



# Ledbury Estate

## Newsletter

13 November 2020

## Peterchurch House Communal Fire Alarm

The work to rectify the fire alarm system at Peterchurch House has been delayed as we have access issues with a few properties.

Thank you so much to all of those who are giving access to the contractors to your homes.

The fire wardens are still stationed on alternate floors in the block until we have completed the works. This means that if you live in Peterchurch House, in case of a fire, the communal alarm will not sound. Instead the fire wardens will knock on your door to evacuate the block. The wardens will remain until we are certain the issues with the alarm have been resolved later this week and it is back to full working order.

The fire wardens will be monitoring and checking the block, ensuring that communal areas are kept clear at all times, and they will be available to assist in an emergency.

In the event of any emergency in your property, please alert the fire wardens stationed in the block.

## We're current only doing essential repairs

To reduce the risk to residents and staff of home visits during the current national restrictions, Southwark Council is not taking non essential orders for the time being.

We will continue to take essential works (emergency and urgent) across repairs, communal repairs, roofing, fire safety and temporary accommodation. This is to keep all of our colleagues and residents as safe as possible during this period of national restrictions and to support the whole country's effort in controlling this virus.

We will continue to run as a service; keeping our residents safe, warm and dry, especially as we go into the colder, harsher period of the year.

## Fire Alarm Batteries

The fire alarms in the properties are nearly three years old and the batteries are coming towards the end of their life.

Therefore we have been making appointments with those living in the Towers to replace them. Thank you to those of you who have allowed BCS in to change them.

## Coronavirus and the Ledbury Team

From Thursday 5 November, England has moved into a new period of national restrictions, until Wednesday 2 December. This means that once again, we should all stay at home as much as possible and work from home if we can.

While this is hard for everyone, it is really important that we stick to the rules, so together we can reduce the number of people who are catching the virus, protect our families, friends and neighbours, and save lives.

The laws that the Government is introducing for this period mean you should only leave your home for specific purposes. These include to:

- Attend school, education or childcare
- Exercise outdoors or visit an outdoor public place
- Attend medical appointments or for any medical concerns or emergencies, including a booked Covid-19 test, or avoid harm or injury (such as domestic abuse)
- Go to work if you cannot work from home
- Shop for basic necessities like food and medicine
- Visit members of your support bubble, care for vulnerable people, or volunteer

Many businesses, such as pubs, non-essential shops, cinemas, leisure centres, museums and hair and beauty salons, will be closed from Thursday.

Full details of the restrictions, which are still emerging and will be voted on by Parliament this week, can be found at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

## Help us Keep Southwark Safe

If you think you have any of the COVID-19 symptoms you and anyone living with you should self isolate immediately and book a test by calling 119 or visiting [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus).



Symptoms include:

- A high temperature
- A new, continuous cough
- A loss or change to your sense of taste or smell

If you have symptoms you and anyone you live with **must** stay at home and self-isolate until you get your results. It is now a legal requirement to self-isolate if you've had a positive test or if you've been told to self-isolate by the national test and trace service.

If you think self-isolating could be difficult for any reason support is available. Visit the council's website for more information [www.southwark.gov.uk/coronavirus](http://www.southwark.gov.uk/coronavirus).

## Local Police Sessions

PC Imogen Thomas and PCSO Felix Adeyanju make up the local Old Kent Road Ward Police team. Their weekly drop in sessions at the Ledbury TRA Hall are suspended for now.

A ward panel meeting will be held on 19 November 2020 via zoom between 7pm and 9pm. The link can be provided by the team.

They 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](mailto:oldkentroad.snt@met.police.uk) or by telephone on **020 8721 2436**, or they can be tweeted at **@MPSOldkentRoad**

## Keep Your Distance!

People from different households should not mix indoors or outdoors. Keep two metres apart as much as possible. Keep wearing your masks and wash your hands for at least 20 seconds.

Thank you for keeping to the following rules when using the shared areas in the towers:

- Only one family should be in a lift at one time, so if you call the lift and someone is in it, do not get in. Wait for the lift to come to your floor again
- Keep behind the taped area in the lobby to remain two metres from the wardens
- When using the stairs if you hear someone else do not pass by them on the stairs, use the door to the landings to allow them to pass by to keep two metres from them.

Whilst we appreciate this may be frustrating for some residents it is for the safety and wellbeing of everyone and it is important to keep down the spread of the virus, support our NHS and save lives.

## Housing update

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 permanent 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 permanent 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.

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.

As of this week 166 tenanted households have moved in to new homes, and 15 leaseholders sold their properties back to the council. Of course those tenants who have moved retain the right to return.

There have been 200 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 permanent tenant from the Ledbury Towers is suspended from bidding if a property is refused.

### Resident Services Officer for the Ledbury low-rise properties

Charmain Bynoe is the Resident Services Officer for the Ledbury Estate (not including the Towers). You can contact Charmain on **07944 071576** and her email address is **charmain.bynoe@southwark.gov.uk**

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

Normally Charmain holds a monthly surgery at the Ledbury TRA Hall on the fourth Wednesday of the month between 3pm and 5pm. This is suspended for now due to the COVID-19 situation.

### Resident Service Officer for Sylvan Grove

Obie Ebanks is the Resident Services Officer for Sylvan Grove.

You can contact him on **07711 910754** or at **obie.ebanks@southwark.gov.uk**

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 **07932 333199**.

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.

### 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.

### 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.

### 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](http://www.southwark.gov.uk/Ledbury)

### Independent Tenant and Leaseholder Advisor

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**

Whilst non-essential contact is halted, 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](mailto:Ledburyhousingteam@southwark.gov.uk)



**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**

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**Hema Vashi – RSO for Bromyard**

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