



Ledbury Estate

Newsletter

18 December 2020



Fire Brigade Checks

On Friday, White Watch from the Old Kent Road Fire Station carried out a spot check on the blocks and the fire wardens. No issues were raised.

A Big Thank You

The wonderful donations made by Ledbury residents, the Ledbury TRA, and 1st Ace will next week be delivered to the Southwark food bank at Pecan.



Christmas Opening Hours

As we offer a 24 hours a day, 7 days a week service, the Ledbury office will be open all over the Christmas period to deal with any queries that the residents of the towers have.

As well as working to support the remaining residents, the team are on hand to also carry out the regular checks of all the communal areas and work with the fire wardens just like they do every day of the year.

There will be no Ledbury newsletter during the Christmas period. The next newsletter will be delivered the week ending Friday 8 January

2021.



The Ledbury team all very much enjoy the relationship that we have with the residents of the Towers, and we have all really appreciated the support we have had from you all during 2020.

We would therefore like to take this opportunity to wish every one a very happy Christmas and a healthy 2021.

A reminder on the fire evacuation procedures

The fire alarm tests last week worked well, but it is also a useful opportunity to remind residents what would happen in the event of a fire in one of the Towers.

If there is a fire in your home:

- Evacuate and then call the fire brigade when safe to do so
- Tell the nearest fire warden and if the communal alarm has not been activated they will set the block alarm off
- The fire will also cause the automated communal alarm to go off and as soon as it does, the main fire warden will call the fire brigade.
- It does not matter how many times the fire brigade are called, as we need to ensure that they are on site

If the communal alarm goes off in your home:

- No one will knock on your door to tell you to evacuate
- The fact that the fire alarm has gone off means that you have to evacuate to the evacuation area for your block as is stated on your block fire action notices

- The wardens are only there to help evacuate the vulnerable residents who need help
- At the evacuation area, there will be an officer from the Ledbury Team coordinating the evacuation. If it is cold or rainy and it is safe to do so, they will move people to the Ledbury TRA Hall.

The fire brigade will be given details of the vulnerable residents when they arrive, but given the time it may take the brigade to arrive we will be assisting you out. Their priority will be to fight the fire.

Southwark Food Bank

If you're able - then please consider donating to the winter food bank fundraiser. All funds raised go directly to Southwark Food Bank and help them to continue supporting families and individuals in crisis.

You can also donate food - there are various supermarket drop off locations around the borough listed on the Southwark Food Bank website at www.southwark.foodbank.org.uk/give-help/donate-food

And if you need support through these tough times - Southwark Food Bank is here to help. Please reach out. Find out more at www.southwark.foodbank.org.uk/get-help

Coronavirus

Southwark, along with the rest of London, is now in a new period of local restrictions (Tier 3 – Very High Alert) until further notice. This still means we should still 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.

This means you can only mix with other households outside and in groups of up to 6 people. In addition you should only leave your home for specific purposes. These include to:

- Attend school, education or childcare
- Exercise
- 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
- Visit members of your support bubble, care for vulnerable people, or volunteer

Businesses, such as restaurants, pubs, non-essential shops, cinemas, leisure centres, and museums are now closed. Hair and beauty salons remain open but there may be additional restrictions on opening times.

Full details of the restrictions, can be found at 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.

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.

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.

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 or by telephone on **020 8721 2436**, or they can be tweeted at [@MPSOldKentRoad](https://twitter.com/MPSOldKentRoad)

Keep your distance!

People from different households should not mix indoors and in no more than groups of 6 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 into 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 202 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**.

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 about 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**

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**



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.

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