



# Ladbury Towers

## Weekly newsletter

8 December 2017

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## Update on the fire detection system

The work to install the new fire detection system is nearly complete.

The fire drills earlier this week showed the problem with the intermittent signalling has been fixed.

We will therefore "Go Live" with the new system on Wednesday 13<sup>th</sup> December 2017, however until we are completely happy everything is fully operational, the number of fire wardens will not be reduced until the new year.

We would like to again thank everyone for their co-operation and patience while we work to bring the new system on line. We are aware the fire drills are noisy and disruptive and we appreciated you bearing with us.

Please remember that if you hear an alarm at any time other time than that planned for your practice drill you should evacuate your property and gather at your evacuation point.

## RSO visits

Over the next few weeks our RSOs (Resident Service Officers) will be going round each of their blocks to visit residents again.

A lot has happened over the last few months with the new heating systems, fire drills, housing registrations, bidding and moving, and of course the release of the Arup report.

As a result we are very keen to make sure all residents are up to date and aware of the support and services on offer to them.

Most of you will be aware of your dedicated RSO but if not they are listed at the back of each newsletter.

## Resident Project Group meeting – 5 Dec

Thank you to the representatives who attended the Resident Project Group meeting this week. A discussion on the type of works that residents would want for any scheme to refurbish the blocks was held. This was so that we could then arrange to have the works costed. A number of ideas were agreed and once finalised at the next meeting in January, all residents and former residents of the Ledbury Towers will then be consulted on the works to be costed at the end of January 2018.

## Reporting Repairs

It is very important that residents report any repair issues to the council as soon as they become aware of them.

This way our officers can start the process to get repairs done straight away. If you don't report repair issues to us there is no way for us to know about them.

There have been a few cases recently where residents have not reported their heating was off, as they have presumed that it has affected the whole of their block. If your heating is not working, please contact us.

For emergencies relating to the HIU installation that provides your heating and hot water, such as burst pipes or complete electrical failures, which occur outside office hours, please call the following number for Keepmoat's emergency out of hours service: **01133 660 857**.

Alternatively, please call Southwark Council on **0800 952 44 44** or report your emergency to the TRA hall located next to Sarnsfield House.

## Sylvan Grove update

We know a number of residents have been asking when the new homes on Sylvan Grove will be allocated.

We can assure you work is progressing as quickly as possible and as soon as we have a fixed date we will be contacting everyone to let them know about the allocation procedure. This procedure will include an opportunity for residents to visit some of the properties before they decide whether to bid for them or not.

### Right to Return

All Ledbury tenants who make the decision to move out of the four towers have now been guaranteed the Right to Return.

In November the Cabinet Member for Housing, Cllr Stephanie Cryan, signed an Independent Decision that confirms Ledbury tenants will be given the Right to Return.

Any decision like this has a call-in period before it can become formal policy. This has now passed and the decision has been finalised.

Although everyone will be offered the Right to Return, no one will be made to return if they do not wish to.

The full decision is available from the council's Ledbury webpage at [www.southwark.gov.uk/Ledbury](http://www.southwark.gov.uk/Ledbury)

A hard copy of the report will be delivered to all residents over the next few days, including those who have already moved.

### Warning re bottled gas

It remains really important 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.

Fire wardens will also be monitoring to check that no gas canisters are bought into the buildings.

### 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 on the back pages of the 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 both of these issues.

### Housing updates:

We have successfully registered all 175 households on our system,

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. Now that we have the Arup report we will continue to speak and consult with residents about what happens next and in the meantime 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.

### Offers

- 36 households moved
- 26 offers have been made and accepted and residents are awaiting move in dates.
- 8 households are in 1st position with viewings pending.
- 3 households finished in 2nd and 3rd positions and are awaiting confirmation of viewing results from 1st applicants.
- To date, 58 offers have been refused following viewing/second thoughts after bidding cycle.

### 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)

### Independent Tenant and Leaseholder Advisors

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.



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.

### The Ledbury Team

The Ledbury Team is working closely with residents to co-ordinate services.

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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