

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



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**WE ARE HERE TO HELP, IF YOU HAVE ANY QUERIES OR ISSUES PLEASE FEEL FREE TO CONTACT US ON THE ABOVE.**

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

**1 – 68 Walters House  
Meadcroft Road, London  
SE17 3PG.**

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

#### **SOUTHWARK COUNCIL CONTACT**

**Michael Adigun**  
Customer Relationship Officer  
Mob: 07903 811 631  
E: Michael.Adigun@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 our monthly newsletter for Brandon 1B. Southwark Council is investing in improvements to the estate which includes Bateman House, Brawne House, Cornish House, Cruden House, Prescott House and Walters House.

### **SCHEDULED WORKS**

Here is a short update of the ongoing works on the block:

#### **Cornish House**

- Lift works and the motor room electrical works are in their final stages.
- Roof works are 95% complete.
- Scaffolding is currently being dismantled.

#### **Cruden House**

- Lift works – In progress
- Roofing works are 90% complete.
- Dismantling of the scaffolding will commence in coming weeks. Residents will be notified by letter.

#### **Brawne House**

- Lift works and the motor room electrical works are in their final stages.

#### **Prescott House**

- Lift works and the motor room electrical works are in their final stages.

#### **Walters House**

- Lift works and the motor room electrical works are in their final stages.

#### **Bateman House**

- Lift works and the motor room electrical works are in their final stages.

### **ADDITIONAL INFORMATION**

Please note that the gas works that are ongoing in the blocks are not the responsibility of A&E Elkins. This is a separate contractor, Southwark Gas Network (SGN). Please contact Neil Baxter if you have any queries regarding the gas works.

Email: [Neil.Baxter@SGN.co.uk](mailto:Neil.Baxter@SGN.co.uk)

Mob: 07891055177

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 MORNING

We will be holding a resident's coffee morning on Wednesday 17<sup>th</sup> May at our site office.

The address is: 1 - 68 Walters House,  
Meadcroft Road, London, SE17 3PG.



All residents are welcome to attend between 9am – 11am. Refreshments will be available. Southwark Customer Relationship Officer, Kemi Baugh and Elkins Resident Liaison Officer Calvin Morath - Gibbs will be present to discuss any issues relating to the 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.**