



1-56 Skenfrith House
1-56 Sarnsfield House
1-56 Peterchurch House
1-56 Bromyard House

Marc Surtees
Project Manager
Design & Delivery Team- South
Asset Management
Marc.surtees@southwark.gov.uk
Tel: 0207 525 3647
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Ref: ms/040917/2

Dear Resident

RE: UPDATE ON THE ELECTRICAL UPGRADE AND COOKERS

I am writing to update you on work to your homes. I am Marc Surtees and I will be leading a team of both council officers and contractors to deliver the improvements required.

The council has appointed our partnering contractor Keepmoat to deliver the works and they will work closely with the project team and your resident services team who are based in the Ledbury Hall. Contact details for Keepmoat and my project team are listed later in this letter.

Cooking facilities

Keepmoat will be ordering new electrical cookers for residents who need one. You will be able to select from three styles and, depending on the option selected, there are some choices for the finish. Due to the capacity of the electrical supply the power output must be less than 10 w which has placed limitations on options available.

Your options are outlined further in this letter, but once you have chosen a cooker or a hob, Keepmoat will install this and carry out any necessary electrical works to the cooker points. Your existing cooker will be left with you unless you ask them to dispose of this. Any hot plates supplied by the council will be removed once your new cooker is operational. Should you have an electrical cooker and only require an electric hob we will order this for you on an individual basis.

The cookers and hobs will be gifted to you and warranties passed on. Alternatively you may wish to purchase a cooker or hob yourself to an agreed specification. The council will arrange to reimburse up to the value of £400 for a cooker and £200 for a hob on production of a valid receipt and details confirming the specification of your purchase.

I have attached an option sheet for you to consider. I would be grateful if you could look at these and then make arrangements to contact either Maureen Myles or Janet Miller to arrange an appointment to measure your cooker space and discuss the options available to you. There will be a lead in period of 2 to 4 weeks once the cooker is ordered and one of the team will be in contact with you to confirm delivery times and installation dates.

Please note that we will be purchasing the cookers as a bulk order and will need to know by 4.00 pm Wednesday 13 September, 2017 which option you prefer to avoid the council choosing on your behalf.

Electrical works

Keepmoat is carrying out works to upgrade the communal electrical supply. The final change over from the old system to the new one has to be carried out by UK Power Networks (UKPN) and this will mean the power to your homes will be affected on the changeover days. This was originally scheduled for this week but UKPN have since advised us there is additional work that means this will be rescheduled. I apologise for any residents who were expected this to be completed on 4 September. I am expecting this now to take place next week and we will be writing to you with further details once the dates are confirmed.

The electrical work is essential and without this taking place we will not be able to install new cookers. Unfortunately the additional works referred to by UKPN will mean both the domestic and communal systems are affected and this may mean lifts being out of service. We will try to give you as much notice as possible to make any essential alternative arrangements and I would urge you please to contact Maureen or one of the project team if you have particular needs.

The team will contact you as things progress. In the meantime please do not hesitate to contact us if you wish to discuss this further, or call into the TRA Hall to discuss this with Keepmoat.

Yours faithfully



Marc Surtees

Project Manager
0207 525 3647
07958626401

Project Team

Maureen Myles Resident Liaison Officer

077956 45754 Maureen.myles@keepmoatregen.com

Janet Miller Customer Relations Officer

020 7525 3523	07922 581904	janet.miller@southwark.gov.uk
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Paul Thomas Contract Manager

020 7525 2133	07950318450
paul.thomas2@southwark.gov.uk	

