



# Ladbury Towers

## Weekly newsletter

13 October 2017

## Heating

As of Thursday evening 160 flats have had their Heat Interface Units (HIUs) connected and should be getting heating and hot water.

We expect everyone to be connected to the new district heating system by tomorrow (Saturday 14 October), as long as residents have provided access to Keepmoat to install the HIUs.

Thank you again to all residents for bearing with us during this time.

We are ahead of ourselves at this stage so that the written instructions on how to use the new system are not available. We will get them to you as soon as possible.

In the meantime when the installation in each flat is complete the operative installing the system will show you how to use the new heating and hot water system.

## Cookers

Cookers are still being installed. Contractors will be making appointments with residents to arrange for installation at a time and date that works for them.

We have received a number of queries from residents who would like us to purchase a new electric cooker although they still have the use of an existing electrical one.

Please note that the offer to purchase new cookers was only made to those residents who had gas cookers which they are no longer able to use.

## Electrical capacity

We are continuing to work with UK Power Network to increase the capacity for electricity

within the blocks so that they can support the additional electricity demands caused by the gas being removed.

We expect this work to be completed next week. As part of this work there will be a further power outage in the blocks next Monday (Bromyard) and Tuesday (other 3 blocks) and letters have gone out this week with details.

In the meantime it is really important that the usage is limited, and this is why we are continuing to ask residents not to use fan heaters or other electrical appliances that use a lot of power.

## Warning re bottled gas

It is really important that 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.

## Structure

Arup are continuing their work to investigate the blocks and we hope to receive the results of Arup's investigation into the structure of the tower blocks by Monday 20 November.

This will be used to work out the next steps on whether the blocks can be repaired and strengthened. It is very much our hope that this will be possible, and we will keep you updated on any developments.

## Housing updates:

We have successfully registered 173 out of 175 households on our system, but there is a small proportion we have not been able to verify and activate because we still need their supporting documentation. Any residents who have not yet had their bidding number are encouraged to contact one of our officers who will be able to help.

We know not all residents want to move from the blocks. Some people have enjoyed living on the estate for a number of years and wish to continue to do. They are hoping that report from Arup will show that the blocks can be strengthened so that they can remain. Whilst that is the case there is no pressure for anyone to move.

For those that wish to move, you still retain Band One priority, despite the heating and hot water situation being resolved. We will do everything we can within our team to support you to move.

### Registrations

- 173 households have registered on the Homeseach bidding scheme.
- Of the 175 LBS tenanted properties 2 have not registered on the bidding scheme, and we are actively communicating with our residents.

### Offers

- 13 households moved
- 22 offers made and accepted and awaiting move in dates.
- 6 households in 1st position and viewing pending.
- 13 households finished within 2nd and 3rd positions and awaiting confirmation of viewing results from 1st applicants.
- 26 offers refused following viewing/second thoughts after bidding cycle.

### Residents' Project Team – Thank You

Thank you to everyone who came to our first Residents' Project Team meeting on Tuesday 10 October. There are two representatives per block, and a fair balance between tenants and leaseholders.

The Ledbury Team has picked up a number of actions to take forward and we will report back at the next meeting on Tuesday 7 November.

### Fire Evacuation – Sunday 8 October

Fire wardens raised the alarm to evacuate the Skenfrith block on Sunday after they were alerted to smoke in one of the flats.

The smoke was caused by a pan being left on a hob. There was no actual fire and residents were allowed back into the building within 15 minutes of the evacuation following the visit of the fire brigade.

Following the evacuation the Ledbury Team have put in place a number of actions to improve the evacuation procedure. In addition new signage has been ordered to tell residents what to do and where to go in the event of a fire and wardens will be asked to record the response from each flat to show everyone was alerted to the evacuation.

The new automated alarm system will be commissioned towards the end of October and we will be telling residents more about how this works shortly.

### Gas Meter Removal

At the Residents' Project Team meeting this week a question was raised about gas meters not being removed from properties.

Southwark Council is not able to remove gas meters; they must be removed by the resident's gas supplier.

The gas suppliers have been advised about the removal of the gas from your home, however if you are having difficulty convincing your supplier that this is the case, come in and see us and we can provide you with a letter that can be used to confirm the decision to remove the gas supply from the blocks.

Resident's need to arrange with their gas supplier to remove the meters and cancel bills.

## HIU demonstrations

It was suggested at the Residents' Project Team that demonstrations be arranged in a void property to show residents how the new heating systems work.

Two demonstrations have been arranged for next Thursday afternoon (19 October) and we will be sending out a letter with further details early next week.

## Respite Centre

Don't forget the Residents' Respite Centre is now open next to the Keepmoat site office, by Bromyard House.

The centre has seating, a TV and refreshments like tea, coffee, squash and biscuits.

The centre will remain locked while not in use but if anyone would like to make use of it please ask at the Site Office.



Respite Centre

## Coffee Mornings

If you want to have an informal chat about any aspect of the works taking place, we will be holding coffee mornings in the Respite Centre every Thursday until the end of October – 10am to 11.30am.

## Ledbury webpage

Everything we have issued to residents will also be uploaded to our website at [www.southwark.gov.uk/Ledbury](http://www.southwark.gov.uk/Ledbury)

We are working on improving the page so that it becomes a one stop shop for residents with as much information as we have available.

## Independent Tenant and Leaseholder Advisors

The Tenants and Residents' Association and the Ledbury Action Group recently agreed the appointment of Neal Purvis from Open communities as the Independent Tenant and Leaseholder Advisor for the Ledbury Estate.







Neal Purvis

Neal will be holding drop in sessions for residents in the TRA Hall on Thursdays - 2pm to 4pm and 5pm to 7pm.

Or if you would like to arrange a home visit you can contact Neal, or the rest of the Open Communities team, on 0800 073 1051.

**Council contacts**

If you have any issues or concerns our Resident Services Officers (RSOs) should be your first point of contact. There is one for each block and they are:

Bromyard - Hema Vashi	07852 766058	
Skenfrith - Sabdat (Sabi) Ibn-Ibrahim	07984 144224	
Peterchurch - Modupe Somoye	07903 281390	
Sarnsfield - Charmain Bynoe	07944 071576	

**The New Ledbury Team**

The new Ledbury Team is working together to make the major works as smooth as possible. We want to keep you informed of progress as it happens, but also hear from you about the work taking place.



**Mike Tyrrell – Director of Ledbury Estate.**

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