



Tustin Estate newsletter

March 2020

Welcome to the latest edition of the Tustin Estate monthly newsletter from Southwark Council.

During 2020 we will continue to engage with residents of the blocks and houses, the school and the businesses as part of the consultation that began in 2019 on various options for the future of the estate.

The options includes doing nothing, refurbishing the blocks and houses, infilling with a new block, extending the blocks, or knocking some or all of the blocks and houses down and replacing them with new homes.

A message from Councillor Kieron Williams

Dear Residents

Southwark Council has taken the difficult decision to postpone or cancel its public meetings, as a precaution, in light of the rapidly changing picture with regards to Covid-19 (Coronavirus).

It is therefore with great reluctance that we are postponing the current consultation on the future of the Tustin Estate, which was to reduce down the five options down to one final option. This would have involved drop in events and home visits to explain the options. The advice from government is that we should not carry out non-essential homes visits to vulnerable residents.

This is a temporary measure and we will continue to be available on the phone to deal with any queries and keep you updated by newsletter and email.

If you have any queries please do not hesitate to give Southwark a ring on 020 7732 2886 or email us on tustin@southwark.gov.uk

You can find more information on the council's dedicated coronavirus webpage at www.southwark.gov.uk/coronavirus.

Yours faithfully

CLlr Kieron Williams
Cabinet Member for Housing and
Modernisation

What happened at the March public meeting?

Once again thank you very much to those of you who attended the public meeting and drop in event on Monday 2 March, 2020. Feedback from the event is now being considered.

For those of you who could not attend, on display were five options that are under consideration as follows:

- **Option 1 – Maintain**

Maintain all the existing low rise council owned homes for the next 30 years to the Southwark Standard, which includes new kitchens and bathrooms for Southwark Council tenants plus estate repairs.

- **Option 2 – Refurbishment**

Refurbishment of all the existing low rise council-owned homes to the Southwark Standard, which includes new kitchens and bathrooms for Southwark Council tenants plus block enhancements, new homes are built in between the blocks and estate improvements.

- **Option 3 – Partial Refurbishment and Part Demolition and Rebuild**

Refurbishment of Bowness House, 21 to 98 Heversham House and Manor Grove council-owned homes

to the Southwark Standard, which includes new kitchens and bathrooms for Southwark Council tenants. Block improvements to Bowness House, 21 to 98 Heversham House and Manor Grove.

Kentmere House, Hillbeck Close, 1 to 20 Heversham House and Ullswater House are demolished and rebuilt, plus estate improvements.

- **Option 4 - Tustin Common**

All the low rise homes, including the houses in Manor Grove, are demolished and rebuilt with new homes around a new common.

- **Option 5 – Tustin Common and Manor Grove Infill Homes**

Excluding the houses in Manor Grove, all the low rise homes are demolished and rebuilt with new homes around a new common. The Manor Grove council properties are refurbished and new homes, mainly houses are built in between the houses in Manor Grove.

If you could not get to the drop in events with the architects, the displays are available on the Tustin webpage at www.southwark.gov.uk/Tustin

You can contact Common Grounds to give feedback at: commongrounds@dshda.co.uk as there will not be any Thursday drop-in

events whilst the current health advice remains in place.

How will the final option be chosen?

When we can re-start the consultation process there will be a vote on whittling down the options to one final option. This vote will be organised by Open Communities. You will be asked to prioritise these options by rating them 1 to 5 as follows:

- 1 (favourite option)
- 2 (second favourite option)
- 3 (third favourite option)
- 4 (fourth favourite option)
- 5 (least favourite option)

The results will be reported as a whole, and also on a block by block basis, so we can have regard to the views of the residents in each block,

As a reminder, the Tustin residents who are able to vote are:

- Council tenants and any joint tenant who have been named on the secure tenancy agreement.
- Resident leaseholders who are named on the lease and have resided in their home for at least a year prior to the ballot.
- Resident freeholders who are named on the deed and have resided in their home for at least a year prior to the ballot.
- Residents who have been on the council's housing register for at least a year.

Leaseholders and freeholders who do not live in their property do not have a right to vote.

This is **not** a ballot on the final option, that will take place later.

What are the commitments if residents opt for a refurbishment option as set out in Options 2 and 3?

More details including a timetable and phasing will set out in the information you receive when you will be asked to vote on your preferred options.

For council tenants in the low rise homes the commitments are:

- New kitchens and bathrooms.
- Refurbishment to the communal blocks areas and windows and roofs will be carried out whilst you continue to live in the properties.
- Rents remain the same.

For leaseholders in the low rise homes the commitments are:

- Refurbishment to the communal block areas and windows and roofs will be carried out whilst you continue to live in the properties.
- The lease remains the same.

For freeholders the commitments are:

- Where there are no estate improvements, there will not be any associated costs.
- Where there are estate improvements these may be chargeable in accordance with your property interest.
- The freehold remains the same.

For private renters in the low rise homes, on the housing register the commitments are:

- Refurbishment to the communal areas blocks and windows and roofs will be carried out whilst you continue to live in the properties.



What are the commitments if residents opt for a demolition option?

For council tenants in the low rise homes the commitments are:

- Support from council staff before and during the process
- A new home on the estate that meets your housing need and is energy efficient
- A local lettings policy
- Council rents
- Council management
- One move for the majority
- Recipient of Home Loss Payment (currently £6,400, and increased annually in line with inflation) and a Disturbance Payment (to cover the reasonable costs of moving).
- Recipient of Help to Move service including:
 - Removals

- Disconnection and reconnection of cooker/washing machine
- Redirection of mail
- BT telephone installation
- TV installation
- Adjustments to carpets and curtains

- the cost of an independent valuation and for independent legal advice for homeowners.
- The legal costs associated with conveyancing.

For council tenants in the towers the commitments are:

- Local lettings policy with priority for council tenants and their family in need to move to new homes on the estate.

For homeowners in the low rise homes the commitments are:

- Support from council staff before and during the process
- Independent valuation
- Option to remain on the estate for resident homeowners through a shared equity ownership option or as a council tenant where applicable
- The arrangements for the setting of service charges will be the same as any other Southwark owned homes.
- For any homes bought back by the council:
 - Market value of the home, ignoring the impact of changes to the estate.
 - Home Loss payment of an additional 10% of the market value for resident homeowners, and 7.5% for non-resident owners.
 - The reasonable costs of moving, which could include solicitors' and estate agents' fees, stamp duty, etc.

Homes for Tustin residents

At the recent drop-in event, tenants were asking if an option was agreed that included the demolition of homes on the estate, will there be sufficient homes for the existing population and which meet their needs.

If new homes are built following the demolition of some or all of the low rise homes on the estate, new homes will be built to rehouse existing residents (tenants, leaseholders and freeholders). This will mean that those residents can live in homes they can afford which are not overcrowded, with better facilities and built to newer standards than the Tustin have now. The number of council homes at council rents will increase to give existing residents what they need, as well as providing more new homes for residents on the housing waiting list.

All the new and refurbished social rented homes on the estate will be owned and managed by Southwark Council; and have council rents. The arrangements for the setting of service charges will be the same as any other Southwark owned homes.

We will work with every resident who may need to move. If a resident is moving to a smaller home they can

apply for one room more than they require, but we will have to ensure that they are aware that this could affect any benefit entitlement that they may have.

If demolition takes place some residents in the first phase may have to move temporarily off the estate. All tenants have a guaranteed option to return to a new home on Tustin Estate if they have moved temporarily off the estate.

New homes would be built in phases so residents that want to stay on Tustin can move straight to their new home. However if residents want a particular type of home or in a particular area of the estate and are willing to move twice we will work with you to meet your requirements.



There will be a local lettings policy on the estate for the new homes built. We will work with everyone who needs to move on the estate because their block is being demolished to secure them a new home on the estate with minimum inconvenience.

Once we have accommodated those residents who have to move if a decision is made to replace their block, the rest of the new homes will be offered to Tustin residents in local housing need in the first instance.



Estate Based Repairs Team for Tustin

Following concerns that residents have raised about repairs, we opened a repairs surgery for the estate where Southwark Council officers have been taking repair orders for operatives to carry out works.

The repairs surgery will not open whilst the current health advice remains in place.

You can continue to phone the Repairs Helpline on **0800 952 4444**.

One-to-One Visits

The one-to-one visits to every home so that those residents who can not get to the events are kept up to date with the options and their feedback can be gathered, have had to be postponed until we are advised that non essential visits can recommence.

We can still give advice and deal with any queries you have by phone. You can contact the team that have been undertaking the visits on 020 732 2886.

Tustin Community Association

The Tenants and Residents group for the Tustin Estate is called the Tustin Community Association (TCA). They have been established for many years and work on behalf of residents on many issues. They meet on the third Thursday of each month at 7pm in the new Tustin Community Centre.

Andrew Eke is Chair of the Tustin Community Association and he can be contacted at **andyeke2000@yahoo.co.uk**

The Tustin Webpage

The newsletters, minutes of the Resident Project Group, the presentations at the drop-in events and the response to the Tustin Community Association manifesto can be found on our dedicated webpage at **www.southwark.gov.uk/Tustin**

Contacting Southwark about this project

The project team working with the community on any plans for the low rise homes on the estate can be contacted on **020 7732 2886** or email **tustin@southwark.gov.uk**

The Independent Tenant and Homeowner Advisor

Neal Purvis from Open Communities is the Independent Tenant and

Homeowner Advisor. If you have any questions contact Neal on Freephone **0800 073 1051** or at **neal.purvis1@btinternet.com**.



Tustin Diary Dates for the next few months

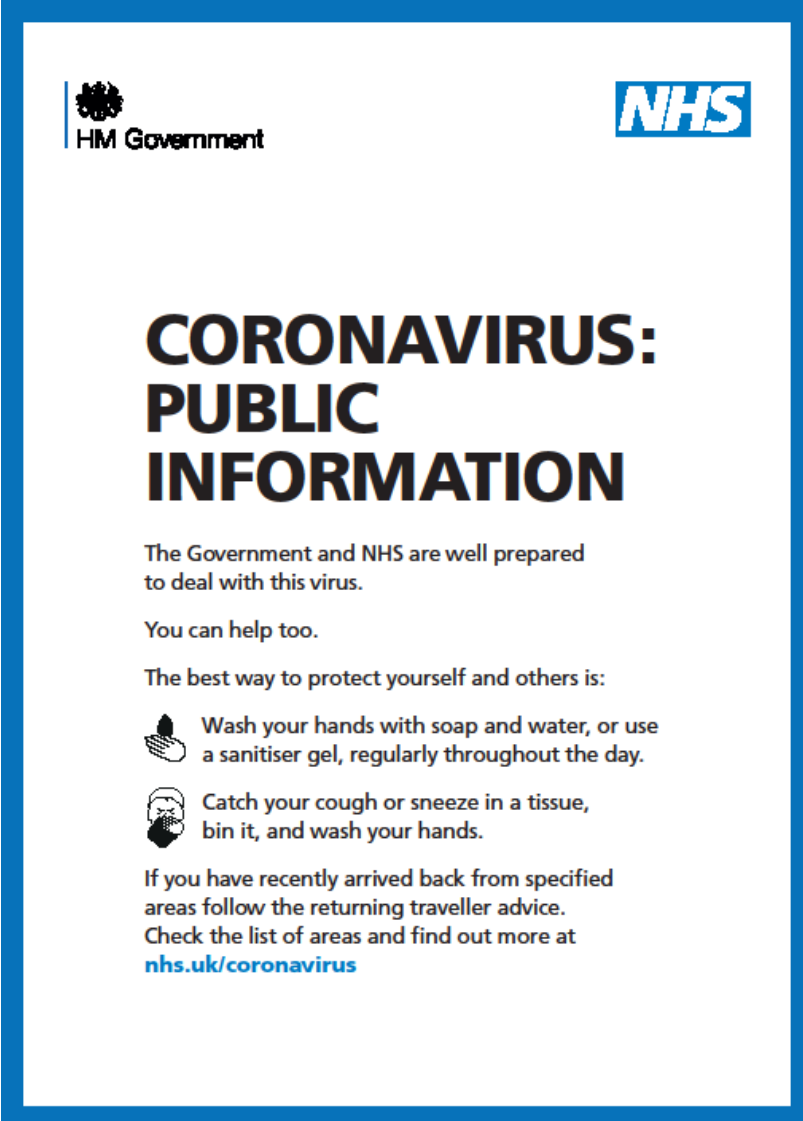
Diary Date

What's the event?

Where is it?

All the public events are postponed until further notice

You can find more information about council services, support and advice regarding Coronavirus on the council's dedicated webpage at www.southwark.gov.uk/coronavirus.



The poster features the HM Government logo (a crown) and the NHS logo in the top left and right corners respectively. The main title is 'CORONAVIRUS: PUBLIC INFORMATION' in large, bold, black capital letters. Below the title, the text reads: 'The Government and NHS are well prepared to deal with this virus. You can help too. The best way to protect yourself and others is:'. There are two bullet points with icons: a hand being washed with soap, and a person coughing into a tissue. The final text says: 'If you have recently arrived back from specified areas follow the returning traveller advice. Check the list of areas and find out more at nhs.uk/coronavirus'.

HM Government



NHS

CORONAVIRUS: PUBLIC INFORMATION

The Government and NHS are well prepared to deal with this virus.

You can help too.

The best way to protect yourself and others is:

-  Wash your hands with soap and water, or use a sanitiser gel, regularly throughout the day.
-  Catch your cough or sneeze in a tissue, bin it, and wash your hands.

If you have recently arrived back from specified areas follow the returning traveller advice. Check the list of areas and find out more at nhs.uk/coronavirus