

## Aylesbury Estate - Package 4

Issue 2- March 2017

### We're here to help...



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**Michael Burke**  
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**Site Office and welfare facilities are located:**

**76 – 165 Missenden, Rowland Way, London SE17 2HU.**

**Our office hours are 8.30am to 4.30pm Monday to Friday excluding Bank Holidays**

**Freephone: 0800 103 2926**

### **SOUTHWARK COUNCIL CONTACT**

**Michael Adigun**  
Customer Relationship Officer  
Mob: 07903 811 631  
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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 the second edition of our monthly newsletter for Aylesbury package 4 Fire Safety works. Southwark council are investing £ 220,000.00 in improvements to your homes and the estate which includes Wolverton, Foxcote, Ravenstone and Padbury and Winslow blocks.

The planned works are in progress and will be completed in approximately 18 weeks.

### **SCHEDULED WORKS**

**Here is a short summary of the planned works (subject to survey):**

- Fire rated panels (Ravenstone) are in progress
- Riser cupboard door overhauls are in progress (Foxcote and Winslow)
- Bin store overhauls (Wolverton) will commence 20th March 2017
- Communal corridor doors (Ravenstone) due to commence March 2017
- Replacement Georgian wired glass panels (Ravenstone) due to commence March 2017

### **Replacement Front Doors**

Residents in due course to book an appointment for the replacement front doors to be installed.

Your new front door is specifically designed to increase protection of your home against intrusion and fire. The door is designed with the police preferred specification status “secured by Design” (SBD) and is fully certified under the BM TRADA Q Mark Scheme for enhanced security and 30-minute fire rating.

We provide our Clients with certification details for the supply and installation of each door set to verify the above.

The door incorporates a Multi-point locking – please, once installed do not drill or attempt to insert additional locks as this will interfere with the locking mechanism and invalidate the certification.

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](http://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>

## RESIDENT COFFEE MORNINGS

We will be holding a resident's coffee morning on Monday ????? at our site office.

The address is:

The Undercroft of 75 – 165 Missenden House,  
Aylesbury Estate, SE17 2HU.

All residents are welcome to attend between 9am – 11am. Refreshments will be available and Southwark's Customer Relationship Officer (Michael Adigun) and Elkins Resident Liaison Officer (Julie) will be present to discuss any issues relating to the works.

**If you have any questions or queries regarding the planned works, please contact your RLO Julie Cole who will be more than happy to speak with you on the telephone or visit your home.**

## 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.**