



Ladbury Towers

Weekly newsletter

19 October 2018

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Boiler Servicing

It is a year since the new communal oil fired boilers were installed, so this week we have had engineers on site servicing them.

There are a total of eight boilers (two per block) and they have been working on them one at a time in order to minimise interruption to service.



Staffing Changes to the Ledbury Team

From 1 November 2018 there will be changes to the staffing arrangements for the Ledbury Team.

The TRA Hall will still remain open 24 hours a day, but the Residents Services Officers will be working in shifts covering either 6am to 2pm or 2pm to 10pm.

This may mean that when you call in during the day your Resident Services Officer may not be available. Do not worry though as all the current team members that you know will be staying and as the team as a whole have a good knowledge of the residents in the Towers, any of them will be able to deal with any queries you have.

As part of these changes the Director for Ledbury, Mike Tyrrell, will be working on a part time basis, but will still be available as usual to

meet any resident who wants to see him. If Mike is not working the day you call in to see him, one of the team can make an appointment for you.

Items in communal areas

Every evening, and throughout the night, the staff in the Ledbury Team based at the TRA Hall, undertake patrols of each of the blocks to make a number of checks, one of which is to ensure that there is nothing stored in the communal areas.

This is because if there was to be a fire, they may be an obstacle to an evacuation if the area is full of smoke.

Therefore please do not store anything in the communal areas because if anything is found during the patrol, it will be removed.

Heating at Sylvan Grove

Now that winter is approaching and we have had some cold days, residents at Sylvan Grove have started to turn their heating on and finding problems understanding the system.

The councils repairs team can only refer matters onto the contractor if the heating system is broken, not if residents are unable to use the equipment.

The council will therefore be undertaking a door knocking exercise to show you how to operate it and issue you with a simple two page guide.

There is also an instruction video which is available on YouTube at www.youtube.com/watch?v=jYpeBcVy0-E

if you don't have access to the internet either call your housing officer or attend down to the Ledbury housing office to watch it.

Resident Service Officer for Sylvan Grove

For those of you living at Sylvan Grove you should be aware that from Monday 22 October 2018, the block will be managed by Obie Ebanks. Obie's contact details are:

- Telephone – 020 7525 4198
- Email – obie.ebanks@southwark.gov.uk

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
24/10/2018	11.00 - 12.00
13/11/2018	11:00 -12:00
21/11/2018	11:00 -12:00
28/11/2018	11:00 -12:00
05/12/2018	11:00 -12:00
12/12/2018	18:00 -19:00
18/12/2018	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

- 155 empty properties
- 4 offers made and accepted and awaiting move in dates.
- 1 household in 1st position and viewing pending.
- 0 household 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

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

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



Olive Green – Resident Services Manager

olive.green@southwark.gov.uk



Hema Vashi – RSO for Bromyard

Tel: 07852 766058

hema.vashi@southwark.gov.uk



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

cheryl.russell@southwark.gov.uk



Tony Hunter – Head of Engineering

tony.hunter@southwark.gov.uk



Abigail Buckingham – Design and Delivery Manager

abigail.buckingham@southwark.gov.uk



Sharon Shadbolt – Project Manager

sharon.shadbolt@southwark.gov.uk



Kim Hooper – Communications

kim.hooper@southwark.gov.uk



Gary Wallace – Homeowners
Operations

gary.wallace9@southwark.gov.uk



Ricky Bellot – Housing
Applications

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