

Tustin Estate Project Group Meeting

Thursday, 14th April 2022 by Zoom

Draft MINUTES

Present	Initials	Present	Initials
Mike Tyrrell (LBS)	MT	Paulette Kelly (resident)	PK
Dave Fallows (Bouygues)	DF	Comfort Kumi (resident)	CK
Andrew Eke (TCA Chair)	AE	Francis Phillip (residents)	FP
Andrew Johnson (LBS)	AJ	Neal Purvis (Open Communities)	NP
Neil Kirby (LBS)	NK	Manon Smits (Linkcity)	MS
Susan Du Toit (LBS)	SDT	Sharon Burrell (LBS)	SB
Marcus Allen (Linkcity)	MA	Jeff Joseph (Bouygues)	JJ
Millicent Tee (resident)	MT		
Patrick MacDermott (resident)	PM	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 Apologies for absence were received from Andy Chaggar (resident), Paul Adams (Pulse) and Jeff Joseph (Bouygues).

2. Minutes of TEPG meeting 10th March 2022

- 2.1 Minutes were agreed as an accurate record with the following amendments :
 - Page 2 - 'No apologies' should be corrected to 'apologies' followed by list of apologies.
 - Page 4 – top line 'inclcludes' to be corrected to 'includes'.
 - Page 9 – 8.7 'Mental Health' to be corrected to Environmental Health Team.

3. Update on Design Progress and Planning Application

- 3.1 SdT reported the planning application has been submitted and validated. Consolation period is now open for residents and public comments by 10th May 2022.
- 3.2 NP has sent around the summary of the planning application and there are few reports to follow the main submission which will be **sent by SdT to NP to add to summary.**
- 3.3 SdT requested residents to submit their views to planning and thanks residents for their involvement up until this stage. NP can help residents to submit their views online if needed.
- 3.4 AE suggested this to be added to newsletter. The Planning reference number will be in the newsletter with further guideline on how to submit comments online.

- 3.5 LBS Planning has already written to residents regarding the planning application and an updated design booklet will be issued to residents within next two weeks. NP said it will be very helpful to have the design booklet as soon as possible to help residents making their comments.
- 3.6 NP will be organising an online meeting on 27th April with Tustin Project Group to put together a collective response to planning regarding the application.
- 3.7 AE suggested to coordinate this with the open day on 28th as well as DDSG meeting on 28th evening. NP will inform SDT to include the details on the flyer for 28th.
- 3.8 NP will gather the comments from residents at 28th Open Day on Planning Application to add to comments from 27th online residents meeting.
- 3.9 **MT will update the events diary on the newsletter accordingly.**
- 3.10 SdT reported the planning application is expected to go to Planning Committee in July and the date will be fixed after the Local Council Election.

4. Linkcity Update

- 4.1 Carrick Yard Visit 26th April – Flyer was circulated on 14th April and there have been a few responses already. Spaces are limited as it is a live site and there has been 5 requests. The group will leave Tustin at 9:35am so residents were requested to be onsite by 9:30am.
- 4.2 Linkcity started thinking of how they get engaged going forward and now proposing ‘Meet the Contractor’ event in August 2022 when Dave Fellows and Jeff Joseph’s team will be on site to meet the residents.
- 4.3 This will also provide the chance to meet the Social Value Coordinator and Resident Liaison Officer who will be joining the team by then and the event take place in August/September.
- 4.4 Bouygues is set to start on site in September/October 2022.
- 4.5 Phase 1 starts in Autumn 2022 with targeted completion in Spring 2025.
- 4.6 Phase 2 starts in Summer 2025 and ends in Spring 2028.
- 4.7 Phase 3 starts in Spring 2027 and ends in Winter 2028.
- 4.8 Phase 3 starts in Winter 2027 and ends in Summer 2030. There are overlaps between the phases to make sure the project completes on time.
- 4.9 Phase 3 and 4 has indicative starting time in 2027 and may change due to some re-phasing to certain blocks within these phases.
- 4.10 SdT said this time table looks slightly different than what we have communicated with residents. Linkcity are making sure the challenges ahead for such long running project reflected hence new timetable.
- 4.11 NP suggested communication needs to be block specific so that residents understand how and where changes has taken place, and the impact on them specifically. MA agreed and SdT said the new design booklet will be more detailed on when which block will be demolished and when residents will be required to move out during different phases.

- 4.12 AE raised concern about the limited space available for the Carrick Yard visit which may lead residents to raise red flag in planning comments. Previously residents visited sites with greater numbers even those were live sites. He was concerned that some residents would not get access.
- 4.13 AE also added that of RLO starting time in Aug/Sept will not work with residents as the project will start around that time. Residents needs time before the works start on site to get know the RLO and the team. 'Meet the Contractor' and RLO recruitment needs to take place around July.
- 4.14 MS informed that there are only 5 residents who have registered for the Carrick Yard visit so far and there are 5 more places available. If the number has been reached, then Linkcity will organise further visits. Linkcity has been promoting this visit during the open days as well.
- 4.15 NP said these visits are very popular and gives chances to residents to engage with the process who often miss out.
- 4.16 NK added this presentation has not included the coffee sessions/open days which will also help residents to get engaged/informed further as the project progresses.
- 4.17 AE raised concerned about if decisions are imposed on residents it could lead to serious opposition from residents. The communication and engagement planning activities need to take account of this.
- 4.18 AE said Linkcity need to organise more dedicated activities for residents' engagement rather than using up the current engagement structure setup by residents and LBS.
- 4.19 MS offered more discussion with AE and the residents' group on what else Linkcity can do to make things work better with residents. It is never the intention of Linkcity to impose any idea or set an unwelcome timeline to residents at any time. The engagement programme discussed during the presentation is not exhaustive, this is only top line and more detail will need to be added.
- 4.20 FP wanted to know why the Carrick Yard visit leaflet has a deadline for registration today, the same day when it was delivered. MA and STD confirmed the deadline for registration is 21st April, not today the 14th.
- 4.21 MS informed that herself, MA, DF and JJ will be attending engagement events leading to the start on site and will be engaging with residents. RLO will be introduced, and 'Meet the Contractor' event will be organised well in advance before contractor starts on site.
- 4.22 NP said leaflets and newsletters should inform residents of the Linkcity and Bouygues team and how/when they can be met at events /contacted even before the start on sites. MS agreed.
- 4.23 CK said the timing and the day of the visit, early morning Friday is not suitable for many residents as they work during that time and there are many elderly residents for whom early morning journey is very rushed.
- 4.24 MS agreed with CK and informed there was limited flexibility from the site team at Carrick Yard, due to various limitation and these issues will be

considered for future visits.. DF agreed to consult residents on the next visits organised.

4.25 Phase 1 September/October 2022 to Spring 2025

- Demolition of Hillbeck and Ullswater
- Construction of Plots C, D and G1 providing new council rent and shared equity homes and refurbished council homes at Manor Grove
- Construction of Hillbeck Close extension and public realm in Manor Grove
- Hillbeck residents move out Summer 2022

4.26 Bowness, Kentmere and Heversham residents move in autumn 2025 in preparation for Phase 2.

4.27 Phase 2 Summer 2025 to Spring 2028

- Demolition of Kentmere and Heversham buildings as current residents will be accommodated by completed Phase 1.
- Construction of buildings H, F1, F2 and G2 providing new council rent, shared equity and keyworker homes and homes for sale
- Completion of public realm to east of Tustin Common

4.28 SB informed all communication to date to residents talked about (Phase 1) 2022-2024 but now the timetable has been updated, how this will work with the residents. MA said 2025 is the latest time frame. SDT added that as this has recently been reviewed and future communication will explain the changes to residents clearly. AE said this needs to reflect the overlap between phases and demolition starting time.

4.29 PK said it is more concerning for elderly residents who has been informed about 2022–2024 time frame, now they have some expectation. It is crucial now to communicate the new timetable explaining the differences so that their expectation is maintained.

4.30 PK added there are many residents who have not clear understanding of the fact that it is not only Hillbeck and Ullswater demolition starts in September but there are will be work starting on other sites on the estate at the same time and these issues need to be communicated with the residents more clearly.

4.31 NK said Phase 1 block by block programme needs to be in the newsletter. Tustin and Ledbury team will now plan and concentrate on the rehousing programme which will be discussed in future RPG meetings. Residents will be able to know when they will get their Band 1 status block by block, when they should expect visit from housing team, when they can start bidding and the options available to them.

4.32 Phase 3 Spring 2027 to Winter 2028

- Construction of School and Plot E buildings providing new council rent, shared equity and keyworker homes and homes for sale.
 - Completion of New Hornshay Street and public realm to north of Tustin Common.
- 4.33 Phase 4 Winter 2027 to Summer 2030
- Demolition of existing school building. Construction of the new building and demolition of old school building will not stop school's activity and if any adjustment is required then will happen during school holidays.
 - Demolition of Bowness building
 - Temporary relocation of existing businesses
 - Construction of Plots A, B, J providing new council rent, shared equity and keyworker homes and homes for sale and new commercial space
 - Completion of Patterdale Road extension and public realm improvements between buildings and to Old Kent Road
 - Businesses move into new commercial space
- 4.34 Hoarding layout for Phase 1 to Phase 4 has been shown. There have not been any major changes since these were shared with residents in previous meetings. Contractors are working on access points and parking arrangement consulting with drMM (Design Purposes) and LBS (enforcement arrangements).
- 4.35 DF informed these plans are not finalised yet. Bouygues are working on the plans to make sure there will not be any access issues or unduly created longer routes for residents commuting.
- 4.36 DF and TCA will jointly organise an estate walkabout as soon as possible to look into the challenges and practical solutions so that residents face minimum level of disruption when the works start.**
- 4.37 MS informed there are slight changes to access point at the North East of Manor Grove following the Manor Grove consultation. There will be an access to the right side of the hoarding to avoid longer commuting route for residents.
- 4.38 MT said newsletter will include the drawings and invites residents to talk to Linkcity regarding the issues.
- 4.39 FP suggested to make the hoarding safe by putting security lights around and signs saying 'No unauthorised access' to stop any anti-social behaviour.
- 4.40 AE asked Housing Officer AJ whether he has any view on the issues discussed. AJ did not have any view at this stage.
- 4.41 DF reminded the meeting that different people would have different views regarding hoarding, alleyways, security light and access points and it is not possible to make everyone happy but the decision will take into account all views.
- 4.42 AE added all decisions need to be explained to residents in plain English so that they understand the reasoning.

- 4.43 MT will add an invitation to residents in the newsletter to attend the estate walkabout to highlight possible issues. **NP to invite residents to the estate walkabout.**
- 4.44 MS and DF clarified that whole of Kentmere will be demolished rather than part of it and there will be hoarding all around that block (Hoarding phase 2).
- 4.45 DF informed there will be a pictorial version of these phases where residents can flick thorough different part of the phase and see how blocks will demolish, new one will be constructed, where are the access route for residents and access route for construction traffic etc. A draft of moving pictorial (animation) will be shown to this group once some progress are made.
- 4.46 DF added this animation version will be running during the 'Meet the contractor' events and residents will be able to see how the building will look like once completed.
- 4.47 AE said it is a very good content for the proposed electronic notice board. NK agreed and will look into how that may work.
- 4.48 Parking- MA updated they are working with LBS on how to retain the parking numbers and where will be these parking spaces during the project i.e., may be on Kentmere site when it will be demolished. NP clarified that retaining the exiting number of car spaces is commitment from LBS on the Offer Document, so the number of parking spaces remain unchanged throughout the development.
- 4.49 AE said as there are many vulnerable residents at Manor Grove, while planning for these parking spaces especially number of disabled parking bays needs to be considered on phase 1. Some vulnerable people need ambulance for their mobility issues and works arrangement must cater for that. DF agreed and requested information of the time and date for such access requirements so that it can be arranged in advance.
- 4.50 NP said more information can be easily extracted from Housing Needs assessment works done by housing team.
- 4.51 Satellite Dishes- MA informed there will be disruption with satellite services, during the works, which cannot be avoided.
- 4.52 Survey – MA informed that Ground Radar survey will be starting next week These are taking place to identify where services are buried. Archaeology trenches will be starting in May. These are part of the planning process, to check whether there are any interesting archaeological finds on site.
- 4.53 Any archaeological findings will be shared with residents. NP said this will give a good opportunity to get young people involved in the work of Bouygues. MA said they will be happy to engage with younger residents and the school with the findings, especially as there might be Roman remains.
- 4.54 FP suggested to put up signs on hoardings on a regular basis on the findings or what could be found while digging up areas to create interest among residents. NP suggested to use the electronic notice board for the purpose. **MT will include information on this in the next newsletter.**

4.55 MA informed they have now considered suggestions proposed at the last meeting and included these into list of additional Social Value targets for Tustin.

These include:

- Non construction work experience/apprenticeships
- Community Co-working space – future phase option
- Scope of the commitment to work with other OKR area developers

4.56 JJ informed they have spoken to Berkeley Homes and Barratts and they will share information and opportunities for residents who have skills in trades i.e., painting and decorating and others. Residents with such skills can move around within projects to complete their 2 years apprenticeship.

4.57 AE said local self-employed tradesmen/individual builders should be added to labour source. There is huge shortage of labour from entry level to semi-skilled to skilled level. DF said they will be holding ‘Meet the builder’ events and residents can find out how it will work. Individual companies have different level of challenges and even they can join workshop to learn about how to work for Tier 1 contractor.

4.58 JJ informed there will be vacancy board on the hoarding, and they will be also working with Southwark Construction Skills Centre (re Apprenticeships, Training Courses and CCS Cards), Southwark Works (re local labour) and Section 106, Millwall Foundation re Sports & Development, and many others to give opportunities to local people. Neil Onions knows people who can join these programmes and Linkcity will coordinate the process with him.

4.59 JJ informed they have scaled down from a long list of social value activities to more target shorter list after consulting with residents. These includes:

- Work with local Artist on Hoarding Project
- Work with the BAME Community who are proportionally underrepresented in the Construction Industry and demonstrate that Construction & Engineering is a Viable Career, using role models from the Company
- Work with Providers such as: -
- LSBU (Local Grads and Under Graduates)
- Southwark Construction Skills Centre (re Apprenticeships, Training Courses and CCS Cards)
- Southwark Works (re local labour) and Section 106
- Millwall Foundation re Sports & Development. They have more than just sports related traing but also delas with worklessness. It is very close the estate.
- Construction Youth Trust (National Curriculum Partner)
- WiC - Woman into Construction
- For BYUK and Linkcity Staff to use their Volunteer Days on for the Tustin Estate (RPG to brainstorm what cause or Charity they want support)
- “Meet the Buyer” Events to broadcast employment opportunities and support local people and companies to apply for work / packages on the project

- Mind the Gap: activities to help bridge the gap between age groups. AE informed there will be keen residents from Hillbeck who will benefit from this.
 - Offer non-construction work experience and apprenticeship options
 - OKR Developers forum – establish this with other contractors on OKR and work collaboratively
- 4.60 MK requested have more information on these for May newsletter. JJ agreed.
- 4.61 AE said OKR Developers Forum is a brilliant platform and ticks many boxes by working jointly. This will make Old Kent Road unique. The ones that don't provide good experience are Southwark Construction Skills Centre and Southwark Works.
- 4.62 AE added the programme will be required to be flexible to allow residents participation at various stages and this short listing looks good and it will develop further as works progress. TCA will contribute further to the process.
- 4.63 AE wanted to know about the Summer Event. MA updated that they will not be able to organise the event due to insurance restrictions, but they can provide a donation. AE informed LBS has also restrictions organising such events, but TCA will be able to do so with right amount of funding.

5. LBS update

- 5.1 SdT updated on the Engagement Plan. The first drop-in session in May will take place on 12th due to local election on 5th. The following Drop In session will take place on 26th May.
- 5.2 Following the last DDSG session residents are now more interested in construction phases as design process has come to an end for this stage. From the next session it will concentrate of construction works and themes led by Linkcity and Bouygues. **SdT will update the engagement plan accordingly.**
- 5.3 SdT informed residents can visit hidden homes on 28th April during the open day sessions. This has been added to the flyer for the next session.
- 5.4 AE informed gas meter installation in the Hidden Homes has been started and some parts of the car park will be tarmacked next week.
- 5.5 Rehousing Update Leaseholders and Tenants- MT Reported:

Tenants

Of 27 tenants in Phase 1 (Hillbeck):

- 9 properties void
- All remaining tenants registered for re-housing
- Hillbeck residents viewed the Hidden Homes in the Towers in early March

Leaseholders

- 2 offers accepted in Phase 1 (out of 5 leaseholders)
 - 3 offers accepted in Phase 2
 - A further 23 offers have been issued across the estate
- 5.6 Everyone in Phase 1 is engaged with LBS. One property has been bought back in phase 2.
- 5.7 Local Lettings Policy update by SdT – NP informed that he has circulated the changes to Local Letting Policy based on comments from RPG and what Ricky has gathered 3 weeks earlier. SdT informed this policy will be signed off after the new cabinet is appointed once the local election has taken place. SB will work with lettings to get all those properties let.
- 5.8 AE thanked the LBS teams for working hard and suggested them to get other teams on the same level who are not clear about the Local Lettings Policy and may misinterpret the policy. SB informed there is already a meeting set with Ledbury team soon to discuss this.
- 5.9 **Manor Grove Update** – NK informed LBS is working with Linkcity on the proposal for freeholders to be able to opt in to refurbishment works. MS said the plan is to have a programme of works for internal works and external works and the cost information will be the shared across the freeholders.
- 5.10 Freeholders will be able to meet with the sub-contractors to discuss works they may want to tap in with discounted rate while they are on site.
- 5.11 AE wanted to know about whether the letter has gone out to Manor Grove for garages. SDT confirmed it will go out week beginning 18.4.22.
- 5.12 **Draft Newsletter** – MT summarised the new information to be added to the newsletter that was discussed in this meeting earlier and given until 10am 14 April for any further comments.

6. Matters arising from Minutes of Meeting 10 March 2022

- 6.1 (5.5) NP had emailed Area Manager on 11.3.22. and there was input on the community website.
- 6.2 (5.6) MA has added office-based works in the Residents Charter.
- 6.3 (6.1) NP posted the minutes of the Manor Grove event to all Manor Grove residents.
- 6.4 (7.8) CGI to provide more information for residents and Linkcity discussed today about the animated presentation. NK is in discussion with Linkcity moving forward in terms of stage 4 design.
- 6.5 AE suggested to include the resident who is working on video project and the resident who is working on the community website. TCA hall can be utilised where residents can come in to watch and utilise the electronic notice board.
NK agreed.
- 6.6 (7.12) Local Letting Policy has been circulated.
- 6.7 (7.13) Door knocking for Manor Grove by Open Communities, will be before the next event.
- 6.8 (8.7) Soundproofing and managing of the Commercial units under Bowness. SdT informed that the team has been in touch with the businesses, and it is ongoing. There will be an update in future RPG meetings.

6.9 AE informed the problems are intermittent and as the weather changes it will increase. Linkcity and others needs to have a coordinated approach as soon as possible to address the issues jointly. Also, enforcement needs to be included as regeneration cannot deal with the problem alone.

7. Any other Business

7.1 DF offered animation clip from a Camden project to be showed in this meeting and it was agreed to share on the screen at the end of the meeting.

7.2 AE informed that last open day session was good but some aspect of it was not good. The display papers were on the walls rather than on the boards, yes it was a windy day. Also, there were few key people were absent and there was not advance notice of this. AE was concerned at the standard of the consultation experience for residents.

7.3 NK informed that as design sessions has concluded at this stage we are going through some changes, and this will be discussed with RPG to set how the sessions will look like and who will be attending these sessions. The design team was engaged with planning process hence the absence, but it will be clarified before future sessions. SdT informed it wasn't possible to have the display boards due to strong wind and offered apology.

8. Date of Next meeting

8.1 12th May

Murselin Islam 20.4.22.