



Ledbury Estate

Weekly newsletter

15 November 2019

Responses to the questions raised by the Ledbury Resident Project Group on the Arup Report

As we reported in last week's newsletter, Arup were present at the Ledbury Resident Project Group on Tuesday 5 November 2019 to respond to a range of questions that residents had on their report.

The response from Arup and Southwark Council on the questions, are somewhat technical. The actual technical responses are available from the Ledbury Team if you want to call in to collect them.

The summaries of the responses to the questions are set out at the end of this newsletter.

If you have any questions about the Arup report or any concerns, please do not hesitate to contact the Ledbury team at the Ledbury TRA Hall by calling **020 7732 2757** or **020 7732 2886**.

Secure Cycle Hangars Consultation

Tenants and residents are being consulted at present on the proposed installation of 2 new secure cycle hangars to be placed to the rear of Pencraig Way and Ethnard Road and the other in the central space at Credenhill House. An example of a secure cycle hangar is pictured below.



We would like your feedback on the locations proposed and would also like to know if you

have an interest in renting one of the spaces. Responses will be recorded upon receipt and spaces will be allocated on a first come first serve basis. If your home is within close proximity of the proposed locations you would have received a consultation document in the post on Monday 11th November. However there are also copies available at the TRA hall.

Please be aware that this has no effect on the ongoing Hoyland Close drying area and bin store refurbishment plans and the hanger proposed as a part of that refurbishment will still be installed as planned. A separate consultation was carried out earlier in the year at Hoyland Close.

This project is being funded by the Cleaner Greener Safer Fund (CGS) and the deadline for responses is Monday 22 November 2019.

If you have any questions or queries concerning the proposal or want to find out more about the scheme please do not hesitate in contacting Christopher Campbell, CGS Assistant Project Manager on **020 7525 0159** or email **Christopher.Campbell@southwark.gov.uk**.

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**

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** 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 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

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
20/11/2019	12 noon to 1pm
26/11/2019	11am to 12 noon
11/12/2019	11am to 12 noon
18/12/2019	12 noon to 1pm

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](https://twitter.com/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 while work is carried out, regardless of which future option is agreed upon.

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 **178 properties now empty** in the Towers, following the moves of 165 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.

No tenants are awaiting a date to move into their new home. No tenants are 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 Purvis

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

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**. Please e-mail the team at Ledburyhousingteam@southwark.gov.uk

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



Olive Green – Resident Services Manager

olive.green@southwark.gov.uk



Hema Vashi – RSO for Bromyard

Tel: 07852 766058

hema.vashi@southwark.gov.uk



Sabdat (Sabi) Ibn-Ibrahim – RSO for Skenfrith

Tel: 07984 144224

sabdat.ibn-ibrahim@southwark.gov.uk



Sharon Burrell – RSO for Sarnsfield

Tel: 07432 738774

sharon.burrell@southwark.gov.uk



Modupe Somoye – RSO for Peterchurch

Tel: 07903 281390

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



Tony Hunter – Head of Engineering

tony.hunter@southwark.gov.uk



Abigail Buckingham – Design and Delivery Manager

abigail.buckingham@southwark.gov.uk



Sharon Shadbolt – Project Manager

sharon.shadbolt@southwark.gov.uk



Kim Hooper – Communications

kim.hooper@southwark.gov.uk



**Ricky Bellot – Housing Choice
and Supply Manager**

ricky.bellot@southwark.gov.uk



**Gary Wallace – Homeowners
Operations**

gary.wallace9@southwark.gov.uk

The response from Arup and Southwark Council on the questions raised for the Ledbury Residents Project Group on Tuesday 5 November 2019.

1. Would the replacement filling between the inner and outer leaves of the panels that make up the exterior walls of the towers be sufficient to do away with the proposed internal insulation?

Response from Southwark Council

It is too early to confirm this as this will need to be discussed as part of any final design, but all materials used would be completely non-flammable.

2. There is a film that is available on line called "The great British housing disaster", which highlights in a number of large panel system blocks that the connections between panels were missed out. Did Arup find this at Bromyard House?

Response from Arup

In general, investigations to date have not highlighted issues with poor workmanship. The flank wall to flank wall connection was investigated in 5 flats; a vertical lacer bar was found to be present in all locations. There was no evidence that any elements had simply been missed during construction (as referred to in the film) but it is difficult to be certain.

3. The report recommends a roof truss and steel hangers to support the floor panels in the event of removal of a wall panel from the 8th floor up, it's hard to see how this is achieved from ground to 7th floor if a flank wall panel is removed?

Response from Arup

The assessment we made, found that the panels from ground to 7th floor are able to withstand this.

4. The findings are based on Bromyard which has an identical layout to that of Sarnsfield House. Skenfrith House and Peterchurch House are different. How does this affect the report?

Response from Southwark Council

The report focuses on Bromyard House, further investigations will be required for the other blocks to confirm they are similar. It is assumed that the principles of the proposed scheme can be applied to all of the blocks despite some differences in internal layout. The number and location of the hangers may vary but this is not expected to have a significant impact on cost.

5. The jacketing of the shear wall will affect the corridor wall opposite the bedrooms in the three bedroomed properties, the large bedroom in the two bedroomed properties and the entrance hallway in each property. How will the jacketing be applied where this wall meets cross/party walls without breaking through them? Also, won't this make the doorway from hall to corridor too narrow?

Response from Southwark Council

The reinforcement for the jacketing can be inserted through holes drilled into the cross wall. The impact on the size of the doorway will need to be considered by Southwark Council and if necessary it may need to be widened.

6. The report mentions that fire safety requirements have not been taken into account. How will this be taken into account in the design and costing of the works proposed?

Response from Southwark Council

Fire safety works have already been included in original options appraisal. These will be reviewed and updated as part of the detailed design stage and in accordance with current legislation.

7. Which rooms will steel beams be installed in on the top 8 floors of the block?

Response from Arup

Steel hangers and beams will be installed in all rooms in the top 8 floors.

8. With floor strengthening with reinforced screed, what height will be left in the rooms? Will this fit within minimum room heights set by planning and building regulations?

Response from Arup

The existing floor to ceiling height is 2.4m, the current scheme will reduce the floor to ceiling height to 2.1m at its lowest point.

9. With floor strengthening with reinforced screed, what height will be left in the door openings? Will this fit within minimum standards set by planning and building regulations?

Response from Arup

Work will have to be undertaken to increase door heights and reposition doors as part of any refurbishment works to keep them at the existing sizes.

10. Where external wall panels (with insulation) are replaced, what would they be replaced with?

Response from Southwark Council

This will require further design and agreement with the Council's Planning Department and Building Control team.

11. The weight in the block will be increased by installing extra strengthening such as steel beams. Why is it necessary to remove non load bearing walls to reduce the weight?

Response from Arup

The assumption to remove the non-load bearing walls was to minimise the load increase on the existing structure. The option to retain these could be considered during design development.

12. Will it be possible to mount kitchen units on the proposed non load bearing wall between the kitchen and living room?

Response from Arup

Yes this will be possible.

13. Will non load bearing walls replaced have the same soundproofing qualities of those removed?

Response from Southwark Council

The new walls will need to comply with Building Regulations with regards to sound management.

14. Will there still be the option to keep a separate WC and bathroom, if non load bearing walls between them are removed?

Response from Southwark Council

This can be included in the final designs.

15. What design will be used for the rebuild of the stairs and lift shafts? Will this be built from reinforced concrete, steel or another material?

Response from Southwark Council

This can be included in the final designs.

16. We already have problems with poor strength TV signals from the communal TV aerials. Will installing more steel on the upper floors have an effect on this?

Response from Southwark Council

The original options appraisal allows for a new communal system, this will improve the signal and can be located to ensure nothing affects the signal.

17. Will installing more steel beams on upper floors have an effect on the wifi signal throughout each flat?

Response from Southwark Council

This will need further research where wifi is sourced through mobile devices, but where wifi is sourced through the land line the signal should not be affected.

18. Changing door, ceiling heights and room widths could lead to some practical problems for residents being able to retain existing furniture within the refurbished flats in strengthened blocks. Will the Council compensate residents who cannot keep their existing furniture in a strengthened block?

Response from Southwark Council

This will be reviewed on a case by case basis.

19. Have Engie carried out work similar to this elsewhere?

Response from Southwark Council

To our knowledge there has not been a scheme of similar complexity and type of works carried out & so are unable to measure against. This needs to be a consideration when considering best solution for Ledbury. It would be correct to say Engie have carried out individual similar components elsewhere.