

## Limes Walk

Issue 6–May 2017

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



**Karla Watson**  
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(RLO)  
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Site Office and welfare facilities is located in the car park area of Lime Walk. Our office is open Monday to Friday between the hours of 8.00am – 4.00pm excluding Bank Holidays

#### SOUTHWARK COUNCIL CONTACT

**Kemi Baugh**  
Southwark Customer Relationship Officer  
M: 07984 512 476  
E:kemi.baugh@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 sixth edition of the monthly newsletter for Limes Walk. Southwark Council is investing in improvements by carrying out the Warm, Dry and Safe (WDS) project as part of the major works to your block. A&E Elkins will provide these works as the long term Partnering Contractor for your area.

### WORKS DESCRIPTION AND UPDATES

- Roof renewal
- Electrical upgrade (subject to survey and to tenanted properties only)
- Smoke alarms and heat detectors (offered free of charge to leaseholders)
- Replacement fire escape doors
- Roof renewal
- Replacement kitchens, bathrooms and WCs (subject to survey and to tenanted properties only)

#### 1-11 Limes Walk

- We have successfully completed rewires to two properties.
- The scaffold has now been removed to the rear of block. Please be reminded to inform your insurance company of these changes.

#### 12-25 Limes Walk

- The roof works are currently 100% complete. Please note that we may have to undertake internal works to some properties and will be making contact very soon.
- The fire escape door renewals are now 100% complete. We have made a start on the painting of the doors and will be in touch to book an appointment. If you require further information regarding these works, please do not hesitate to contact us via the contact details listed in this newsletter.
- We have completed six properties in relation to the bathroom, kitchen and WC renewals.

#### 26 - 42 Limes Walk

- Work to replace fire escape doors have been completed to block 12-25. Roof works are currently underway and progressing well. Please note that we may have to undertake internal works to some properties and will carry this out when the roofing work are fully complete.
- We have completed three properties in relation to the bathroom, kitchen and WC works.
- Two full rewires are now complete and four electrical upgrades have also been completed.

We work as part of the  
**Considerate  
Contractors Scheme.**



For more information  
please call 08007 831423 or visit the  
website on [www.ccscheme.org.uk](http://www.ccscheme.org.uk)

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**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>

## **Internal electrical works**

Please note that we will be making separate appointments to carry out internal electrical works to your property after we have completed your bathroom, kitchen and/or W.C renewals.

## **Providing access to your home for scheduled works:**

We understand that it is not always possible for residents to be at home during the day. In view of this, we would like to advise residents that we operate a strict key policy system whereby residents are able to leave keys to their homes with a member of Elkins Staff in order to facilitate access to your home to carry out scheduled works.

If you would like further information about our **Key Policy Procedures**, please feel free to contact the Resident Liaison team via the contact details listed on the front cover of this newsletter. We would like to thank all residents who have provided access when required, to date.

**We are now 95% complete with all surveys to tenanted properties. If you have had access letters with regards to the surveys, please contact the RLO Karla Watson as soon as you can to book a convenient appointment.**

## **PLEASE HELP US TO HELP YOU:**

Contact your Resident Liaison Officer:

- If you are planning a holiday this year
- Discuss the most appropriate time for site operatives to carry out scheduled works required for your property
- If you require an explanation about the programmed works or to answer any queries you may have

This will help to prioritise certain works and minimise disruption to residents.

For information of our code of conduct whilst working in your home please contact the Resident Liaison team via the contact details listed on the front cover of this newsletter.

For those residents who are at work or cannot come in but still have questions, please let us know by phoning or emailing us at: – [karla@aeelkins.co.uk](mailto:karla@aeelkins.co.uk) or [mick@aeelkins.co.uk](mailto:mick@aeelkins.co.uk)

Unfortunately, we do not have an office telephone, but if calling us via mobile phones proves too expensive, we will call you back. There is also a post box is also available if you would prefer to leave a note.