will be removed one week later, on Friday 3rd March.

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>

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.