



Ladbury Towers

Weekly newsletter

06 July 2018

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Resident Project Group Update

At this week's Resident Project Group Hunters, the independent consultants who are looking into the various options for the Towers, showed us two plans for new build options which could be developed further.

The presentation included looking at an option to build some infills alongside the refurbished Towers, providing 78 new homes.

An alternative proposal was shown if demolition was the preferred option, which set out what could be done on the estate. This could provide 240 new homes.

A number of suggestions were made by residents present and as a result Hunters will be revising the proposals to look at:

- Ensuring that there are one and two bedroomed properties with separate kitchen and living rooms developed.
- Re-providing the football pitch
- The heights of the new builds

The meeting then discussed the refurbishment options. Following the consultation in February, four proposals were developed and it is now time to ask which refurbishment option residents prefer.

This will be done through a questionnaire. The meeting discussed the wording of the questionnaire that residents and former residents will receive this week, to seek their views on the four options.

Residents have until Sunday 22 July 2018 to return this questionnaire.

Thank you to the 62 residents and former residents who responded to the Hunters questionnaire. The closing date was last Sunday and the outcome of the survey will be reported to the next Resident Project Group.

Door Entry system update

Officers have been working on an issue with the door entry systems for Peterchurch and Sarnsfield.

This has resulted in the intercom not working from the ground floor only, but we can assure you that the front doors are secure. The sub doors on each level are also secure with the associated door entry panels working.

Due to the age of the system and the unusual nature of the problem (a microchip issue), there have been problems in resolving this matter quickly as it is difficult to access the right equipment and IT specialism.

The Door entry contractor has been working on this problem and has recently had some success in creating two microchips.

The intention is to install these microchips this week and site test them, to ensure the system works correctly and provides a permanent solution.

Engineering Services apologies for the inconvenience caused, but would like to assure you that they are working closely with the contractor to resolve this issue and return the system to full working order.

Once the system is tested and we are satisfied that it is in full working order, the Ledbury Team will be organising refunds.

Problems with heating or hot water?

If you have any problems with your heating or hot water you can still report it to the housing staff at the TRA Hall on the Ledbury Estate.

The housing staff at the TRA Hall can be contacted on **020 7732 2886** or **020 7732 2757**. Depending on the problem, they will contact either Southwark Council's Contact Centre or Engie (formerly known as Keepmoat) on your

behalf to get the job raised and in turn they will arrange for an engineer to attend your property.

Leaks and issues with radiators?

If you have a leak or problems with your radiator, you will need to contact the Southwark call centre on **0800 952 4444** or **020 7525 2600**.

They will give you a reference number, which will enable you to track the progression of the job raised.

Local police sessions

PC Moroz, the Dedicated Ward Officer (DWO) for the area will be holding occasional hour-long contact sessions in the Ledbury TRA Hall so residents can meet with their local PCs.

Date	TIME
11/07/2018	11.00-1 2.00
18/07/2018	11.00- 12.00
25/07 2018	18.00- 19.00
31/07/2018	11.00- 12.00
08/08/2018	11.00- 12.00
15/08/2018	11.00- 12.00
22/08/2018	11.00 –12.00
29/08/2018	18.00- 19.00

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:

This autumn the council will be making a decision on the future of the Ledbury Towers.

Whatever decision is taken, all residents in the tower blocks will have to leave their homes for a period – either while major strengthening and refurbishment works are carried out, or for demolition and rebuild.

At the moment residents are under no pressure to move as any works are unlikely to start until 2019, and all residents will 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 residents 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. When you bid, your position may change depending on other applicants' stars, application date or 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.

Offers

- 129 empty properties
- 13 offers made and accepted and awaiting move in dates.
- 6 households in 1st position and viewing pending.
- 1 household finished within 2nd and 3rd positions and awaiting confirmation of viewing results from 1st applicants.
- 1,161 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

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 heating and hot water works complete our colleagues from other teams have returned to their substantive roles, leaving just the Resident Services Team fulltime and Housing Applications Team part time based at Ledbury.

You can contact the Ledbury team at the Ledbury TRA Hall by calling **020 7732 2757** or **020 7732 2886**.

Staff that are permanently based on Ledbury are:



Mike Tyrrell – Director of Ledbury Estate.

mike.tyrrell@southwark.gov.uk



Ricky Bellot – Housing Applications

ricky.bellot@southwark.gov.uk



Olive Green – Resident Services Manager

olive.green@southwark.gov.uk



Hema Vashi – RSO for Bromyard

Tel: 07852 766058

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Sabdat (Sabi) Ibn-Ibrahim – RSO for Skenfrith

Tel: 07984 144224

sabdat.ibn-ibrahim@southwark.gov.uk



Sharon Burrell – RSO for Sarnsfield

Tel: 07432 738774

sharon.burrell@southwark.gov.uk



Modupe Somoye – RSO for Peterchurch

Tel: 07903 281390

modupe.somoye@southwark.gov.uk

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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