



# Ledbury Estate

## Newsletter

13 August 2021

## Door Entry System refunds

Now that the door entry systems in the Towers are now fully operational the Ledbury Team will be organising service charge refunds.

## Visitors over the Summer Holidays

A number of you will be having visitors over the Summer.

If you live in one of the Ledbury Towers, please ensure that your visitors know about the evacuation procedures.

If you have a visitor with mobility issues, please inform the main fire warden for your block.

## A Reminder on the Fire Evacuation Procedures

The weekly fire alarm tests every Friday are a useful opportunity to remind residents what would happen in the event of a fire in one of the Towers.

### If there is a fire in your home:

- evacuate and then call the fire brigade when safe to do so
- tell the nearest fire warden and if the communal alarm has not been activated they will set the block alarm off
- The fire will also cause the automated communal alarm to go off and as soon as it does, the main fire warden will call the fire brigade.
- It does not matter how many times the fire brigade are called, as we need to ensure that they are on site

### If the communal alarm goes off in your home:

- No one will knock on your door to tell you to evacuate
- The fact that the fire alarm has gone off means that you have to evacuate to the evacuation area for your block as is stated on your block fire action notices
- The wardens are only there to help evacuate the vulnerable residents who need help
- At the evacuation area, there will be an officer from the Ledbury Team coordinating the evacuation. If it is cold or rainy and it is safe to do so, they will move people to the Ledbury TRA Hall.

The fire brigade will be given details of the vulnerable residents when they arrive, but given the time it may take the brigade to arrive we will be assisting you out. Their priority will be to fight the fire.

## Takecare Southwark – Get help making healthy choices!

Get free support on how to move more, achieve a healthy weight, improve your wellbeing, reduce your risk of Type 2 diabetes, quit smoking and more – call **0333 005 0159** or visit [www.southwark.gov.uk/takecare](http://www.southwark.gov.uk/takecare).



## Roadmap moves to Step 4

England moved into Step 4 of the roadmap on Monday 19 July. This means from Monday 19 July 2021:

- Capacity restrictions for large events are lifted
- Limits on numbers of guests at life events like weddings is lifted
- Limits on social contacts are lifted
- Remaining businesses can re-open



However it is essential that we take these steps carefully and sensibly.

- It is expected and recommended people continue to wear face coverings in crowded places
- You must continue to self isolate if you are told to do so by NHS Test & Trace.
- Consider limiting close contact with people you do not live with.

If you plan to travel do so safely and plan ahead. You should continue to wear a mask (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](http://www.southwark.gov.uk/roadmap) for more information.

For more information on the current guidance see the government website at [www.gov.uk/coronavirus](http://www.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](http://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](http://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](http://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](http://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?](http://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.

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](mailto: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](mailto: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.

207 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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.

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](http://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](mailto:Ledburyhousingteam@southwark.gov.uk)**



Mike Tyrrell – Director of Ledbury Estate.

[mike.tyrrell@southwark.gov.uk](mailto:mike.tyrrell@southwark.gov.uk)



Olive Green – Resident Services Manager

[olive.green@southwark.gov.uk](mailto:olive.green@southwark.gov.uk)



Hema Vashi – RSO for Bromyard

Tel: 07852 766058

[hema.vashi@southwark.gov.uk](mailto:hema.vashi@southwark.gov.uk)



Sabdat (Sabi) Ibn-Ibrahim – RSO for Skenfrith

Tel: 07984 144224

[sabdat.ibn-ibrahim@southwark.gov.uk](mailto:sabdat.ibn-ibrahim@southwark.gov.uk)



Sharon Burrell – RSO for Sarnsfield

Tel: 07432 738774

[sharon.burrell@southwark.gov.uk](mailto:sharon.burrell@southwark.gov.uk)



Modupe Somoye – RSO for Peterchurch

Tel: 07903 281390

[modupe.somoye@southwark.gov.uk](mailto:modupe.somoye@southwark.gov.uk)