

Juniper House

Issue 1– April 2017

We're here to help...



Michael Springer
Resident Liaison
Officer
0777 230 2153
michael.springer
@aeelkins.co.uk



John Downey
Site Manager
John.downey@
aeelkins.co.uk

**Site Office and welfare facilities
are located**

In flat 1 Juniper House

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

Bank Holidays

SOUTHWARK COUNCIL CONTACT

Danielle Edie
Southwark's Customer
Relationship Officer
020 7525 7036 / 07703394380
Danielle.edie@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 first edition of the Juniper House newsletter. We are the Main Contractors responsible for the refurbishment and repair works scheduled for your homes. We will be sending you monthly newsletters to keep you informed of the progress of works.

Site set up.

We have now completed the site set up of our offices, in Flat 1 Juniper House. Our Site team will be based in these offices for the duration of the contract and can be visited here Monday to Friday between 8:30am and 4:00pm.

Elements of works to be undertaken.

- Scaffolding and hoists
- Concrete and brickwork repairs
- Roof and guttering works
- Painting of metal work
- Staircase repairs and decoration
- Timber window replacement and UPVC window repairs
- Balcony repairs and re-coating of walkways
- Kitchen and bathroom renewals (subject to survey)

Scaffolding.

Scaffold is currently being erected to all elevations of the block and is proceeding ahead of schedule. This scaffold will be utilised for concrete, brick, balcony and roof repairs, as well as providing access for window replacements and overhauls.

Please be reminded that scaffolding should only be accessed by authorised personnel and anyone seen trespassing on the scaffold should be reported to the site team immediately, or to the police if outside of working hours. Additional barriers will be installed between the walkway and the scaffold to prevent unauthorised access.

During these works, satellite dishes will be temporarily relocated to the outside of the scaffolding. If, however you have an old satellite dish, which is no longer in use, please advise us and we can remove and dispose of it for you.

Surveys

To establish the level of works required in each property it will necessary for surveys to be completed for each address.

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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>

Surveys (cont'd)

We have now completed all the kitchen and bathroom surveys for council tenanted properties.

Once the scaffolding is complete, we will begin booking the window surveys for both council tenants and leaseholder properties.

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.

Community Initiatives

PECKHAM PRIDE BASKETBALL

A project which is sponsored by A&E Elkins – the purpose is to encourage and support young people within the London Borough of Southwark to engage in constructive and progressive activities.

There are always places for boys and girls, interested in playing or taking part in the Peckham Pride Basket Ball Team/Project.

Why not support your area by introducing anyone who resides in the borough of Southwark to get involved, there are always places for anyone interested in playing or taking part – remember both boys and girls with a wide range of age groups,



Simply contact: Coach Sterling on 07931 164 100

Or take a look at their website to see what success Peckam Pride have achieved and to give you better idea of the fun that is had and what is involved.