

NEWSLETTER

A&E Elkins Limited
Maintenance, Refurbishment and Roofing

Brandon 1B Estate

Issue 2- March 2017

We're here to help...



Kay Malone
Resident Liaison
Officer (RLO)
M: 07951 886 574
E: kay.malone@
aelkins.co.uk



Gore Vasilescu
M: 07944 990 913
E: gore.vasilescu@
aelkins.co.uk

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 second edition of the Penrose House Newsletter. A&E Elkins Ltd are the Main Contractors responsible for the refurbishment works scheduled for your home. Works are progressing well and we are expecting to be complete in approximately 5 weeks.

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

Our site offices are situated at 6 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.

WORKS DESCRIPTION AND UPDATES

Kitchen & Bathroom

Works to renew kitchen & bathrooms in Penrose House are currently in progress. Resident's whose properties meet the renewal criteria will be contacted by their RLO Kay Malone to arrange a kitchen design. Once the design has been validated by Southwark Council, residents will be given a start date for works to commence.

Kitchen Surveys & Designs Please contact your Resident Liaison Officer If you have not yet had a Kitchen Design or Survey completed at your home.

Kitchen & Bathroom Fans We will shortly be contacting all properties that have had a kitchen and bathroom renewal to arrange for extractor fans to be installed.

RESIDENT COFFEE MORNINGS

We will be holding a resident's coffee morning on Wednesday 5th April at our site office situated at **6 Stopford Road, London, SE17 3BP adjacent to the T&RA hall.**



All residents are welcome to attend between 9am – 11am. Refreshments will be available. Elkins Resident Liaison Officer Kay Malone will be present to discuss any issues relating to the works.

We apologise for any inconvenience caused during these necessary works.

Southwark
Council

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>

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/