

NEWSLETTER

A&E Elkins Limited
Maintenance, Refurbishment and Roofing

Lycott Grove, Melbourne Grove & Playfield Crescent

Issue 7 – May 2017

We're here to help...



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Nick Guiver
Site Manager

Our site office is located to the side of block
17-31 Lyctott Grove
Our office is open Monday to Friday between the hours of 08.00 – 17.00 excl. Bank Holidays

SOUTHWARK COUNCIL CONTACTS

Customer Relationship Officer
Kemi Baugh–
Tel: 0207 525 3562/
Mob: 07984 512476
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 seventh edition of the monthly newsletter for Lyctott Grove, Melbourne Grove & Playfield Crescent.

Works are progressing smoothly and ahead of schedule; All roof works have been completed, window installations for 104 A-F Melbourne are due to be completed by the end of May 17, signifying that as scaffolding has now been removed from Playfield Crescent, Lyctott Grove and part of Melbourne Grove, we are expecting all areas to be scaffold free by the 2nd week of June 2017.

External and internal laterals-mains electrical works are ongoing and proceeding meticulously, meaning the EDF Changeover is drawing close.

WORKS DESCRIPTION AND UPDATES

- Electrical Surveys All completed
- Pre-conditional All completed
- Electrical remedial 35 completed
- LD2 installation 53 completed
- Kitchen design All completed
- Kitchen renewal All completed
- Bathrooms & WC's All completed
- Roofing (blocks) All completed
- Windows All completed
- Intercom doors Handset installation completed
- Pram sheds All completed

Private balconies repairs

Lycott completed, Melbourne 122-136, completed, 106-120 ongoing

Communal balcony repairs

Lycott Completed, Melbourne 122-136 Completed, 106-120 ongoing

Canopy Roof Repairs & Paint

Melbourne Blocks due to commence week of 22nd May, Playfield Crescent commenced 9th May.

PRAM SHED ROOF BEFORE AND AFTER PHOTOS

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>



Children's Drawing Competition

We would like to remind you about the Drawing Competition (delivered to you in April '17) for the Lytcott, Melbourne & Playfield youngsters. We want to include them in our community initiative plans, after all, they too had to be patient and co-operative during the upheaval of works. Please encourage them to take part and don't forget the deadline for entries is 2nd June 2017 and prizes are totalled at a nice £175.00. If you've misplaced your Flyer, please collect one from the site office, beside Block 17-31 Lytcott Grove, or call one of your RLO's.

Resident Coffee Mornings discontinued

Unfortunately, due to no-one attending the last 2 coffee morning meetings, usually held at the site office, further coffee morning meetings have been cancelled.

Window Manual

We have delivered the window manuals to assist in guiding your use of the newly fitted windows. If you have any queries, please do not hesitate to contact us, we are happy to help.

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.