

# NEWSLETTER

## Lycott Grove, Melbourne Grove & Playfield Crescent

**A&E Elkins Limited**  
Maintenance, Refurbishment and Roofing

Issue 6 – April 2017

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



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Nick Guiver  
Site Manager

Our site office is located to the side of block

17-31 Lycott Grove

Our office is open Monday to Friday between the hours of 08.00 – 17.00 excl. Bank Holidays

### SOUTHWARK COUNCIL CONTACTS

#### Customer Relationship Officer

Kemi Baugh-

Tel: 0207 525 3562/

Mob: 07984 512476

kemi.baugh@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 sixth edition of the monthly newsletter for Lycott Grove, Melbourne Grove & Playfield Crescent.

As stated in last month's newsletter, window installations for Melbourne Grove have commenced, ahead of schedule, on 6<sup>th</sup> April.

122-136 Melbourne Grove are near to completion and we have already begun booking appointments for block 106-120. This will enable us to begin scaffold removal on block 122-136 by the end of April.

All scaffold has now been removed at Lycott Grove. Scaffold will be removed at Playfield Crescent following two further window installations, during the second week in May.

Roofing works on Lycott and Playfield are now complete with Melbourne roof works also nearing completion.

Both external and internal elements of the laterals-mains electrical works are ongoing and proceeding satisfactorily.

### WORKS DESCRIPTION AND UPDATES

- Electrical Surveys All Completed
- Pre-conditional 60 Completed
- Electrical Remedial 33 Completed
- LD2 Installation 47 Completed
- Kitchen Design 27 Completed
- Kitchen Renewal 25 Completed
- Bathrooms & WC's 41 Completed
- Roofing (Blocks) 6 Completed
- Windows 44 Completed
- Intercom Doors Handset Installation Completed

**PLEASE NOTE:** if you have received a letter from your Resident Liaison Officer requesting access to carry out surveys to your property, please call to schedule an appointment as soon as possible.

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 hold a coffee morning in the site office every month between 11am-12pm.

Refreshments are served and Southwark Council's Customer Relations Officer is always there to hear your voices. We hand deliver the coffee morning invitation flyers nearer the time, so look out for it and come and let us know how you feel about the works we are carrying out etc. Your views are important.



### 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.**