

Tustin Estate Project Group Meeting
Thursday, 10th February 2022 by Zoom

MINUTES

Present	Initials	Present	Initials
Mike Tyrrell (LBS)	MT	Paulette Kelly	PK
Tonia Tkachenko (dRMM)	TT	Ricky Bellot (LBS)	RB
Andrew Eke (TCA Chair)	AE	Francis Phillip	FP
Andrew Johnson (LBS)	AJ	Neal Purvis (Open Communities)	NP
Neil Kirby (LBS)	NK	Manon Smits (Linkcity)	MS
Susan Du Toit (LBS)	SDT	Andy Chaggar	AC
Paul Adams (Pulse)	PA	Sharon Burrell (LBS)	SB
Marcus Allen (Linkcity)	MA	Comfort Kumi (Resident)	CK
Graham Mattin (Bouygues)	GM	Jeff Joseph (Bouygues)	JJ
Hema Vashi (LBS)	HV	Murselin Islam (Open Communities)	MI

1. Introductions and apologies for absence

- 1.1 NP took the Chair and invited all participants to introduce themselves.
- 1.2 There were no apologies for absence.

2 Minutes of TEPG meeting 13th Jan 2022

- 2.1 Agreed as an accurate record.

3 Introduction from Linkcity and Bouygues (Developer Contractor)

- 3.1 MS informed that Linkcity is delighted to be the Developer for Tustin project and it has been selected through the PagaboFramework to build 689 homes. Linkcity has more than 50 development professionals working with more than 1000 construction professionals who are working in to 28 UK projects delivered, or in development, of 4700 homes. Linkcity is the development arm and Bouygues which is the construction arm of the same company.
- 3.2 MS provided examples of completed projects of Weavers Quarter in Barking, London, Hallsville Quarter in Canning Town, London and Carrick Yard in Westminster, London.
- 3.3 Before starting works Linkcity and Bouygues will consider:
 - advice on buildability and construction matters
 - prepare and plan construction programme, logistics and methods

- Advise and assist with costs and financing
- Provide continuity with resident engagement before and during construction.

3.4 Once works start the development contractor will:

- Deliver quality replacement homes for residents
- Continue engaging with the community
- Create additional social value throughout
- Help develop later phases of the project

3.5 SM introduced the core team of Tom Jackson, Manon Smits & Marcus Alen (Linkcity Day-to-day), Jeff Joseph (Social Value) and Graham Mattin (Pre-construction).

3.6 JJ informed that Linkcity is proud to deliver more than just buildings on its development projects. They have generated £25.7m worth of social value across 5 projects delivering apprenticeship, trainee positions, community hall, education workshops in schools and many more. Tustin resident can have bespoke projects that suits the residents' needs.

3.7 JJ - Linkcity commitment for Tustin includes

- Advertise jobs via local providers to maximise opportunities for residents (e.g., local skip hiring companies can be allowed to submit tender)
- Target 25% local employment and 20% local spend minimum
- London Living Wage to all 25 year +
- Training and education opportunities
- Site visits and events with Pilgrims' Way school and residents
- LinkCity staff volunteering to support local charities and initiatives
- Keeping Tustin informed will include newsletters that will provide progress to date, forthcoming construction update, community events details & job advertisements, safety issues and contact details of site team.

3.8 JJ - Example of social value projects from past includes laptop donation (refurbished and cleaned up version), community fun activities, back to work events for local people, Girls Believe Academy (inhouse talks given to motivate girls into construction engineering, there will be one on International Women's Day on 8th of March) and site visits/educational talks for local schools and colleges.

3.9 JJ – There is an extensive menu of around 45 different items that can be used to deliver the social value commitment and it can be bespoke for Tustin residents.

3.10 JJ – Met with AE and members of TCA and has a bullet points for draft residents' charter. The starting point is:

- Regular attendance at RPG & other project meetings. At least two people from Linkcity and Bouygues will attend.
- Active listening to all residents' opinions
- "Meet the Contractor" open day prior to start on site
- Regular Newsletters, with the first one announcing the works prior to starting
- Appoint an RLO and resident block reps which is key for smooth flow of information, safety, and residents' awareness of specific works on each block.

3.11 MS – Every scheme is registered with Considerate Constructor Scheme that includes full construction management plan covering logistics, safety, and nuisance. Linkcity will target CCS score of 40 minimum out of 45.

- 3.12 GM explained 'What happens during construction?' section. Site map indicates redline for current hoarding around vacant flats at Ullswater, with access points to the site for contractors, blue lines showing hoarding to be erected safely for demolition and construction for proposed homes at Hillbeck, Manor Grove Block D1 & D2 (Manor Grove Road) and new block G1 nearer to Ilderton Rd. The hoarding at Manor Grove may have to move halfway on the road but subject permission from LBS and Highways. This may affect current parking arrangement. This will be confirmed at a later stage.
- 3.13 GM – Construction phase section informs two tower cranes for Block C (Hillbeck) and one tower crane for Block G1, separate site accommodation, offices, and access for Hillbeck and Block G1, two new sites access through Ilderton Rd and one site access Manor Grove. There will be no tower cranes for Manor Grove works as the new homes are only 3 storeys.
- 3.14 PK raised concern about the knock-on effect on the residents parking and deliveries to Manor Grove. GM will clarify the detailed arrangement within next month. MS informed that LinkCity are working with LBS and Highways to ensure the minimal impact on residents parking facilities.
- 3.15 AC shared his view around the definition of Social Mobility which differs from the view of Linkcity but praised the ideas of Social Value project examples given by JJ.
- 3.16 AE re-iterated the need of LBS to be open to changes to parts of the scheme as all the details are discussed and agreed with residents. Newsletter needs to outline the parking scheme. There has been some confusion for residents around electric car charging facility.
- 3.17 NK – LBS officers are working closely with all contractors including Linkcity to ensure residents manifesto is reflected throughout the project. Parking issues and the impact of electric vehicles charging point should not be a problem. It will be looked into more closely later and there might be some difference between the low rise charging points and the charging points between the towers due to the funding conditions at the towers.
- 3.18 NP noted Parking will be as a separate agenda item for a future RPG meeting. MT informed he has added parking to the March newsletter so residents will be kept informed.
- 3.19 MS invited residents to share any views/comments that they may have for any parts of the development stage. She can be contacted on manon.smits@linkcity.com.

4 Feedback from Design Team on Design progress and Consultation by TT.

- 4.1** There will be ongoing engagement through design drop-in session on first and fourth Thursday (2pm-8pm) of the month at 801 Old Kent Road. These are going well after the temporary pause, and it gives more options to residents to meet architects and the Council during daytime and evening.
- 4.2** Design subgroup meetings continue, the next one is on Thursday 24 February.
- 4.3** drMM are working on Tustin community website with Meron.
- 4.4** Neil Onions is working with Samuel making a video of the design process which will be upload on the residents' website.

- 4.5** Communication to wider community who lives outside Tustin will go out week commencing 14th Feb. There will be newsletter and leaflets informing neighbours about project outline, planning submission and key dates.
- 4.6** There is a pre-planning application designs display and drop in session on 24th February at 801 Old Kent Road.
- 4.7** Manor Grove event date will be set soon to discuss the refurbishment and other works.
- 4.8** There has been a review by Greater London Authority of the current design and there was not any major concerns or challenges raised. The Old Kent Road Design Review Panel is due next week followed up by Southwark Design Review Panel.
- 4.9** The Design Booklet that was distributed among residents in December 2021 will be updated with a pre planning application version, updating the Offer to Residents in March.
- 4.10** There has not been any major change to the master plan since the last presentation. Building A behind Bowness near to Old Kent Road had 2 more storeys added, Building J on the site of the church and foodbank, had one more storey added. Buildings E replacing Kentmere are now 5 storey high after day light and sun light impact measurement.
- 4.11** NK added total number of homes has been maintained as on Offer Document.
- 4.12** AE asked whether Phase 1 new builds will be sufficient in numbers to relocate the Phase 2 residents (Heversham, Kentmere and Bowness). TT confirmed there are sufficient homes be based on current housing needs assessment which is 168.
- 4.13** KC asked what these building will be clad with? TT confirmed Phase 1 will be brick building and they are looking for solar panel across all roofs. **NP will send previous presentation to KC on the roofs and solar panels.**
- 4.14** Further development of strategy for character (appearance, colour and specific identity for each building but consistent with the overall look of the estate) and materials for the five areas across Tustin Estate is in progress. Phase 1 design is more detailed (Building at Hillbeck, Manor Grove and between Heversham and Ilderton Road). More detail will be provided on other phases as part of the reserved matters for the planning application.
- 4.15** TT – There are separate access cores for leasehold blocks and affordable homes with shared amenity between different tenures are designed in. It will be visually indistinguishable.
- 4.16** TT – Phase 1 Plot C (Hillbeck and Ullswater) design has no major change since the last presentation. Comments and suggestion from DDG and design panels are being looked in to by design team for façade strategy, building identity, green space and gardens, layout and flexibility issues.
- 4.17** Phase 1: Plot D (Manor Grove). The building D2 updated in line with daylight constraints. Some of the houses will have terraces in addition to their back garden and the roof terraces are private not communal. The other major change since the last meeting is the removal of the bridge in building D2. AE thanked TT for removal of the bridge.

- 4.18 TT explained the internal layout, front elevation, and rear elevation of different homes, street views of building D1 and D2 (Manor Grove) and how they will complement the existing Manor Grove homes.
- 4.19 TT - Plot G1 (in front of Heversham House) has no changes since the last presentation. Further development of strategy for character (appearance, colour, and specific identity for each building but consistent with the overall look of the estate) and materials of the building is in progress.
- 4.20 The Design Team is working on following issues:
- Legibility and safe entrances,
 - Buffer to Ilderton Road with deck access,
 - Ground floor homes with gardens,
 - Duplex family size homes,
 - Flats with good outlook and light,
 - Secured communal garden for residents of Blocks G1 and F at Heversham and Ilderton Road,
 - Communal circulation with natural light,
 - Solar panels and green roof,
 - Duplex homes access via a wide external walkway with deck access integrated. Voids in front of the kitchen for light and privacy.
 - Further development of interior layouts of homes based on residents and LBS comments.
- 4.21 AE – Residents wants to avoid solid balconies as reduce the daylight/sunlight impact on the homes internally and that needs to be avoided. TT explained that Daylight/Sunlight test has been carried out. The height of the windows and careful positioning of the balconies will also allow more light in.
- 4.22 CK asked for an update on the school. TT – it is ongoing and there will be meeting soon with the head of the school. It is part of Phase 3 of the development. The school will have elevated play space (on the roof) to maximise play area with the flexibility to turn this into classrooms in the future if the school grows further.
- 4.23 Tree survey – Awaiting school topographical survey.
- 4.24 Acoustic monitoring - Commenced week of 4th October 21.
- 4.25 Air quality monitoring - Week commencing 18th October 21.
- 4.26 3D Measured survey of context and existing buildings to be retained - Commenced week commencing 18th October – Completed.
- 4.27 Topographical survey - Completed (except school grounds) 16/12/21.
- 4.28 Pre-demolition survey - Commencing 16/01/22.
- 4.29 Geo-environmental Study - March 2022 after submission of planning.
- 4.30 CCTV drainage survey - Completed 26/01/22. AC - There are several issues according to the report. Inquired about the location of the inspection covers. **SDT and PA informed the meeting there is a separate document with map that details the locations of the manholes, which will be sent to AC.**
- 4.31 PA – There aren't any major issues according to the report. AC informed that red marks on the report says they are in imminent danger of collapse. **PA will clarify at later stage and a high-resolution map will be given to residents for better understanding.**

5 LBS update

- 5.1** RB informed the meeting that the local lettings scheme is for 13 hidden homes on the estate, not for other homes on the estate. LBS Allocation policy guides 50% allocation to estate residents but the Cabinet Member for Housing is working on a proposal to increase it to 100% for these 13 hidden homes.. Hillbeck residents will have first option and then rest of the residents on the Tustin estate. Once this list is exhausted then the offer will be open to general needs residents.
- 5.2** NP – What happens to residents on the waiting list who are not tenants and live on Tustin? Are they going to have the right to apply? RB replied that other local letting schemes have considered these issues and allocation does not allow this to happen. **RB will consider including Tustin Waiting List applicants in the Local Lettings Scheme.**
- 5.3** AE reported that Cabinet had considered changing the allocation policy to allow 100% allocation for Estate residents. Cabinet paper allows Tustin local schemes and was approved 2 years back. RB replied he did not expect this to be a problem but he needs get Cabinet Member approval in March.
- 5.4** NP – Paragraph 15 needs to clarify Hillbeck, Ambleside, Bowness, Kentmere, Grasmere, Haversham, Windermere and Manor Grove all are equal priority for local letting scheme. **RB will update to show this.**

6 Update from LBS

- 6.1 Residents Engagement Plan.** This has been discussed earlier by TT. LBS is working with Linkcity to ensure all their engagement work is being captured into Engagement Plan. **SDT will update Coffee Morning sessions to reflect longer afternoon sessions.**
- 6.2 Rehousing update** MT reported of 27 tenanted properties in Phase 1 (Hillbeck) 7 properties are now void. All remaining tenants registered for re-housing. 2 Leaseholders have accepted offers in Phase 1 (out of 5 leaseholders). 3 leaseholders in Phase 2 have accepted offers. A further 23 offers have been issued to leaseholders across the estate.
- 6.3** There will be a special newsletter for Hillbeck residents on moving. MT is keen on securing the hidden homes for Hillbeck residents and an open day has been arranged for residents to see the layout of the Hidden Homes in the coming weeks.
- 6.4** Update on hidden homes (Towers) by MT- These should be available for viewing by end of February. AE added workers will be working in the weekend to ensure they meet the deadline and hopefully it will be completed for viewing soon.
- 6.5 Manor Grove update** – AC raised concerns about number of indications of collapsing drainage at Manor Grove. PA will discuss the details with CA outside meeting to clarify. NK informed there will be a special meeting for Manor Grove, Kentmere and Haversham to talk through the comprehensive proposal for the Manor Grove looking at the infill and refurbishment works. The event will take place in early March, a specific date to be fixed yet. AE suggested to this information in the newsletter. NK reported there will be letters to residents in Manor Grove giving details of many issues including the measured surveys.

7 Draft Newsletter

7.1 AE requested changing the front-page image with hoarding images of Hillbeck/Ullswater.. MT noted apprenticeships news has been added to the newsletter. NP suggested to use plain English where possible to make it easy for residents to understand.

8 Matters arising from minutes of 13 January 2022

8.1 (3.19) - Drop-in session for residents to be able to select materials. NK informed this will happen after submitting the planning application. Linkcity working on this and will update on later stage.

8.2 (3.29) - Commercial units impact and improving the health of residents in Bowness. **NK is in talks with property team to investigate what could be done.. Outstanding.**

8.3 (3.61) - Details of roof proposal and concrete survey to Manor Grove resident were sent by NP. Completed. AE added that communication standard including feedback to queries need to be on time for residents.

8.4 AE asked about what has happened to repairs hub? NP suggested repairs hub information needs to be part of engagement plan. Repairs hub attracted more residents to consultation days. **NK will update before next RPG meeting.**

8.5 (4.7) - Longer consultation days on 1st and 4th Thursdays are allowing residents to attend at their convenience. At the first session there were many familiar faces as well as new faces. AE added residents provided positive feedback after the session from all over the estate and the team can now build on this positivity.

8.6 (4.15) - Local letting scheme for the hidden homes, and key worker housing had been discussed at this meeting.

8.7 (4.17) – Manor Grove event for all residents to take place at the beginning of March.
(Post meeting note – this is set for 2nd March)

8.8 (5.3) – Meeting between TT and Engie had taken place including Linkcity. Communication is the main issue to ensure smooth running of project as well as access and car parking arrangements.

8.9 (5.5) – Residents Services involvement in engagement task and identifying the key tasks for them. **STD – It is an ongoing discussion including the repairs hub and will be confirmed by next meeting.** AE offered his help getting this sorted as soon as possible to make progress. NK added pest control issue has already been identified with Linkcity works that will commence soon.

8.10 (6.1) – Electric charging point company will be invited in future meeting. AE added they are trying to install one charging point near the tower to see how it works and then think about how this may work in the regeneration project. There is also the possibility of generating income that could be distributed within the estate.

9 Any other business

9.1 AE thanked everyone for putting so much effort for the open days which made it successful. AE specially gave credit to SB for her hard work with residents.

10 Date of the next meeting

10.1 10th March 2022.

Murselin Islam 15.2.22.