



Ledbury Estate

Newsletter

23 April 2021

Caretaking Schedule

We have received schedules from the caretaking team that covers the Ledbury Estate.

Set out below are the for the estate and individual blocks:

Estate - daily tasks

- Full lifts' clean (to include both sides of door and all wall and ceiling areas including runners).
- Litter pick all external areas.
- Full sweep all estate pathways, walkways and balconies.
- Spot mop all stairs and landings.
- Spot mop all estate balconies and corridors.

Daily tasks to blocks

- Sweep and litter pick trailer bays.
- Sweep and mop refuse chambers.
- Sweep and mop bin cupboards (not residents cupboards).

Weekly task to blocks

- Full clean entrance doors.

Twice weekly task to blocks:

- Full mop stairs and landings.
- Full mop lift lobbies



Citizens Advice Southwark has announced that face to face services have started again. Since the easing of the national lockdown restrictions they have now resumed face to face services at their three offices.

This means that if you need help you can now

pop in to see them anytime between 10am and 3pm, five days per week at:

- **Peckham** - 97 Peckham High Street, SE15 5RS
- **Bermondsey** - 8 Market Place, Southwark Park Road, SE16 3UQ
- **Walworth** – 6-8 Westmoreland Road, Walworth, SE17 2AY

Their face-to-face service follows social distancing guidelines and best practice. They are encouraging people to drop in anytime during opening hours but to avoid early mornings in case of queues.

If you need advice, please visit them or call on **080 8278 7849**.

If you need help claiming Universal Credit please visit them or call on **0800 144 8 444**

For online referrals, please go to their website: **www.citizensadvice.org.uk/advice/email-enquiry-form**

For webchat please visit here: **www.citizensadvice.org.uk/webchat**

For more information about their services see their website **www.citizensadvice.org.uk**

Blue Watch - Old Kent Road Fire Station

Bromyard House was used by the Old Kent Road's Blue Watch for another training exercise this week.

The use of Bromyard House for training by the Fire Brigade has been agreed over the coming months.

Bulky waste collections - COVID-19 service update

The council bulky waste items collection service is now available, but there may be a longer wait than usual because of high demand. We will

increase capacity as soon as we can to reduce waiting times.

Because of the continuing COVID-19 restrictions, if you do not comply with the service requirements, the council will not be able to collect your waste items.

Please note the following requirements for all collections:

- only listed bulky items can be collected – a maximum of 10 items
- you must present your items outside your home
- you must put out your items at ground floor level for collection – not on landings, balconies or basements
- items must be accessible and visible so our crew can find and access them – not in back gardens, bin stores, garages, behind security gates or similar

All collections are contactless – the council cannot arrange to meet you to collect your items.

If you are a Southwark resident, the council can collect large household items from your home. Sometimes called bulky waste, this includes items such as old furniture or fridges. The charge is £25 for collecting up to 10 items and there are no concessions available for this service. You will need to pay by credit or debit card during the online booking process at www.southwark.gov.uk. Please check the list of items we can collect before making a booking.

Step 2 restrictions

The Government has announced its Roadmap out of lockdown. From Monday 12 April England moved into Step 2.

This means non-essential shops re-open along with leisure centres and libraries, among others. To see how this will impact council services please go to www.southwark.gov.uk/roadmap for more information.



If you are shopping or visiting a pub beer garden please continue to act responsibly. You should also continue to wash your hands, wear a mask when required and keep your distance.

Travel is also restricted and you should continue to work from home if you can.

For more information on the current restrictions see the government website at www.gov.uk/coronavirus or you can see what council services are affected at www.southwark.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 have had a positive test or if you are 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 within the towers!

Please keep 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.

We have 182 permanent empty homes as many 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.

204 properties were initially refused by tenants who had viewings. However many of these have already received further offers and many residents have already moved into their new homes.

No permanent tenant from the Ledbury Towers will be suspended from bidding if they choose to refuse a property.

Ledbury Towers Repairs

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

Repairs can also be reported by email at repairs@southwark.gov.uk.

Resident Services Officer for the Ledbury Temporary Accommodation properties

Sophie Hopper is the Resident Services Officer for the Temporary Accommodation properties in the Ledbury Towers. You can contact Sophie on **020 7525 0682** and her email address is sophie.hopper2@southwark.gov.uk

All repairs should be reported by calling **0800 952 4444**. Repairs can also be reported by email at repairs@southwark.gov.uk.

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 should be reported by calling **0800 952 4444**. Repairs can also be reported by email at repairs@southwark.gov.uk.

Resident Service Officer for Sylvan Grove

Obie Ebanks is the Resident Services Officer for Sylvan Grove. You can contact Obie on **07711 910754** or at obie.ebanks@southwark.gov.uk

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

Repairs can also be reported by email at repairs@southwark.gov.uk.

Resident Services Officer for Churchyard Row

Debbie Ming is the Resident Services Officer for Churchyard Row. You can contact Debbie 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**.

Repairs can also be reported by email at repairs@southwark.gov.uk.

Warning about bottled gas

It remains vitally important residents do not bring any bottled gas or gas appliances into the tower blocks as 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

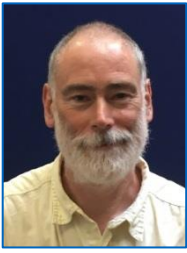
One of the issues that could jeopardise safety is the use of oxygen cylinders in the blocks. This means that no visitors to the blocks will be able to come in if they require an oxygen cylinder. From the home visits we have carried out it is clear that, at present, no current resident has the need to 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.

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**.

Ledbury webpage

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

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**

Whilst the coronavirus emergency is ongoing we are asking you to try and stay away from the TRA Hall where the Ledbury Team is based so that we can maintain the service and practice social distancing by being at least two metres away from each other. **If you have any issues, please ring us instead.**



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