



Ladbury Towers

Weekly newsletter

20 October 2017

Heating

Last weekend we completed the installation of the new, temporary district heating system to all but four of the properties in the four towers. Of the remaining flats, two are voids and two are where tenants are about to move and requested we wait until they had left.

On Tuesday this week there was a temporary issue when we lost heat to Bromyard. This has been fixed and residents in Bromyard have received letters explaining what went wrong and what the council is doing to ensure it doesn't happen again.

Hoardings are now going up around the boilers and the area will start to be put back to normal over the next few days as trenches are filled in and fencing removed. Keepmoat will be reducing their site presence from next week.

Electrical capacity

UK Power Network completed its work to increase the capacity for electricity within the blocks on Tuesday 17 October.

Your power supply has now been upgraded to support the additional electricity demands caused by the gas being removed.

Letters have been delivered this week to confirm this. If you have any other questions come and see us at the TRA Hall.

Structure

Arup are continuing their work to investigate the blocks. During next week they will enter the final stage of their investigation. This will involve working inside some of the empty flats and some external areas like the ground floor entrances.

We still hope to receive the results of Arup's

report 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 174 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 the 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

- 174 households have registered on the Homeseach bidding scheme.
- Of the 175 LBS tenanted properties only 1 has not registered on the bidding scheme, and we are actively communicating with all our residents.

Offers

- 17 households moved
- 22 offers made and accepted and awaiting move in dates.
- 9 households in 1st position and viewing pending.

- 12 households finished within 2nd and 3rd positions and awaiting confirmation of viewing results from 1st applicants.
- 28 offers refused following viewing/second thoughts after bidding cycle.

Bidding for new council homes

We have now successfully registered the majority of tenants on our Homeseach bidding scheme whom are now actively involved in the bidding process.

Although tenants of the Ledbury estate are not penalised for refusing a property, residents are advised to bid only for properties they genuinely are interested in.

We will continue to place as much information as possible on the property advert and encourage residents to read this carefully to make an informed bid.

For further information please see the new How To page at www.southwark.gov.uk/Ledbury

ID badges

We are aware there has been lots of activity in and around the towers over the last few weeks as contractors and the council worked to restore heating.

Although the main part of the work is completed, there will still be people coming in and out over the next few weeks.

Residents are reminded they should remain vigilant with people who are visiting their property. While we haven't had any incidents, you should only allow people into your home who you are expecting, or you know. All our council staff, contractors and external services such as SGN will carry ID badges. You should always ask for ID if a new person visits you and do not let anyone in without ID,

New Automated Fire Detection System

Letters went out this week to let you know about work to complete the installation of the new smoke and heat detection system in the common areas and your homes.

This is part of a new fire safety strategy that will replace the need for fire marshals at every other floor. When triggered, the new system will alert all occupants of the block of the need to evacuate. The new strategy will still require two fire marshals per block to assist in any evacuation of vulnerable residents.

Although the system will not go live until early November, in order to properly commission the systems, the contractor, BCS (Electrical & Building) Ltd, will be calling on all flats to check that the systems are all operating correctly.

From 23 October to 2 November, we will need to access flats to check the system. Dates for each block are highlighted on the letter. If you have any further questions or concerns please come and see us in the TRA Hall.

Compensation for missed appointments

Missed appointments and concerns can be reported directly to the contractor or council staff based in the TRA Hall.

Residents are entitled to compensation for any missed appointments at a rate of £50 per missed appointment.

If this does not cover your loss of earnings and you would like to claim for loss of earnings because you have had to take time off work for a missed appointment please come in and discuss it with council staff in the TRA Hall. We will need to see documentary evidence to verify the lost earnings.

Heating demonstrations

The demonstrations on the new heating system

took place earlier this week and no other demonstrations are currently planned.

However, your dedicated RSO has also been shown how to use the new systems and would be happy to help if you are having any problems. Give them a call or pop in to see them at the Ledbury TRA Hall.

Respite Centre

Although the majority of flats now have heating and hot water, the Residents' Respite Centre is still available next to the Keepmoat site office, by Bromyard House for a few more days.

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

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 Advisors

The Tenants and Residents' Association and the Ledbury Action Group have 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.

New members of the Ledbury Team

This week we said goodbye to Charmain, who was RSO for Sarnsfield, and Ramatu, who was managing the team.

Instead we welcome Sharon Burrell, who has taken over as RSO for Sarnsfield, and Olive Green who will be managing the team. Their photos and contact details are on the next pages.

The Ledbury Team

The 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.



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RSOs



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