

Contisbury House, Lyall Avenue and Princess Court

Issue 7 – March 2017

We're here to help...



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Site Office and welfare facilities is located in the site compound in the car park of Crystal Court.

Our office is open Monday to Friday between the hours of 8.00am – 4.00pm excluding Bank Holidays

SOUTHWARK COUNCIL CONTACT

Wayne Forrester
Southwark Customer Relationship Officer
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E: wayne.forrester@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

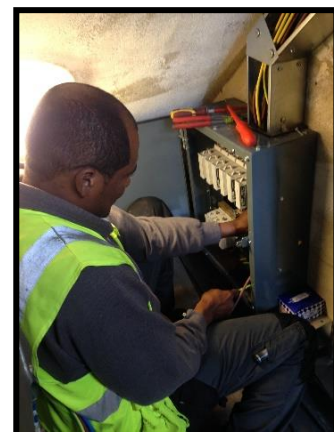
Welcome to the **seventh and final edition** of the monthly newsletter for the Countisbury House, Lyall Avenue and Princess Court.

We have been sending you our monthly newsletters to keep you informed of the progress of works and we welcome any comments regarding what you would like to see in future editions.

LATERAL MAINS RIFLE BOARD CHANGE-OVER:

- On Thursday 6th April, EDF will be renewing the electric ryefield board to Countisbury House.
- On the day of your changeover, the electrical supply to the block will be disconnected from 8am.
- Following connection of cables in each property, the other end of the cables will be connected to the main board for the block.
- Each property will be revisited and the new power supply made live and tested.
- All residents will need to provide access on the day of their changeover, as failure to do so will result in the property being left without power.

EDF PHOTOS



MESSAGE FROM THE TEAM:

We would like to say that carrying out these necessary works can be lengthy and cause some inconvenience and disruption to you. For this, we would like to apologise and thank you again for your co-operation and patience.

We work as part of the
**Considerate
Contractors 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>

Providing access to your home for scheduled works:

We understand that it is not always possible for residents to be at home during the day. In view of this, we would like to advise residents that we operate a strict key policy system whereby residents can leave keys to their homes with a member of Elkins staff in order to facilitate access to your home to carry out scheduled works.

If you would like further information about our *Key Policy Procedures*, please feel free to contact the Resident Liaison team via the contact details listed on the front cover of this newsletter. We would like to thank all residents who have provided access when required, to date.

WORKS DESCRIPTION AND UPDATE:

- All kitchen replacement works to tenanted properties are almost complete.
- Electrical remedial works are 94% complete.
- Lyall Ave (only) – Loft works to allocated flat are now complete.
- Smoke alarms to tenanted and Leasehold properties will be fitted over the course of the project
- Countisbury House (Only) - Liquid coating to communal walkways 100% complete.
- Countisbury House (Only) – Concrete & brickworks repairs to communal walkways are 100% complete.
- Countisbury House (Only) - Replacement of roofing 100% complete
- Countisbury House (Only) - Lighting protection is 100% complete.
- Princess Court (Only) – All works have been fully completed.

COFFEE MORNING

We will be having our coffee morning on Wednesday 29th March 2017 at the Site office from 11:00-12:00 to be held in the TRA Hall behind the staircase of Countisbury House.



All residents are welcome to attend; refreshments will be available and your Resident Liaison Officer will be present to answer questions you may have regarding the works on your estate.