

NEWSLETTER

A&E Elkins Limited
Maintenance, Refurbishment and Roofing

Aylesbury Estate- Warm, Dry & Safe - Phase 2

Issue 21 –June 2017

We're here to help...



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FREEPHONE NO:
0800 103 2926

Please note that our site offices
and welfare facilities have
moved to the undercroft,
76-165 Missenden, Rowland
Way, London SE17 2HU.

Our office is open Monday to
Friday between the hours of
8.30am-4.30pm (excluding bank
holidays)

SOUTHWARK COUNCIL CONTACT
Michael Adigun
Customer Relationship Officer
Mob: 07903 811 631
E:Michael.Adigun@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 twenty-first and final edition of our monthly newsletter for Aylesbury Estate –Warm, Dry & Safe –Phase 2. The scheduled works have now been completed according to programme and the site team are no longer on site.

WORKS DESCRIPTION AND UPDATES

Here is a summary of works that have been completed so far:

Window Overhauls

Window overhauls - 100% complete

Replacement front entrance doors

Front entrance doors -100% complete

Electrics

Electrical Upgrades - 100% complete

Communal Areas

Communal decoration works - 100% complete

Lateral Main Shutdowns – 100% complete

EXTRA INFORMATION

Aftercare

If you have any outstanding issues or queries related to the complete works, please contact the site team via telephone or email.

Unfortunately, residents who have not provided access for the works have missed the deadline for the works to be completed by A&E Elkins. Please contact Southwark Council who will assist you.

Shortly all residents will receive an aftercare booklet with information regarding the defect procedure and aftercare of the elements of works completed.

**A & E Elkins would like to thank you for your continued
patience and co – operation whilst works were ongoing.**

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.