

Tustin Estate Project Group Meeting

Thursday 14 November

Tustin TRA Room, Grasmere Point

Minutes -

Present	Initials	Present	Initials
Amelia Leeson	AL	Victoria Akindele	VA
Andrew Eke	AE	Deborah Saunt (Common Grounds)	DS
Andy Chaggar	AC	Tom Woods (Common Grounds)	TW
Francis Phillip	FP	Bob Forrest (Hunters)	BF
Kerry Knibbs	KK	Ian Freeman (Hunters)	IF
Lee Harrison	LH	Mike Cookman (Hunters)	MC
Lee Walkley	LW	Mike Tyrell (LBS)	MT
Maria Palumbo	MP	Sophie Hall-Thompson (LBS)	SH
Paulette Kelly	PK	Neal Purvis (ITLA, Chair)	NP
		Stephen Moore (ITLA, Minutes)	SM

No apologies were received.

1. Introductions

1.1 NP took the Chair and welcomed everyone to the meeting.

2. Minutes of the meeting of 10 October

2.1 The Minutes were agreed as an accurate record, the only correction being the spelling of Deborah Saunt's surname.

3. Introduction of Stock Condition Survey Consultants

3.1 BF from Hunters said they will undertake a condition survey of the estate, excluding the tower blocks but including the five main blocks and all the estate areas. He is the project leader and has two teams under him, with IF being the on-site team leader, [Hunters and \(MCCE limited - Mechanical and Electrical Engineer's](#). Charlotte Reed will be looking at the retail units and a [further colleague Jeremy Hughes, surveying internal dwellings and the 18](#) rented properties in Manor Grove. **An update will be provided to LBS by the end of the week.** Everybody in rented properties has been sent a letter about this; leaseholders have

not been sent a letter but we want to engage with them as part of this process, and hear any concerns about their own asset and the block in which they live.

- 3.2 BF distributed an overview of Hunters' programme of work to those present. He said surveys began the week of November 14th-18th, Hunters has met with LBS to discuss how they'll go about the survey, engage with residents, understand the lines of communication on site and gain access to roof and other restricted spaces. A walkabout was undertaken with Hunters and residents. to gain a rounded understanding of what has happened so far in the project and at previous meetings. A small number of homes were visited to get an overview – these were not surveyed. MT is undertaking a survey of residents to understand the issues, and Hunters has seen a copy of that feedback.
- 3.3 Hunters is undertaking a 30 per cent internal sample survey. [The survey, will be fully representative of all homes across the Tustin estate; Internal surveys include Southwark council rented homes only, block surveys, include both rented and leasehold homes. All assets, including Freehold houses will share the estate wide costs from the condition survey.](#) Externally, 100 per cent of the homes will be surveyed. Southwark Council have agreed the content of a letter and sent these to the target properties. [The 30% sample has been selected to provide a higher level of confidence in results, in an attempt to cover the existing condition and issues about the homes.](#) – e.g. water ingress or rising damp. Hunters will be on site between November 11th-29th.
- 3.4 BF said MC company MCCE Ltd. would be undertaking the mechanical and electrical side of the work – all non-intrusive, visual assessments, and asking residents of their experiences. For example, in the kitchen, we will identify when we believe, in our professional experience, that kitchen needs replacing. Some kitchens are small relative to the footprint of the property, so Hunters will be liaising with the architects to [include a provision for potentially improving the size and layout arrangement of the kitchens/](#) for example.
- 3.5 NP asked when the RPG would see that information, and what kind of information would it be? **BF said he has a draft report which is set for December and will be supplied to LBS.** There is one we have done with a previous estate which is in the public domain already and can be provided as an example.
- 3.6 BF said there might be a need to carry out some intrusive surveys, and he will be advising LBS of that as Hunters goes through the process.
- 3.7 After Christmas there is an RPG meeting scheduled, with a presentation from Hunters to go through what they've found on the estate, and the value of the work required, spread across a 30-year period. Hunters will produce a final report in January as well.
- 3.8 NP invited questions and comments.
- 3.9 FP asked for a hard copy of the previous report referred to, and **MT confirmed that could be done.** NP added that there will be hard copies of all the final reports available as well.
- 3.10 AC asked if the RPG would see the full report or only a summary. IT was confirmed it would be the full report.

- 3.11 AE asked for clarification of the other restricted spaces. BF said it relates to getting the keys to access the roofs, as they're different to the usual Fire Brigade keys. IF reassured AE that all spaces would be secured and left as they were found.
- 3.12 AE asked if all the types of home in Heversham House would be covered in the Hunters sample, as there are 98 flats. BF said they would, adding they would cover every area – the roof, external walls, communal balconies and landings, communal heating. BF said they will not be opening locked cupboards, but they're aware of a vermin problem on upper floors and the council will investigate the service risers without being too intrusive. If Hunters find anything they feel needs more intrusive work, they will inform LBS.
- 3.13 AE asked SH if Hunters' generic report be published on the LBS website, and **SH confirmed it could be.**
- 3.14 AE asked if Hunters had a protocol for dealing with residents' issues that are unrelated to the work they are there to carry out. BF said they do not discuss their own findings with the resident as they are for LBS, but they do ask them leading questions to fully understand their concerns. NP asked what if they spot a health and safety issue that's dangerous? IF said [these would be reported to LBS](#) within 24 hours, and BF added these would also feature in the final report.

4. Report from Common Grounds Architects

- 4.1 TW and DS discussed the report which was distributed to the members present. TW said Common Grounds are at 801 every Thursday, 2.30pm-5.30pm; the frosting has been removed from two of the windows and they're hoping to use it as a noticeboard. The narrative is that we are here to listen to residents. DS said the first proper window display is planned for November 26th. TW said the key parts of the interior have been signed off, and the space will gradually develop, but they're treating November 26th as the hard deadline to get all the aspects of the café finished. The space is still operating as a church and is only being occupied by Common Grounds on Thursdays.
- 4.2 DS said Resolve is hoping to get some young people from the estate involved and perhaps decorating some of the window displays. DS talked through the rest of their report, including GDPR [data protection] protocol and Resolve's proposals for community engagement.
- 4.3 The café will be the focus for vibrant workshops and for getting information and stories from the estate for inclusion in a 'zine' produced by young people.
- 4.4 TW confirmed the work produced will remain inside the windows, not outside where it could be damaged or defaced.
- 4.5 LH suggested finding and using photos of the Old Kent Road area in the 1950s in the space.
- 4.6 NP opened the floor for comments and questions. AC asked about the proposals for youth engagement [2.3 in their report], and TW said it is an ongoing process at a number of events.

- 4.7 **VA** said her children were keen to see more activities and opportunities to learn on the estate, particularly music-related. **TW agreed to link up with VA's children** and TW said Seth from Resolve had earlier today had a conversation with her son.
- 4.8 PK asked if any young people had attended the drop-in sessions so far. TW said none had so far. NP asked how Common Grounds intended to engage the youth in order to design the things they're talking about. TW said Resolve will be doing their own outreach work on the estate and be much more present there in future. SH added that Chloe Newman [LBS youth co-ordinator] will be working in the area as well and liaising with Resolve.
- 4.9 NP asked what Common Grounds' definition of a 'young person' was. DS said it is anyone who thinks of themselves as a young person.
- 4.10 AC said he would love there to be an aspiration to get young people onto the RPG as well, and **Common Grounds accepted his offer** to make introductions to people he knows in the charity he works for who could help their work here on the estate.
- 4.11 AE is keen to avoid losing momentum and enthusiasm for the project, and NP asked SH how the council was going to resource it to avoid the dangers of 'stop and start'. SH said they know the project is going up to next summer and the Council will look to find youths on the estate who want to do more and can do more. NP said the council needs to ensure the ongoing commitment is honoured.
- 4.12 AE said he wanted to see RPG/TRA members getting out and doing the legwork as well as Common Grounds, to engage the community – we cannot just leave it to them; we have been crying out for this opportunity. He said we also need to think about the rest of the community, not just the youth. This gives us the opportunity to get it right, from the beginning.
- 4.13 DS said the focus of the conversation on the 26th is going to be looking at the needs of individual blocks; light-touch, small improvements, opportunities for infill and adding to buildings, but they won't have an overall masterplan for the estate. They are working towards plans in the New Year. There will not be any flashy computer-generated images, but hand-drawn visualisations that hit the right tone. SH added that the council wants to draw out what some of the impacts of those drawings will be as well.

5. Resident Engagement Plan [REP] update

- 5.1 MT ran through the updated REP and noted a couple of changes not in the plan - Cllr Williams cannot attend the public meeting for architects to present emerging ideas for the initial options and priorities on November 26th. This is due to purdah – questions will be taken instead by Michael Scorer, LBS strategic director of housing and modernisation.
- 5.2 The public meeting scheduled for January 28th, for the architects to present the options that have been drawn up, has also been moved to February 5th. Cllr Williams will be present for that. The drop-in event will also take place the day after, February 6th.
- 5.3 The date for the TCA Christmas party was discussed and December 14th was agreed upon.

6. Update on Housing Needs Survey

- 6.1 MT talked through the latest changes to the survey layout, and reiterated his ambition to get the overall response rate above 75 per cent.
- 6.2 AC flagged up that he was only asked one set of equalities questions when he was visited, despite his pregnant partner also being present. He also asked for an update on the communications preferences. MT said everybody who had asked to receive emails is being sent them. **MT agreed to add an opt-in for residents.**
- 6.3 NP asked if anything in the survey information stood out. KK said there is an issue with a number of residents in Heversham who do not open their doors or, when they do, refuse to talk to those trying to do the survey. This could be because they've been told not to speak to anyone by their landlord, or due to genuine language and/or cultural barriers. AE said they need to get Housing Management involved, and/or look to use a familiar face who they would listen to, in order to break the ice. MT said he had not had references from the Housing Services Officer to do the survey. NP suggested the concierge might also qualify as a friendly face, although some residents don't know who the concierge is. KK said there was nothing in the newsletter that states 'This affects you'.
- 6.4 MT said they do not translate documents into other languages, but as part of the survey they are finding out which languages are spoken – however they can only do that once they're undertaking the survey. AE said the survey is a work in progress and is identifying issues as it goes – there is going to be a strategy.
- 6.5 **LBS to think about how to address this and come back to the RPG with further ideas.**

7. Comments on draft newsletter

- 7.1 MT talked through the content of the draft newsletter. No comments or questions were raised.

8. Draft Offer Document

- 8.1 NP said the RPG had asked to see offer documents of other estates and this is the first one; are there some good ideas that can be replicated for Tustin? He asked residents to give him their thoughts by email by Monday, and he will pass them onto MT.
- 8.2 MT said as a cautionary note that the example offer document, for Teviot, was a different offer to Tustin – Tustin's will have more detail than is in the Teviot offer.

9. Update on:

a. Health and Equality Impact Assessment

9.1 SH said LBS is currently procuring this and entering into a contract with an organisation who will attend the next RPG and they can be questioned about exactly what the Health and Equality Impact Assessment is, but briefly it is about how LBS can vary their offer to residents and businesses to minimise the health inequality impacts.

9.2 SH clarified that this is not part of the council's Public Health team work – but Public Health will be doing a longitudinal study looking at the experiences and impacts of the Tustin programme on residents alongside this, which is a different piece of work. That occurs over a long period of time, perhaps 10 years, at regular intervals. This study will include the **Health and Socio-Economic Baseline Study**. SH said they are still scoping the brief at the moment, and there is a meeting on Monday with them. **NP asked for the update to be added to the minutes.** It will look at the economic, social and environmental costs and benefits – the viability element will feed into the financial cost benefit analysis.

9.3

9.4 FP said air quality monitoring should take place for properties facing onto the Old Kent Road.

b. Viability Assessment

c. Health and Socio-Economic Baseline Study

9.5 SH said the viability assessment will be part of the Options Appraisal. The options appraisal will look at the economic, social and environmental costs and benefits – the viability element will feed into the financial cost benefit analysis.

9.6 The first step will be, 'What is it we are looking to see for the Tustin Estate?', and in February, 'How are we going to work through those options for what we want to see for the estate?'

9.7 SH said the RPG will meet the consultants at the December RPG meeting.

9.8 LH asked if there was any social value coming out these contracts. This issue to be addressed at future TEPG meetings.

10. Update on TRA Hall

10.1 AE said the completion of the first phase of work is scheduled for end of November. It is coming along and they're now looking at sourcing furniture. Common Grounds have been very helpful with ideas for creating a community hub. We want to empower people from the social and economic side of the works in the area. Engie are providing training for a few people on the estate as part of that legacy. In the short term we are crossing our fingers that the hall will be ready by the end of the month and we will hold an event for older people on December 14th. In time, the hall will be extended by another 10 metres.

10.2 NP asked if there would be any offers of help from the council to furnish the room. SH said LBS could perhaps help if the TRA tells them what is needed. AE said they're looking to let the room out as a conferencing facility for businesses, and also needs technology. **SH agreed to take that back for consideration.**

11. Matters arising from minutes of meeting 10 October

- 11.1 Re: 6.2 – the Teviot offer document has been circulated at this meeting, and other examples will be included in future meetings at the rate of one per month until they run out.
- 11.2 Re: 6.5 – alternative wording in the Offer Document has been drafted and is awaiting approval.
- 11.3 Re: 7.6.5 – NP said that now the programme of events has been organised by LBS and Common Grounds, and is on the back page of the newsletter.
- 11.4 Re: 8.3 – Ballot Policy. This has been **carried over to the December meeting.**
- 11.5 Re: 10.2 – The meeting for freeholders has been reorganised for November 25th at 7pm in the TRA room, and a valuer from LBS will be present to talk about the principles of valuing properties – they also have experience of similar regeneration projects.
- 11.6 Re: 11.1 Boosting search engine results – **MT agreed to chase this.**
- 11.7 Re: 11.2 Webpage on the ballot procedure – **MT agreed to chase this.**
- 11.8 All other actions completed.

12. Any other business

- 12.1 AC said he had read about the Arup report and recommendations for the Ledbury Estate towers – will this have any impact on the finances for Tustin Estate? MT gave a summary of the Ledbury situation before confirming that staffing and resources for the Tustin project will be unaffected. AE asked residents to tell him if they notice any reduction in staffing on the estate.

13. Dates of future meetings

- 13.1 NP said the meetings will take place on the second Thursday of every month following the meeting of January 9th.
- 13.2 NP thanked everyone for their input and closed the meeting.

Meeting Dates

Date	Event	Location
Tuesday 26 November 2019	Public meeting for the architects to present the emerging ideas for the initial options and priorities that have been drawn up to all residents.	Pilgrims Way Primary School at 7pm.
Thursday 28 November 2019	Drop in event to for the architects Common Grounds to be able to answer questions on the emerging ideas for the initial ideas that are on display and for residents to make observations and alternative suggestions to be considered.	801 Old Kent Road (under Bowness House) between 2pm and 5.30pm
Thursday 12 December 2019	Tustin Estate Project Group Meeting	TRA Room Grasmere at 7pm
Monday 16 December 2019	Coffee Morning for all residents to meet the officers and architects working on the estate to ask any questions you have; as well as a chance to simply sit down and meet your neighbours.	805; the restaurant at 805 Old Kent Road (under Bowness House) between 10am and 12noon
Thursday 9 January 2019	Tustin Estate Project Group Meeting	TRA Room Grasmere at 7pm or TCA Hall
Monday 20 January 2020	Coffee Morning for all residents to meet the officers and architects working on the estate to ask any questions you have; as well as a chance to simply sit down and meet your neighbours	805; the restaurant at 805 Old Kent Road (under Bowness House) between 10am and 12noon
Thursday 30 January 2020	Drop in event to for the architects Common Grounds to be able to answer questions on the options that are on display and for residents to make observations and alternative suggestions to be considered	801 Old Kent Road (under Bowness House) between 2pm and 5.30pm
Tuesday 5 February 2020	Public meeting for the architects to present the options and that have been drawn up to all residents	Pilgrims Way Primary School at 7pm.
Thursday 13 February 2020	Tustin Estate Project Group Meeting	TRA Room Grasmere at 7pm or TCA Hall