

NEWSLETTER

Lycott Grove, Melbourne Grove & Playfield Crescent

A&E Elkins Limited
Maintenance, Refurbishment and Roofing

Issue 5 – March 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

(NEW) Customer Relationship Officer

Ola Adefela –
Tel: 0207 525 1380/
Mob: 07852 172004
ola.adebola@southwark.gov.uk

Contract Manager

Stanley Lyons
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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 fifth edition of the monthly newsletter for Lycott Grove, Melbourne Grove & Playfield Crescent.

Progress of all works is continuous and schedules are on target. We have completed 93% of Window installations on Lycott Grove and 67% on Playfield. Melbourne will be commencing the first week in April '17. We are halfway through completion of all roof works. And have started to strike some scaffolds.

All works are expected to be finished by the end of July 2017. Your co-operation, communication and patience has been extremely helpful and has played a crucial part in enabling the above. Thank you.

WORKS DESCRIPTION AND UPDATES

- | | |
|----------------------------|---------------------------------------|
| • Electrical Surveys | Completed |
| • Pre-conditional | 59 Completed – 3 remaining |
| • Electrical Remedial | 25 Completed - 9 remaining |
| • Electrical Rewires | 3 completed - 0 remaining |
| • Electrical laterals | Commencing 22 nd March '17 |
| • LD2 Installation | 36 Completed - 13 remaining |
| • Kitchen Design | 24 Completed - 1 remaining |
| • Kitchen Renewal | 22 Completed - 3 remaining |
| • Bathrooms & WC's | 28 Completed - 5 remaining |
| • Intercom handset install | Commencing 22 nd March '17 |
| • Roofing | 4 Blocks Completed - 4 remaining |
| • Windows | 35 completed - 27 remaining |

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

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>



New Windows

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.