



# Ladbury Towers

## Weekly newsletter

17 August 2018

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### Fire Brigade Visit

We have had another spot check this week from the Fire Brigade, this time to Skenfrith House.

They were very pleased with what they found, especially with the Fire Wardens' responses to their questions.

### Sumner Road Housing

At last week's Resident Project Group, residents raised concerns over the design of new build properties. They were concerned about light and open plan living.

As a result a visit was arranged to see the new homes that Southwark Council are building in Sumner Road.



Most homes in the development are dual aspect, having windows facing in at least two different directions and are therefore light and nearly all have separate kitchens and living rooms.



As the development is part of an estate, 50% of the new homes will be prioritised for residents in housing need on that estate.

The rest of the properties will be advertised through Homesearch and of course as Ledbury tenants have Band One priority they will be able to bid for them.



**Churchyard Row**

The Ledbury tenants who have bid for the properties at Churchyard Row have now had their viewings arranged.

Once we are aware which homes have accepted we will then be writing to leaseholders to let them know which properties are available. They will then have an opportunity to express an interest in one.

29/08/2018	18.00 - 19.00
04/09/2018	11.00 - 12.00
12/09/2018	11.00 - 12.00
19/09/2018	11.00 - 12.00
26/09/2018	11.00 - 12.00
03/10/2018	18.00 - 19.00
09/10/2018	11.00 - 12.00
17/10/2018	11.00 - 12.00
24/10/2018	11.00 - 12.00

**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
22/08/2018	11.00 –12.00
29/08/2018	18.00 - 19.00
15/08/2018	11.00 - 12.00
22/08/2018	11.00 - 12.00

**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

- 143 empty properties
- 7 offers made and accepted and awaiting move in dates.
- 2 households in 1st position and viewing pending.
- 2 household finished within 2nd and 3rd positions and awaiting confirmation of viewing results from 1st applicants.
- 170 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 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.**

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**Sabdat (Sabi) Ibn-Ibrahim – RSO for Skenfrith**

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**Ricky Bellot – Housing Applications**

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**Sharon Burrell – RSO for Sarnsfield**

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**Olive Green – Resident Services Manager**

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**Hema Vashi – RSO for Bromyard**

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**Cheryl Russell – Area Manager Central**

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:

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