

## Brandon 1B Estate

Issue 3- April 2017

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



**Kay Malone**  
Resident Liaison  
Officer (RLO)  
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**Gore Vasilescu**  
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**Site Office and welfare facilities are located 6 at Stopford Road, London, SE17 3BP adjacent to the T&RA hall.**

**Our office hours are 8.30am to 4.30pm Monday to Friday excluding Bank Holidays**

**Freephone: 0800 103 2926**

#### **SOUTHWARK COUNCIL CONTACT**

**Kola Jimoh**  
Customer Relationship Officer  
Mob: 07432 556 510  
Email: kola.jimoh@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 3<sup>rd</sup> edition of the Penrose House Newsletter. A&E Elkins Ltd are the Main Contractors responsible for the refurbishment works scheduled for your home.

The programmed works have been progressing well since January 2017 and we are on target to complete by May 2017.

On behalf of A&E Elkins we would like to thank you for your co-operation and patience whilst works are ongoing.

### **WORKS DESCRIPTION AND UPDATES**

#### **Kitchen & Bathroom**

We will soon be coming to the end of the programme to renew Kitchen & Bathrooms in Penrose House. If you have qualified for a kitchen or bathroom replacement and have not yet made an appointment, please contact your RLO Kay Malone at your earliest convenience.

**Kitchen Surveys & Designs** All Surveys & Designs are 100% complete.

**Kitchen & Bathroom Fans** Renewal of the kitchen and bathroom extractor fans are in progress. If you have not yet made an appointment for your glass to be measured or for the fans to be fitted then please contact your RLO Kay Malone at your earliest convenience.

### **RESPIRE FACILITIES**

**Respite facilities are available to all residents who are having works completed in their home. Residents are welcome to visit the respite area at A&E Elkins site offices (Portland Street, London, SE17 2DS) between the hours of 8.30am and 4pm. A cabin is available with a comfortable seating area, TV, and tea / coffee making facilities. Welfare facilities are also available on site.**

***We apologise for any inconvenience caused during these necessary works.***

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>

## 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 Peckham Pride have achieved and to give you better idea of the fun that is had and what is involved.*

[www.peckhampride.moonfruit.com/](http://www.peckhampride.moonfruit.com/)