



# Ladbury Towers

## Weekly newsletter

07 September 2018

## Options Appraisal Consultation

The consultation asking you to prioritise the four options finishes on Sunday 9 September 2018. Thank you very much to those of you who have already returned the questionnaire.

There is a display in the Ledbury TRA Hall on the four options, and they can also be viewed on the Ledbury Webpage which can be found at: [www.southwark.gov.uk/ledbury](http://www.southwark.gov.uk/ledbury)

The results of the consultation will be reported back to the Resident Project Group and through this newsletter, as well as to the Council's Cabinet who will be making the final decision on the future of the Towers at the end of October 2018.

In considering what decision to make, the council's Cabinet will be taking into consideration the views of residents, including those with the right to return, in order to come to a fully rounded and balanced view that also includes cost, affordability and impact on other tenants in the borough.

## Churchyard Row

The six tenants who had viewings at Churchyard Row last week, have accepted their new homes.

Those residents will start moving in the week commencing Monday 10 September 2018.

## Sylvan Grove

All the 56 Ledbury Towers residents who have accepted an offer at Sylvan Grove have now moved.

All issues at Sylvan Grove are now dealt with by the Resident Services Officer for the block, Andrew Johnson.

Andrew can be contacted on 020 7525 2534 or 07535 541329.

## Changes to council repairs

Tenants' repairs are currently carried out by Mears in the south of the borough and by the council in the north.

From Monday 1 October all tenants' home repairs will be carried out by the council (excluding repairs to the fabric of the building such as external walls and windows, front doors and the roof).

These changes will help us achieve our ambition for Southwark to have the best repairs service in the country, quick to respond and to fix problems to a high standard.

We cannot promise improvements overnight, and as with any change we expect that in the first few months after the council takes over the repairs on 1 October, we may have a few teething problems.

We would ask for your patience and understanding while we use those early weeks to iron out any challenges related to such a complex shift of people and systems. Our aim initially is to keep to the response times published in the tenants' handbook, which we know will be an improvement on the service some residents have received.

Longer term, we are developing a plan to work with you, our residents, to look at what needs to be improved, and how we can do so.

If you are interested in being part of the process please get in touch by emailing [community.engagement@southwark.gov.uk](mailto:community.engagement@southwark.gov.uk) or write to: Freepost RSCE-TGHU\_CUZZ, Southwark Council, Community Engagement 5/3, 160 Tooley Street, SE1 2QH.

We look forward to working with you as we develop our plans.

## Bromyard House Hoardings

The final work to the hoardings starts at Bromyard this week. It will have a nautical theme.

### 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
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

### 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

- 149 empty properties
- 7 offers made and accepted and awaiting move in dates.
- 0 households in 1st position and viewing pending.
- 0 households finished within 2nd and 3rd positions and awaiting confirmation of viewing results from 1st applicants.
- 176 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)

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

### Independent Tenant and Leaseholder Advisors

The Tenants and Residents' Association and





**Ricky Bellot – Housing Applications**

[ricky.bellot@southwark.gov.uk](mailto:ricky.bellot@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

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**Modupe Somoye – RSO for Peterchurch**

Tel: 07903 281390

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

[tony.hunter@southwark.gov.uk](mailto:tony.hunter@southwark.gov.uk)



**Abigail Buckingham – Design and Delivery Manager**

[abigail.buckingham@southwark.gov.uk](mailto:abigail.buckingham@southwark.gov.uk)



**Sharon Shadbolt – Project Manager**

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**Kim Hooper – Communications**

[kim.hooper@southwark.gov.uk](mailto:kim.hooper@southwark.gov.uk)



**Gary Wallace – Homeowners Operations**

[gary.wallace9@southwark.gov.uk](mailto:gary.wallace9@southwark.gov.uk)

