



Ledbury Towers

Weekly newsletter

16 March 2018

Sylvan Grove Heating System

The heating system at Sylvan Grove is based on a Combined Heating and Power (CHP) system served by an energy centre on the ground floor of the building and feeds into a Heat Interface Unit (HIU) located in each flat (HIU), similar to the HIUs that were installed last year at Ledbury.

In the past, the bills for communal boilers have simply been divided up amongst the residents in a block, so that everyone pays the same amount. In recent years legislation has been introduced so that where new CHPs have been installed, the costs have to be recharged to residents according to how much heating and hot water they have actually used. Therefore at Sylvan Grove the HIUs all have meters attached to them.

The meters are smart meters and will be supplied by a company called Switch2. They measure use by the day and you can pay for the heating and hot water as well as the daily standing charge in three ways. These are:

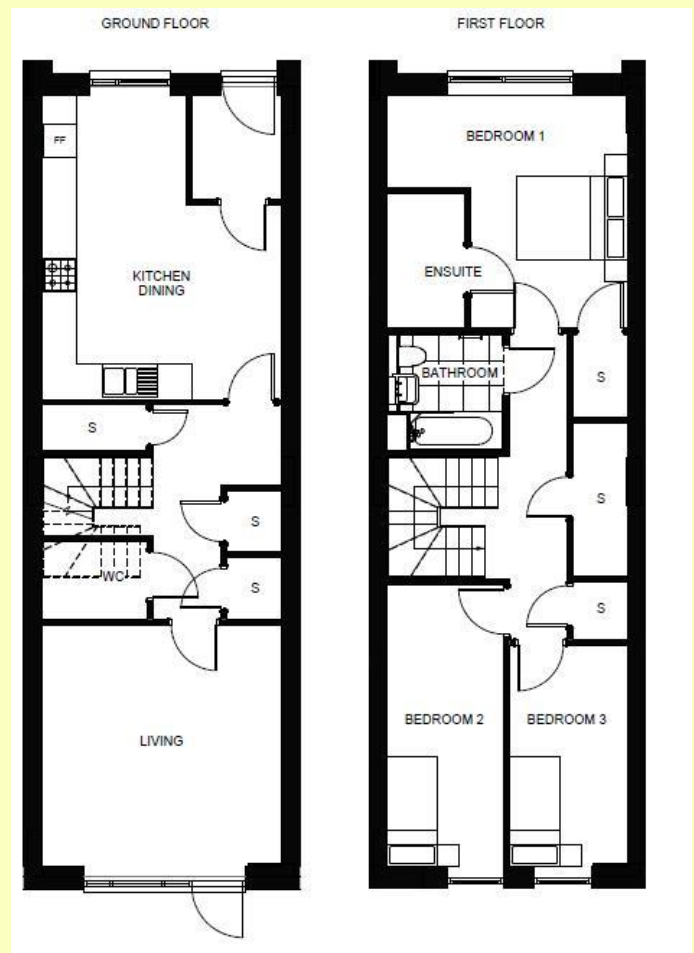
1. **Regular top-up** – You can arrange for payments to be taken from your bank account on a set date, either weekly or monthly.
2. **Auto top-up** – You can set up payments to be taken from your bank account automatically, when it reaches a set amount of your choosing.
3. **Pay as you go** – This is like having a key meter but there is no key. You simply have a card and you can top up your account by paying on line through an app or an online account, paying by phone, or by popping into a shop where you see a PayPoint sign.

This system is likely to be the one in use on Ledbury following the works under any refurbishment option.

Sylvan Grove layouts

We are getting close to confirming the open days dates for tenants to view some of the new homes at Sylvan Grove.

In the upcoming weeks within our Ledbury Estate Office we will be displaying full details of all the property layouts and details of the units. In the meantime please see an example of a ground floor 3 bedroom maisonette which will be available.



Property details

- Bedroom 1 is 14.4 square metres (155 square feet)
- Bedroom 2 is 10.8 square metres (116 Square feet)
- Bedroom 3 is 8.5 square metres (92 square feet)
- Living room is 19.0 square metres (204

Square feet)

- Kitchen is 20.4 Square metres (219 Square feet)

This example also has:

- En-suite bathroom.
- Allocated parking
- Garden/Patio
- Downstairs toilet
- White goods included

The rent for this property excluding the service charge is £148.26 per week.

Satisfaction surveys

Customer Satisfaction Survey Forms for the HIU installation works undertaken at the end of last year by Keepmoat were delivered to all properties last week.

We would appreciate it if you would take the time to complete these surveys, giving your feedback about the works carried out.

Your feedback is important because we can use the information you provide to improve our performance in the future.

Forms can either be returned to the TRA Hall or posted back in the reply paid envelopes provided.

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**.

They will raise the job and 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 Livesey Ward will be holding occasional hour-long contact sessions in the Ledbury TRA Hall so residents can meet with their local PCs.

The Ledbury Team is working with the DWO and will try to give notice of upcoming sessions as they are arranged. Please keep your eye out for posters and notices in the hall and around the estate.

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:

We know not all residents want to move from the blocks. Some people have enjoyed living on the estate for a number of years and wish to continue to do. They are hoping that the option to strengthen the blocks will be chosen, so that they can remain. Whilst that is the case there is no pressure for anyone to move.

For those that wish to move, you still retain Band One priority, despite the heating and hot water situation being resolved. We will do everything we can within our team to support you to move.

Offers

- 66 empty properties
- 14 offers made and accepted and awaiting move in dates.
- 1 household in 1st position and viewing pending.
- 5 households finished within 2nd and 3rd positions and awaiting confirmation of viewing results from 1st applicants.
- 100 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

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 now 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.

Therefore staff that are permanently based on Ledbury are:



Mike Tyrrell – Director of Ledbury Estate.

mike.tyrrell@southwark.gov.uk

Independent Tenant and Leaseholder Advisors



Ricky Bellot – Housing Applications

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Olive Green – Resident Services Manager

olive.green@southwark.gov.uk



Hema Vashi – RSO for Sylvan Grove

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Sabdat (Sabi) Ibn-Ibrahim – RSO for Skenfrith and Bromyard

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Sharon Burrell – RSO for Sarnsfield

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Modupe Somoye – RSO for Peterchurch

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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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