

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



**Vicki Sheldon**  
Resident Liaison  
Officer  
M: 07495 184 765  
E: vicki.sheldon  
@aeelkins.co.uk



**Gordon Ford**  
Site Manager:  
M: 07494 501 295  
E: gordon.ford  
@aeelkins.co.uk



**Andy Manston**  
Site Manager:  
M: 07539 946 957  
E: andy.manston  
@aeelkins.co.uk

Site Office and welfare facilities are situated at 6 Stopford Road, London, SE17 3BP adjacent to the T&RA hall

Our office is open Monday to Friday between the hours of 8.30am – 4.30pm excluding Bank Holidays

**FREEPHONE NUMBER:**  
0800 103 2926

**SOUTHWARK COUNCIL CONTACT**  
Kola Jimoh  
Customer Relationship Officer  
Mob: 07950 860756  
E: 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 fifteenth edition of the Pullens Estate Newsletter. Southwark council are investing £5.3 million in improvements to your homes and the estate. A&E Elkins Ltd will provide these works as the long term partnering Contractors for your area.

### WORKS DESCRIPTION AND UPDATES

**Peacock St:** External works 100% complete

**Iliffe St 1-96:** External works 100% complete. Roof doors will be completed on completion of estate works.

**Crampton St – 56- 182:** External works 100% complete. Letters have been sent to residents for the collection of roof door keys.

**25-56 Penton Place:** Scaffolding 100% complete.

If you are a ground floor occupier and have plants at the rear garden, please be aware that we will not be able to accept responsibility for these if they are damaged or die, due to lack of light. However, we will offer assistance, by moving items to the roof area if required. If you would like assistance with the moving of plants/garden items, please contact your resident liaison officer Vicki Sheldon.

**Amelia St:** Rear scaffolding will be dismantled on the completion of each stairwell.

We have now started to dismantle scaffold to stairwells 6 and 7. Whilst the scaffolding is in place, the roof area remains part of a construction site. There will be '**Strictly No Access**' for residents during this time. If you have any plants that will need watering or property on the roof that you are concerned about, please contact your resident liaison officers **Vicki Sheldon**

We will inform you once works have been completed and scaffolding is due to come down.

**IMPORTANT!** Please be reminded to inform your insurance company that scaffolding has been erected around your building! If you do not it may invalidate your insurance.

Please also ensure that *all your windows and doors are secure before you leave your property. For properties with no scaffolding at present, the roof doors have been locked and residents will be issued with a key in due course.*

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>

**Chimneys:** There will be some chimney works carried out. There may be occurrences where soot and dust fall down the chimneys into properties. This has happened in the past and may occur in the future. We would advise that to minimise any dust/soot, you cover fire places if they are still in use.

**Window Overhauls:** Window work appointments are currently being carried out in Amelia Street and appointments have started to be arranged for 25-56 Penton Place. Ground floor properties will have appointments arranged once the scaffolding has been dismantled. If you have not had an appointment made, **Vicki Sheldon** will be in touch in due course.

**Electrical Surveys:** Electrical surveys have been carried out to most of Southwark tenanted properties. Letters have been sent advising residents to contact their resident liaison officer **Vicki Sheldon** to arrange a convenient appointment.

**Electrical Upgrade:** The majority of electric works have commenced, if you have not yet received an appointment please contact resident liaison officer **Vicki Sheldon** who will be happy to arrange a convenient appointment.

**Rusting hinges:** Please be aware that it has been brought to our attention that there may have been a batch of faulty hinges used on some of our windows amongst the Pullens estate. If you notice any rusting occurring on window hinges we have fitted please contact Vicki at your earliest convenience as to arrange an appointment for us to return and replace them.

**Surveys - Front entrance doors** Front entrance door surveys have been carried out to most of the estate. If you have not yet had a front door survey **Vicki Sheldon** will be in touch in due course. The pilot door has been completed and residents are able to see what works are being carried out.

**Satisfaction Surveys** have been posted to Peacock Street & Crampton Street. We would be grateful if residents could complete and return to 6 Stopford Road, London, SE17 3BP or alternatively you can call **Vicki Sheldon** to collect.

## CUSTOMER SATISFACTION SURVEY FORMS

*Satisfaction Surveys will be posted to all residents once your block is complete and scaffolding is taken down. We would greatly appreciate if residents would take the time to complete the survey questionnaire and return the form to RLO Vicki in person or visit us at our site office – 6 Stopford Road SE17 3BP.*



***Please Note: Residents who complete the Southwark survey form will be entered into a prize draw with the chance of winning £1000.***