



Ledbury Estate

Newsletter

14 May 2021

Influence the new homes designs

The architects who will work with residents and the council to design the new homes to replace Ledbury Towers will begin work in the next couple of weeks.

There will be regular meetings for residents to explain to the architects what they would like to see in the new homes, and to consider and give feedback on design ideas developed by the architects.

This is your chance to influence what the new homes will be like. If you would like to be involved in these meetings, please contact Neal Purvis from Open Communities on neal.purvis1@btinternet.com or Freephone 0800 073 1051.



As the designs develop there will be a series of consultation events to get residents with the right to return and from across the estate, views on designs as they develop. With resident input there should be a planning application for the new homes at Ledbury Towers in January 2022.

Update on repairs: COVID-19

Southwark Council repairs team is planning on restarting its services in line with the government's roadmap. We've outlined the plan below, but this could change based on government advice. If things do change, we'll update you to let you know.

We have restarted works on the repairs you've already told us about on 12 April 2021. This includes every type of repair. We have a large number of repairs waiting to be completed, and we'll need time and help in completing these repairs. We'll be calling residents to book in these repairs, but it will take us a few weeks to call everyone. We ask for your help in waiting for the call rather than calling us to keep the lines free for essential repairs. We'll be using some of our repairs partners to help us get all the repairs completed as quickly as possible. We'll always have ID when we visit your home and you can always call us and check someone is working on our behalf if you're unsure.



We'll also be phasing back in our communal repairs and inspections of our estates. We have a lot of repairs to complete and you'll see more activity across our estates in the coming weeks as we resume work.

Our teams will continue our health and safety processes to keep you safe in your home and protect our colleagues when they're visiting you and your neighbours. When we visit your home we'll ask that you ventilate where we're working, practice social distancing and wear a mask when you're in the same room as our colleagues. This still applies even if you've been vaccinated. If you experience symptoms or test positive after you report your repair, please give us a call back to let us know as soon as you can. Our repairs colleagues and partners will continue doing their part in keeping you safe by social distancing, asking questions on any symptoms before we come inside and cleaning their tools and work area before and after the repair. When you call or email us about your

repair we'll continue to go through health and safety information with you, as we do now.

We're planning to start taking new repairs again from 21 June, 2021. It's likely we'll be very busy during those first few days. If you can report your repair using our online form or by emailing us, we'll have more people ready to answer your emails quickly.

The last few months have been challenging for us all and we thank you for your continued support as we restart our full service as quickly and safely as possible.

Step 3 restrictions

From Monday 17 May 2021 England will move into Step 3 of the Government's Roadmap out of lockdown.

This means:

- Groups of up to 30 can meet outdoors
- Rule of 6 indoors
- Indoor hospitality opens (e.g. pubs and restaurants)
- Indoor entertainment opens (e.g. cinemas)
- Increasing numbers for life events like weddings and removal of restrictions for funerals

It

remains essential that we take these steps carefully and sensibly. If you plan to travel do so safely and plan ahead. You should continue to wear a mask where required (unless exempt), wash hands and maintain social distancing when out in public.

To see how this will impact council services please go to www.southwark.gov.uk/roadmap for more information.

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.

Keep testing

One in three people could be carrying the COVID-19 virus without showing any symptoms. As part of coming out of lockdown safely everyone should be getting tested regularly – even if they don't have symptoms. Home tests are now available for FREE to every household in the UK.

There are a number of ways you can get a test:

- There are now 45 community pharmacies in Southwark offering home test collection, including 10 who offer assisted testing. The map below shows all the current provision:
<https://maps.test-and-trace.nhs.uk/>
- Tests can also be collected from 9 Southwark libraries – you can find the list at www.southwark.gov.uk/health-and-wellbeing/coronavirus/get-a-free-covid-19-test/book-a-test-if-you-don-t-have-symptoms/community-collect
- Home delivery is available for home testing – to apply go to www.gov.uk/order-coronavirus-rapid-lateral-flow-tests
- There are two mass testing sites at London Bridge and Peckham
 - London Bridge Station, St Thomas Street Exit, SE1 9QU
 - 21-23 Bournemouth Road, Peckham, London, SE15 4UJ

Tests can also be booked at www.southwark.gov.uk/health-and-wellbeing/coronavirus/get-a-free-covid-19-test/book-a-test-if-you-don-t-have-symptoms/mass-testing?

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)

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.

Housing update

All residents in the tower blocks will have to leave their homes while their blocks are demolished and the new homes are built. All permanent tenants 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 183 permanent empty homes as many tenanted households have moved into new homes, and 16 leaseholders sold their properties back to the council. Of course those tenants who have moved retain the right to return.

205 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.

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.

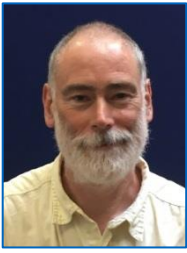
However no one knows what their health will be in the future. If an issue arises with your health that means that you will need to have use of an oxygen cylinder, please speak to your doctor and then let your Resident Service Officer (whose contact details are in this newsletter) know immediately so 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.

Whilst non-essential contact is halted, you can contact Neal, or the rest of the Open Communities team, on **0800 073 1051**.



Neal Purvis

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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