



# Ledbury Estate

## Weekly newsletter

04 October 2019

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Council  
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## Bromyard House – Temporary Heating Supply Removed

Last week, work was undertaken at Bromyard House to remove the last remaining remnants of the temporary heating that had been installed two years ago.



As pictured above the pipework that was held up by the temporary scaffolding has been removed now that it is no longer required.



Pictured above is the fuel tank being removed that held the diesel which supplied the temporary boilers.

Now these that have been removed, the temporary hoarding with the murals on will be relocated to the grounds of the Ledbury TRA Hall.

## Hyperoptic arrives on the Ledbury Estate for the low rise homes

There has been a flurry of activity on the Ledbury this week as Hyperoptic arrives.

Southwark Council is committed to improving connectivity for everyone in Southwark – including our tenants, those in privately owned

or rented accommodation, business owners, and commuters and visitors.

As part of this work, the council recently signed a non-exclusive agreement with two full-fibre broadband providers: Community Fibre and Hyperoptic.

Both providers will be rolling-out ultrafast broadband connections to all of our residential properties over the next 18 to 24 months. In addition, both organisations will be providing free connections to TRA and Community Halls and delivering digital inclusion training.

These works will provide residents with a choice of full-fibre broadband providers. This will give you more choice when selecting a new broadband contract, making it easier to find a package to meet your needs and budget.

For residents who want to receive the latest email updates on progress of installation, register interest at **hyperoptic.com**

- It only takes a moment and is completely commitment-free.
- You'll be eligible for exclusive promotional offers.
- You'll be kept up-to-date on the progress with regular email updates.



The work to install Hyperoptic to the Ledbury Towers will be included in the refurbishment works, and not as part of this scheme.

## Bad weather comes to Ledbury

The recent bad spell of weather, that is a sure sign of the arrival of autumn, resulted in one of

our oldest trees being blown over. Looking at the size of the tree, it must have been here before the estate was built.



We will be working with the Southwark Arboriculture team on ensuring that the tree is replaced and other trees on the estate are inspected for safety.

### Public Toilet Consultation

Southwark Council is asking residents to have their say on whether they think there should be more public toilets in the borough. A public consultation exercise is open until 17 December 2019, so don't get caught short, read on and take part on the consultation.



- The number and location of toilets**  
 We want to hear whether you think there are enough public toilets in Southwark and if they are in the right place.
- The types of toilets**  
 We want to hear what types of toilets you think we need. This includes unisex toilets, accessible toilets and toilets with baby changing facilities.
- The availability of toilets**  
 We want to hear whether you think toilets in pubs, cafes, and shops should

be available to non customers.

To give your feedback by 17 December 2019, visit: [www.southwark.gov.uk/publictoilets](http://www.southwark.gov.uk/publictoilets), or email: [publictoilets@southwark.gov.uk](mailto:publictoilets@southwark.gov.uk) or write to us at: Freepost RSCT-BHXK-SCAJ Highways Division, Floor 3, Hub 2, Southwark Council, PO BOX 64529. London SE1P 5LX.

### Resident Services Officer for the Ledbury Low Rise properties

Rochelle Ferguson is the Resident Services Officer for the Ledbury Estate (not including the Towers). You can contact Rochelle on **020 7525 4833** and her email address is [rochelle.ferguson@southwark.gov.uk](mailto:rochelle.ferguson@southwark.gov.uk)

All repairs for the Ledbury Estate should be reported by calling **0800 952 4444**.

Rochelle holds a monthly surgery at the Ledbury TRA Hall on the fourth Wednesday of the month between 3pm and 5pm.

### Resident Service Officer for Sylvan Grove

Obie Ebanks is the Resident Services Officer for Sylvan Grove.

You can contact him at [obie.ebanks@southwark.gov.uk](mailto:obie.ebanks@southwark.gov.uk) or on **020 7525 4198**.

All repairs for Sylvan Grove should be reported by calling **0800 952 4444**.

### Resident Services Officer for Churchyard Row

Debbie Ming is the Resident Services Officer for Churchyard Row. You can contact her at [debbie.ming@southwark.gov.uk](mailto:debbie.ming@southwark.gov.uk) or on **020 7525 1165**.

As a reminder all repairs for Churchyard Row should be reported by calling **0800 952 4444** or for the first two years to [newhomes.defects@southwark.gov.uk](mailto:newhomes.defects@southwark.gov.uk)

It would be helpful to the council that if you are reporting a repair by email you could include a photograph of what is wrong to help us work out if the problem is a defect or a repair.

## Reminder on Oxygen Cylinders

One of the issues that could jeopardise safety is the use of oxygen cylinders in the blocks. This means that no visitors to the blocks will be able to come in if they require an oxygen cylinder.

From the home visits we have carried out it is clear that, at present, no current resident has the need to use an oxygen cylinder.

However no one knows what their health will be in the future. If an issue arises with your health that means that you will need to have use of an oxygen cylinder, please speak to your doctor and then let your Resident Service Officer (whose contact details are in this newsletter) know immediately so we can work with you to ensure your health needs are catered for.

Non-resident leaseholders are being asked to make sure their tenants in the block are also aware of this issue.

## Warning re bottled gas

It remains vitally important residents do not bring any bottled gas or gas appliances into the tower blocks; we have been advised that the buildings will not withstand the force of a gas explosion.

Fire wardens will also be monitoring to check that no gas canisters are brought into the buildings.

## Local Police Sessions

PC Twinkal Sharma, PC Adrian Moroz and PCSO Felix Adeyanju will be holding hour-long contact sessions in the Ledbury TRA Hall so residents can meet with the local Old Kent Road Ward Police team.

Date	TIME
09/10/2019	12:00-13:00
16/10/2019	12:00-13:00
22/10/2019	11:00-12:00
29/10/2019	12:00-13:00

The police have requested that any crime must be reported if it is an emergency to **999**, and for

non emergencies to **101**.

The team can also be contacted by emailing **oldkentroad.snt@met.police.uk** or by telephone on **020 8721 2436**, or they can be tweeted at **@MPSOldkentRoad**.

## Ledbury webpage

Don't forget! Everything we have issued to residents, including these newsletters and answers to frequently asked questions, will also be uploaded to our website at **www.southwark.gov.uk/Ledbury**

## Housing Updates

All residents in the tower blocks will have to leave their homes for a period whilst major strengthening and refurbishment works are carried out. For those that do not want to leave the Estate, they will have the opportunity to move into one of the empty homes in the Towers temporarily while their blocks are completed. For those who want to move from the Towers, they will continue to have priority to move.

All tenants will have the right to return to the estate.

Please note that properties are not allocated according to the time you bid. They are allocated by our colleagues in the allocations team according to Southwark Council's lettings policies.

Ledbury Towers tenants are in Band One, and the properties are allocated by how many stars each applicant has, then by application date and finally by your tenancy date.

When you bid, your position may change depending on other applicants' stars, application date or tenancy date.

If you need help with bidding or you think your application can attract stars because you or someone else in your household is working or carrying out voluntary work for more than 16 hours a week, do not forget to come in and see the Ledbury Team for help.

There are **177 properties now empty** in the Towers, following the moves of 164 tenanted households in to new homes, and 13 leaseholders selling their properties back to the council. Of course those tenants who have moved retain the right to return.

This week, one tenant has been made an offer of accommodation that they have bid for and is awaiting moving dates to move into their new home. One tenant is waiting to attend a viewing.

There have been **194 properties refused** by tenants who have had a viewing of a new home. Many of these have already received further offers and have already moved into their new homes. No one from the Ledbury Towers is suspended from bidding if a property is refused.

### Independent Tenant and Leaseholder Advisors

The Tenants and Residents' Association and the Ledbury Action Group agreed the appointment of Neal Purvis from Open Communities as the Independent Tenant and Leaseholder Advisor for the Ledbury Estate.

Neal holds drop in sessions for residents in the TRA Hall on Thursdays - 2pm to 4pm.



**Neal Purvis**

Or if you would like to arrange a home visit you can contact Neal, or the rest of the Open Communities team, on 0800 073 1051.

### The Ledbury Team

You can contact the Ledbury team at the Ledbury TRA Hall by calling **020 7732 2757** or **020 7732 2886**.

Staff that are permanently based on Ledbury are:



**Mike Tyrrell – Director of Ledbury Estate.**

Mike works on a part time basis and his days are flexible, depending on what meetings he needs to attend. If you want to see Mike, just arrange for your RSO to make an appointment with him, on the days he is working.

[mike.tyrrell@southwark.gov.uk](mailto:mike.tyrrell@southwark.gov.uk)



**Olive Green – Resident Services Manager**

[olive.green@southwark.gov.uk](mailto:olive.green@southwark.gov.uk)



**Hema Vashi – RSO for Bromyard**

Tel: 07852 766058

[hema.vashi@southwark.gov.uk](mailto:hema.vashi@southwark.gov.uk)



**Sabdat (Sabi) Ibn-Ibrahim – RSO for Skenfrith**

Tel: 07984 144224

[sabdat.ibn-ibrahim@southwark.gov.uk](mailto:sabdat.ibn-ibrahim@southwark.gov.uk)



Sharon Burrell – RSO for Sarnsfield

Tel: 07432 738774

[sharon.burrell@southwark.gov.uk](mailto:sharon.burrell@southwark.gov.uk)



Modupe Somoye – RSO for Peterchurch

Tel: 07903 281390

[modupe.somoye@southwark.gov.uk](mailto:modupe.somoye@southwark.gov.uk)

The following staff are no longer permanently based on Ledbury, but are still supporting the Ledbury Team to ensure that residents concerns are responded to swiftly:



Cheryl Russell – Head of Accommodation & Support

[cheryl.russell@southwark.gov.uk](mailto:cheryl.russell@southwark.gov.uk)



Tony Hunter – Head of Engineering

[tony.hunter@southwark.gov.uk](mailto:tony.hunter@southwark.gov.uk)



Abigail Buckingham – Design and Delivery Manager

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Sharon Shadbolt – Project Manager

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Kim Hooper – Communications

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Gary Wallace – Homeowners Operations

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Ricky Bellot – Housing Choice and Supply Manager

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