

Webber Row

Issue 5– January 2017

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 fifth edition of the Webber Row Newsletter. A&E Elkins Ltd are the Main Contractors responsible for the electrical upgrade works scheduled for your homes. We will be sending you monthly newsletters to keep you informed of the progress of works.

External works will continue to Delarch, Dauncey and Mawdley House in preparation for EDF changeovers taking place in the new year.

Surveys

Electrical Surveys have now been completed in all Webber Row properties and we would like to thank all the Council Tenants and Leaseholders who have provided access to make this element of works successful.

Lateral Trunking

We have now completed the installation of internal trunking in 90% of Webber Row properties. This trunking is to provide containment for the new cables which will run to your home's electrical meter. Following this installation, we are now contacting residents to pull in the new cables to each property.

Remedial Works

Additional main bonding requirements, have been highlighted during inspections of completed works and a further visit will be required to each property, these additional appointments are currently being booked.

If you have not yet had a lateral trunking appointment booked, please contact Resident Liaison Officer Michael on 07772 302 153.

Electrical Shutdowns

Following the successful EDF changeovers in Algar and Overy House, preparations for the upcoming electrical shutdowns in the three remaining blocks are now underway. Confirmed dates for each block are as follows...

Dauncey House	Tuesday 7 th February
Delarch House	Tuesday 14 th February
Mawdley House	Thursday 16 th February

Written notification will be sent to each property, three weeks in advance of each changeover detailing what to expect on the day.

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>

Completed kitchen photos



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.