



Ledbury Estate

Weekly newsletter

10 May 2019

Refurbishment update

This week the Resident Project Team (RPT) meeting heard that pilot investigation works are ongoing, with more sampling taking place. This is to make sure we do a thorough investigation before we move forward with the planned strengthening work.

We have also been looking at all the different ways we can improve the buildings as part of the refurbishment. One area we wanted to look at is the insulation to the block and there have already been discussions with the RPT about internal insulation to walls.

During the window replacement to the property at Skenfrith House in April we took the opportunity to look at the existing insulation in more detail.

A key part of the ongoing investigations is reassuring ourselves and residents that all the homes will be as effective and safe as can be. We are investigating ways to improve the existing insulation as part of the refurbishment and are also looking into replacing the existing uPVC windows with new aluminium frames.

Leaks update

Following the Residents Project Group meeting on 5 February, 2019, there was a request for a report regarding leaks across the four towers.

The officers managing the four towers have all monitored the reporting of leaks during this period, and there has been a total of three reported.

We are aware that occupants within the towers may be independently reporting leaks to the call centre and not informing the staff at the Ledbury TRA Community Hall.

The small number of reported leaks could also be because there are fewer occupants in the blocks.

If you have any issues with leaks in your property, you can raise a job with the call centre, any time, day or night. The contact number for the call centre is **0800 952 4444**.

If you feel you need support raising a job, you can contact one of the officers at the Ledbury TRA Community Hall, 24 hours a day. The contact number for the Ledbury TRA Community Hall is **020 7732 2886/2757**.

Fire Warden Briefings

Before they start each shift the wardens who work on the Ledbury all come to the Ledbury TRA Community Hall for a handover briefing (pictured below).



During the briefings, we ensure that the wardens who are present understand what their role is whilst on duty.

We remind the wardens at each handover briefing that gas bottles and oxygen tanks are prohibited in the towers.

The wardens carry out patrols inside and outside of the blocks, and continuously monitor the fire alarm panel on the ground floor, in each block.

We keep in contact with the warden by radio and they are able to communicate with staff in the hall and raise the alarm in the case of an emergency.

Wardens will not allow visitors to the blocks, unless they have been instructed by officers at the Ledbury TRA Community Hall.

Resident Services Officer for the Ledbury Low Rise properties

Rochelle Ferguson is the Resident Services Officer for the Ledbury Estate (not including the Towers).

You can contact Rochelle on **020 7525 4833** and her email address is **rochelle.ferguson@southwark.gov.uk**

All repairs for the Ledbury Estate should be

reported by calling **0800 952 4444**.

Rochelle holds a monthly surgery at the Ledbury TRA Hall on the fourth Wednesday of the month between 3pm and 5pm.

Resident Service Officer for Sylvan Grove

Obie Ebanks is the Resident Services Officer for Sylvan Grove.

You can contact him on **020 7525 4198** or **obie.ebanks@southwark.gov.uk**

All repairs for Sylvan Grove should be reported by calling **0800 952 4444**.

Resident Services Officer for Churchyard Row

Debbie Ming is the Resident Services Officer for Churchyard Row.

You can contact her on **020 7525 1165** or **debbie.ming@southwark.gov.uk**

As a reminder all repairs for Churchyard Row should be reported by calling **0800 952 4444** or for the first two years to **newhomes.defects@southwark.gov.uk**

It would be helpful to the council that if you are reporting a repair by email you could include a photograph of what is wrong to help us work out if the problem is a defect or a repair.

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 in this 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.

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 brought into the buildings.

Local Police Sessions

PC Twinkal Sharma, PC Adrian Moroz and PCSO Felix Adeyanju will be holding hour-long contact sessions in the Ledbury TRA Hall so residents can meet with the local Old Kent Road Ward Police team.

Date	TIME
22/05/2019	11:00-12:00
12/06/2019	11:00-12:00
12/06/2019	12:00-13:00
19/06/2019	11:00-13:00
26/06/2019	12:00-13:00

In addition there will be a public Ward Panel Meeting on 28 May 2019 at the Ledbury TRA Hall for any resident of the Old Kent Road area at 7pm.

At that meeting, the Your local Safer Neighbourhood Team will be available to discuss any concerns or problems that you have that affect you or your local community.

The team can also be contacted by email **oldkentroad.snt@met.police.uk**

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

Housing updates:

All residents in the tower blocks will have to leave their homes for a period whilst major strengthening and refurbishment works are carried out. For those that do not want to leave the Estate, they will have the opportunity to move into one of the empty homes in the Towers temporarily while their blocks are completed. For those who want to move from the Towers, they will continue to have priority to move.

All tenants 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 tenants 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

- 172 empty properties
- 2 offers made and accepted and awaiting move in date.
- 0 households in 1st position and viewing pending.
- 0 household finished within 2nd and 3rd

- positions and awaiting confirmation of viewing results from 1st applicants.
- 191 offers refused following viewing/second thoughts after bidding cycle.

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 now works on a part time basis and his days are flexible, depending on what meetings he needs to attend. If you want to see Mike, just arrange for your RSO to make an appointment with him, on the days he is working.

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 – Head of Accommodation & Support

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**

ricky.bellot@southwark.gov.uk

