



# Ladbury Towers

## Weekly newsletter

27 October 2017

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## Fire alarms

During the early hours of Saturday morning, and again on Monday morning, we had to evacuate residents in Bromyard after one of the new fire detection alarms was activated.

The alarms are not yet fully commissioned and should not have gone off. An investigation showed a fault in one of the smoke detectors, which then triggered the second alarm on Monday. This has now been fixed and we still expect to have the new alarm system up and running in the next couple of weeks.

We will continue to communicate with you about the new system and new evacuation procedures once it is in place.

In the meantime we would like to apologise again to the residents in Bromyard for the disruption and upset the evacuations caused.

We know there were some problems with the process on Saturday morning and we have revised our procedures to make sure this does not happen again. We are pleased to say that reports from the Monday morning evacuation show it went a lot smoother.

We have also made a number of personnel changes with the wardens and will continue to monitor the service being provided.

## Fireworks and Anti-Social Behaviour

We have received complaints about anti-social behaviour related to misuse of fireworks over the last few days. The problem was witnessed first hand by officers at the weekend.

With Diwali just passed and Halloween and Bonfire Night just around the corner, we want people to be able to enjoy firework displays.

However we will not tolerate people misusing fireworks and disturbing their neighbours and even putting themselves, or others, at risk.

We have hired two new security officers to patrol the open areas around the towers and the rest of the estate.

The council's community wardens and local police will also be visiting the estate.

If anyone has any concerns or questions please come and speak to officers in the TRA Hall.

## Structure

Arup are now in 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.

Although this report won't give us the answers immediately, it 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. There is no pressure for anyone to move.

For those that do 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.

### Offers

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

### How to work your new heating

We will be delivering your guides to working the new heating system in your homes over the next week.

In the meantime, 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.

### Quick Tip on gas meter removals

Many households have now arranged for their gas provider to remove the now redundant gas meters from their homes.

A good tip from us is to take a photo of your meter with its final reading before it is removed – just so you have a record of what it shows if there are any disputes on final payments.

### SGN Access required next week

Residents have been contacted by SGN to say work will start on some of the blocks next week to check the redundant gas pipes. They will need to access flats.

We want to do all we can to prevent or reduce

any forced entries that SGN may carry out to your homes. If you are unable to stay in to provide access or have any other concerns please come and see us in the TRA Hall or give your RSO a call and we will help you find a solution.

### Keepmoat and the Respite Centre

Keepmoat is now reducing their site office and you will see a lot of the fencing and structures being removed.

The Respite Centre was going to be taken down as all residents now have heating and hot water and no longer have a need for it. However following the evacuations at Bromyard over the weekend it was requested that the centre be kept as somewhere for people to shelter if further evacuations took place.

The Ledbury Team has taken this on board and the centre will be kept on site until further notice. It will remain locked unless needed.

### Hoardings

We have had a few people asking what we plan to do to decorate the hoardings that are now going up around the temporary boilers.

The Ledbury Team is looking at what can be done with the hoardings and we will be working directly with your representatives on the Ledbury Project Group to come up with ideas to bring this forward and will keep you updated.

### Leaseholder Meeting

There will be another leaseholder meeting in the TRA Hall on Wednesday 1 November from 7pm.

### 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](http://www.southwark.gov.uk/Ledbury)



**Cheryl Russell – Area Manager Central**

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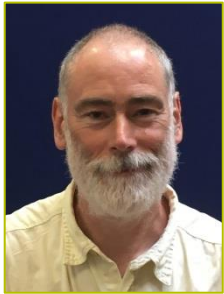
### Independent Tenant and Leaseholder Advisors

Neal Purvis from Open Communities is the Independent Tenant and Leaseholder Advisor for the Ledbury Estate.



**Tony Hunter – Head of Engineering**

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**Neal Purvis**

Neal will continue to hold 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.



**Abigail Buckingham – Design and Delivery Manager**

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### 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.



**Sharon Shadbolt – Project Manager**

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**RSOs**



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**Modupe Somoye – RSO for  
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