



# Ladbury Towers

## Weekly newsletter

2 February 2018

## Sylvan Grove update

As part of our weekly update on Sylvan Grove we can now confirm that we have been advised of the 2017/18 rents.

As you are aware the properties were built by a Housing Association, however as they are being bought by Southwark Council, they will be let on secure council tenancies at social rents.

The rents are based on the floor space in the properties and some flats are slightly larger than others so therefore the following indicates the range of rents for the four different types of properties that there are in the blocks:

- One bedroom flats - £99.51 to £101.16 per week
- Two bedroom flats - £116.34 to £119.90 per week
- Three bedroom flats - £126.05 to £135.36 per week
- Three bedroom maisonettes - £140.83 to £144.11 per week

On top of the rent there will be service charges. The estimates we have been given for the service charges for each property per week are:

- Door Entry System - £0.70 per week
- Estate Caretaking - £5.21 per week
- Communal Lighting - £1.33 per week
- Grounds Maintenance- £1.16 per week

We have still not been advised about any changes for the CCTV system or Council Tax. As soon as we have that information we will let you know.

Next week we will be letting you know the sizes of the one bedroomed flats.

## Abuse of Council staff will not be tolerated

Since we re-introduced the door entry system in the towers there have been a couple of incidents at the TRA Hall where non-residents have been demanding access to the blocks from members of staff because they do not have a fob key.

When they have been refused access they have become quite aggressive and staff have had to ask them to leave the hall.

We would like to take this opportunity to emphasise that access to blocks can only be given to residents. We have to safeguard those living in the blocks.

Residents are reminded that they are responsible for the behaviour of their visitors. The staff at the TRA hall will not tolerate being verbally abused by anyone and we have the right to ask people to leave the TRA hall if they are abusive. If they persist in being abusive, we will contact the police to remove them.

The council has zero tolerance to any form of abuse.

## Boiler conversion

When the temporary boilers were installed in October last year we advised that they were initially going to be diesel fuelled, as that was the quickest way of getting heating and hot water to your homes.

As we head towards the spring, we are now working on converting the diesel boilers to gas.

This is safe because the boilers are situated outside of the blocks, it does not mean gas will be pumped round the blocks.

We are waiting for the spring as it is going to mean that heating and hot water will not be available on the day that the boiler for your block is switched from diesel to gas fired. We

are working with SGN on the costs and the dates that they are available in March or April to do this work.

As usual you will be written to ahead of these works so that you are given notice of the day that your block will be without heating and hot water. There will be no need to gain access to your home for this as nothing will change inside your home.

### Ledbury TRA General Meeting

The Annual General Meeting of the Ledbury TRA will take place on Monday 12 February at 7pm in the Ledbury TRA Hall.

Items on the agenda include the Chair's and Treasurer's annual reports and elections.

Guest speakers are Southwark Council's Cllr Mark Williams, Cabinet Member for Regeneration and New Homes, and Mike Tyrrell, Head of the Ledbury Team.

Refreshments will be served after the meeting. All residents are welcome.

### Ledbury Towers Leaseholder Meeting

There will be a meeting for the Ledbury Towers leaseholders to update them on recent developments, and discuss how leaseholders are affected by the option appraisal process.

The meeting will be in the Ledbury TRA Hall from 7pm on Wednesday 14 February.

As requested, there will be no council staff or councillors at this meeting.

The meeting will be chaired by Neal Purvis, the Independent Tenants and Leaseholders Advisor.

### Warning re bottled gas

It remains vitally 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.

### 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 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 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 option to strengthen the blocks will be chosen, 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.

### Offers

- 59 void properties
- 14 offers made and accepted and awaiting move in dates.
- 4 households in 1st position and viewing pending.
- 2 households finished within 2nd and 3rd positions and awaiting confirmation of viewing results from 1st applicants.
- 87 offers 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 holds drop in sessions for residents in the TRA Hall on Thursdays - 2pm to 4pm.

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

With the major works now complete our colleagues from other teams have returned to their substantive roles leaving just the Resident Services Team and Housing Applications Team permanently based at Ledbury.

Therefore staff that are permanently based on Ledbury are:



Mike Tyrrell – Director of Ledbury Estate.

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



Ricky Bellot – Housing Applications

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Olive Green – Resident Services Manager

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Hema Vashi – RSO for Bromyard

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Sabdat (Sabi) Ibn-Ibrahim – RSO for Skenfrith

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Sharon Burrell – RSO for Sarnsfield

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Modupe Somoye – RSO for Peterchurch

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The following staff are no longer permanently based on Ledbury, but are still supporting the Ledbury Team to ensure that residents concerns are responded to swiftly:



Cheryl Russell – Area Manager Central

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Tony Hunter – Head of Engineering

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Abigail Buckingham – Design and Delivery Manager

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Sharon Shadbolt – Project Manager

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**Kim Hooper – Communications**

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**Gary Wallace – Homeowners  
Operations**

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