



Ledbury Estate

Newsletter

8 January 2021

Ledbury Towers Ballot

The Ledbury Resident Project Group met this week and discussed the latest draft of the Landlord Offer document that will go out in February 2021 to all those residents who have a vote in the Residents' Ballot in March 2021.

The Landlord Offer document is Southwark Council's offer to you and includes the commitments to residents and details of how to vote.

The booklet has been designed to contain the information you need to make an informed decision about whether you are in favour of the redevelopment of the Ledbury Towers or not.

The ballot will be organised by Open Communities and held between Wednesday 3 March 2021 and Friday 26 March 2021.

If residents votes yes, the draft timetable to deliver the residents choice at the moment is:

- Secure design team, build contactor and applying for planning permission – spring 2021 to summer 2022
- Phase 1 – September 2022 to September 2024
 - Demolition – Bromyard House.
 - Build and re-provide new homes on the Bromyard site.
 - Rehousing of residents from Peterchurch, Skenfrith & Sarnsfield Houses either permanently or temporarily in the new homes
 - Rehousing former residents with a Right to Return who prefer a home on this site
- Phase 2 – September 2024 to November 2027
 - Demolition and rebuild of Peterchurch, Skenfrith & Sarnsfield Houses
 - Rehousing of residents from Peterchurch, Skenfrith & Sarnsfield Houses permanently in the new homes
 - Rehousing former residents with a Right to Return who prefer a home on this site

You can be assured that the consultation on the design of new homes will continue during this period and the Ledbury Resident project Group are currently discussing the design brief so that if residents vote yes in the Residents' Ballot in March 2021, the appointment of architects is not delayed.

Sylvan Grove Heating & Hot Water

Southwark Council recently wrote to the tenants at Sylvan Grove to remind them that we have installed new meters which enable you to monitor and control your consumption of heating and hot water.

From 4 January 2021, you need to pay for your heating and hot water in advance using the pre-payment meters. You will not need to wait for a bill because the meters will be measuring your actual consumption.

On this date, each property's heat meter went "live" with a £5 gifted starting balance, but this balance will run down as time goes by and you will need to top up your account to keep the balance above zero.

The Council has contracted with Switch2 Ltd to run the billing system on our behalf. You will be able to make payments to Switch2 online or over the phone, both via regular top-ups or via one-off payments. You should have received a welcome pack in the post from Switch2 with full instructions on how to set up your account and make payments. We know that some residents have successfully got their account set up and have already started making payments.

We are aware, however, that some people have not yet received their welcome packs. The welcome pack may have also referred to "top up cards" and this may have led to some confusion. Due to the pandemic and limited access to card printing machines, Switch2 are not currently issuing cards. Instead the welcome letter itself contains a bar code which allows PayPoint top ups to be made, as well as the online and phone payment options.

Even if you have not received a letter from Switch2 it is important that you activate your account and set up your payments as soon as possible. If you received your letter from Switch2 then you can do this online following the instructions. If you do not have your letter (with unique customer reference number), then please call Switch2's call centre on 0333 321 2010 between 8am and 6pm, Monday to Friday.

In the meantime, due to the fact that some welcome packs did not arrive, the Council has asked Switch2 to extend the emergency credit limit on all meters to £25. This means that your account can go into debit by that amount before the heating turns off. If you decide to use the emergency credit function, you will need to repay this.

We're sorry for any inconvenience caused at the start of a new payment system by letters and welcome packs going adrift. Please bear with us as we work to resolve this, and please act quickly to set up your account with Switch2.

Employability and Resilience Training and Mentoring

This takes place at the Big Local Works starting on 13 January 2021.

The course will guide participants through key employability skills including:

- CV Writing
- Job Searching
- The Application and Interview Process
- Effective Communication
- The Importance Of Professionalism
- Conflict Management/Resolution.

Key additional support with this programme is 1-2-1 job search mentoring.

Participants will be paired with a mentor who will work with you to develop a personal job search plan, based on skills and ambitions. Through the Big Local Works' Network, they are able to link local residents with local job opportunities and will discuss and provide support on an ongoing basis.

To book a place please email:
luds@biglocalworks.org.uk
or **tbaw@stjohnswaterloo.org**

HERE FOR WORK

EMPLOYMENT AND RESILIENCE TRAINING
WEDNESDAY 13TH JANUARY 2021

BIG LOCAL WORKS
4 MARKET PLACE
SOUTH BERMONDSEY
SE16 3UQ



Our Here for Work employment programme provides practical advice, connects you with job opportunities and provides mentors that will stick with you, by your side, helping you to thrive on the journey ahead.

The programme is FREE and open to anyone aged 16+ who needs support in their search for employment.

For more Information email: TBAW@StJohnsWaterloo.org
Pop into the office any Tuesday between 10am-4pm
or Call 0207 -633-9819 (Option 4)

PLEASE NOTE LIMITED SPACES AVAILABLE DUE TO SOCIAL DISTANCING REGULATIONS





Coronavirus

From Monday 4 January 2021, England moved into a new period of national restrictions, until Sunday 21 February 2021. 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 have introduced for this period mean you should only leave your home for specific purposes. These include to:

- 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 are closed.

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**

Keep your distance!

People from different households should not mix indoors and in no more than groups of 2 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 167 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.

mike.tyrrell@southwark.gov.uk



Olive Green – Resident Services Manager

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Hema Vashi – RSO for Bromyard

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Sabdat (Sabi) Ibn-Ibrahim – RSO for Skenfrith

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Sharon Burrell – RSO for Sarnsfield

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Modupe Somoye – RSO for Peterchurch

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