

Tustin Estate Project Group

9 June 2022

Attendance:

Andrew Eke	AE	Resident	Mike Tyrrell	MT	LBS
Paulette Kelly	PK	Resident	Olive Green	OG	LBS
Francis Phillip	FP	Resident	Neil Kirby	NK	LBS
Meron Getafe	MG	Resident	Susan du Toit	SdT	LBS
Andy Chaggar	AC	Resident	Andrew Johnson	AJ	LBS
Comfort Kumi	KC	Resident	Osama Shoush	OS	LBS
Maria Palumbo	MP	Resident	Sharon Burrell	SB	LBS
			Cat Janman	CJ	LBS
			Jeff Joseph	JJ	Bouygues
			Paul Adams	PA	Pulse
Neal Purvis	NP	Open Communities	Marcus Allen	MA	Linkcity
Murselin Islam	MI	Open Communities	Manon Smits	MS	Linkcity
Jen Pepper	JP	Open Communities	Graham Mattin	GM	Bouygues

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 Mike Tyrrell, Francis Philip, Gabriella Usuanlele, Gosia Bachanowicz.

2. Minutes of TEPG meeting 12th May 2022

2.1 agreed with the following proposed amendments:

Attendance Cat Jarmin to Cat Janman.

Page 3 (4.7) Change from 'there has been constant work behind the screen' to 'there has been constant work behind the scenes'.

Page 7 (5.26) Change From

All the sub-sequent event/information did not highlight the changes. This is worrying that random changes are taking place. Change to - AC did not believe this potential change had been communicated as he has attended most meetings and had never seen this info.

Page 8 (5.35) Change From *AC requested NK to check the notes/comments of January RPG/Design meeting to see whether the height issue has been flagged up as many issues were discussed in that meeting. **NK agreed to do this.*** Change to - *AC requested NK to check the notes/comments of January RPG/Design meeting to check what had been discussed and presented about the height of block E1. AC believes this is important as that meeting was presented as a chance for the RPG to state their comfort/objections before the designs were submitted for planning **NK agreed to do this.***

Page 8 (8.2) 2nd line 'behind the screen' should be changed to 'behind the scenes'.

3. Update on Design Progress and Planning Application

3.1 NK reported the application has been submitted as reported before and going through the process led by Link City. The application will go to the planning committee on 19th July.

3.2 NP will be organising a statement working with residents project group.

3.3 MS informed Linkcity are working with dRMM and the rest of the design team to look into formalising appointment to ensure they are involved for next stage of design. This should conclude in the next July, and they are looking forward for design led session at the end of August.

3.4 MS said the contract is not signed yet but most of it has been agreed. NP requested MS to update the group when the contract get signed.

3.5 NK informed they have commissioned/are commissioning three images for new homes in the 1st phase. These will be used for planning purpose and while visiting residents to show internal layouts. These will be ready by early July to feed into the planning process.

3.6 NP and PK enquired about the progress with producing cartoon/animation. GM informed it has been ordered on 8th June and will be ready within 4/5 weeks It will be shared with the group once it is ready.

3.7 NP asked about animation walkthrough of internal layout which was raised by PK several times in the past. GM informed this will be computer generated 3D model which will be produced at much later.

3.8 These animations need to be done in conjunction with consultant and they are not appointed yet. This may take another three months, half way through the stage 4.

3.9 PK asked what is happening with Beyond the Box works. MS informed the contract has been sent to Neil Onions for signature and they will start on site very soon.

3.10 NP said residents are eager to start working with and influence the work of dRMM and Beyond the Box.

3.11 CJ updated council will be appointing a design guardian, an architect who will report to LBS and review and comment on contractor proposal. CJ also invited residents to be part of the appointment process in July. A draft job specification will be shared among residents for comments before finalising.

3.12 NK informed that this appoint will be provide a quality assurance for the project. The architect will check whether works are getting done according to the agreed design plan and specification.

3.13 AE enquired whether there is any similarity between the new role and what Pulse does. NK confirmed that there is clear distinction between the works. Pulse's current contract finishes in Sept 2022, and it will be re-tendered again soon.

4. Linkcity Update

4.1 GM shared the work programme for Phase 1, it is a work in progress. It contains 250 items of works and if these items are expanded then it will have 1500 items on the programme.

4.2 Some of the programme tasks are already being completed. RIBA Stage 3 (line 23) has been completed.

4.3 Tasks in Planning (line 33,34 & 35) stages are taking place now.

4.4 PCSA (Pre-Construction Services Agreement) are taking place now. This involves Bouygues providing construction advice and pricing the project to MS's team.

4.5 GM informed they are at Market Testing (Line 55) stage as well. Tenders are out to sub-contractors and waiting for the return.

4.6 GPR/Pulse mapping survey (Line 64) has been completed and currently waiting on the report.

4.7 Early Works Agreement is not signed yet which is being worked on by LBS and Linkcity at present.

4.8 NP requested MA to share a copy of the programme so that NP can distribute among residents. *Post Meeting Note: Circulated to RPG 10.6.22.*

4.9 GM clarified that this programme only being shared with LBS recently and it bound to change and develop slowly particularly in Manor Grove works. It is a complex programme and many of these items (181 items) need to be completed before starting on site on 23rd September.

4.10 Site Office (line 185) will be setup where the hoarding is in Ullswater.

4.11 UXO Survey (Unexploded Ordnance Survey, line 186) will take place to check with any unexploded bomb in the area where pilling will take place. Chances of finding a bomb on site is very low but the survey will help to secure the works.

4.12 Install site security measures / Hoardings /Gates /CCTV (line 187) will start from 4th Oct and will take up 3/4 weeks. This is for 1st site G1 along Ilderton Rd and next site will be extension to Ullswater.

4.13 Pilling Commences (Line 190) for Block G1 on 9th of Jan 2023 and will run for 4 weeks, then it gets moved to Plot C for 4 weeks and then it get moved to Block D1 for 1 week and D2 for another week.

- 4.14 NP said residents have concerns and worries about the piling noise and installation disruption. GM informed these will be Bored Piles which has no installation noise, it's only the engine noise which is very low. There will not be any vibration. It is a very quiet process.
- 4.15 Foundation works (line 191) commence after a week of piling completion and will carry on until 12th May.
- 4.16 The superstructure (line 193) is the concrete frame which will have a tower crane erected for the purpose. This will last 29 weeks from 20th March 23 till 10th Oct 23.
- 4.17 Envelope (line 195) is the brick works around the building (G1) will start once the superstructure is about 4 stories high. This will start around 9th August 23 and will run for 38 weeks until 3rd April 24. Handover date for Block G1 is 14th Jan 25.
- 4.18 Block C (line 201) is 120 weeks of works completing on 25th Jan 25. It goes through the same process as Block G1. This block will have two tower cranes.
- 4.19 Block D1 (line 224, Manor Grove) is relatively simple traditional housing. The construction works will be 75 weeks starting on 8th March and finishing on 1st August 24.
- 4.20 Block D2 (line 234, Manor Grove) construction works will last 83 weeks from 15th March 23 and finishes on 3rd Oct 24.
- 4.21 Manor Grove refurbishment works (line 244) will take 78 weeks starting from 10th April 23 and finishes on 26th Sept 24. These will be done in batches of six houses each batch lasting up to 24 weeks.
- 4.22 Practical completion date for Phase 1 is 15th January 25. Gap between completion of Manor Grove refurbishment works and Phase 1 completion allows the external works of Major Grove to be completed. Once the Manor Grove walk a about with residents takes place in July GM will factor in the external works on this programme.
- 4.23 AE asked whether residents will be able to see samples of materials. This was carried out at major works of the towers, and it was very successful. Residents should see something in display so that can have better understanding.
- 4.24 GM informed architects needs to select samples/three types of bricks that they are interested in to show to planners to meet the standard. Once there is understanding of those and there is a preferential subcontractor then they can propose the correct materials. When the contractor is appointed the samples can be provided.
- 4.25 AE informed that both internal and external works including roof space areas need samples. It needs to be ensured that this walk about is not the only opportunity for residents to be engaged, there must be more events with residents showing sample for works. GM agreed.
- 4.26 GM informed planners will have a say in selecting bricks/materials. Residents can influence the architects thinking before it gets presented to planners.
- 4.27 NP said it is more effective to get residents engaged with samples rather than looking at drawing and programmes. GM informed they have to make sure that samples are seen by the residents first before being presented to the planners.
- 4.28 AE suggested that there should be an opening at the proposed closed end of the area near the garage development site at Manor Grove leading in to Kentmere. The original plan for hoarding may disturb residents movement. **GM offered another walk about with AE to address the issue.**
- 4.29 JJ informed that his team will be producing construction newsletters, documents for residents and consultation events in a jargon free plain English. The team spends considerable amount of time on communications and make it easy for audience.

- 4.30 The technical programme presented by GM will be interpreted in a way that will be easy for residents to understand. Also, the programme will be broken down in to step by step tasks so that residents can understand.
- 4.31 AC wanted to know how GM is planning to accommodate the works that might be added to workload if many freeholders plan to buy in to the programme.
- 4.32 GM informed there will not be any real work starting until April 2023 and his plan is to discuss all options and associated cost with freeholders by Christmas 2022 when Bouygues have some costing ready to share.
- 4.33 PK wanted to know as Manor Grove programme is lengthy what impact it will have if there are further delays to the work, how they will manage extra workload if identified/bought in by freeholders. GM informed they are discussing all these issues with LBS and will be developing a detailed programme. The focus of the programme is the work on tenants' homes.
- 4.34 NK said it is important to coordinate the community engagement programme and construction programme to create a simpler programme. LBS will work closely with Linkcity and Bouygues to produce better experience for the residents during the project.
- 4.35 AE informed residents at Manor Grove has security and safety concerns and he would like to meet with GM on site as soon as possible. Also, he wanted to know whether current works at tenanted property are being communicated with Regeneration Team and whether they will check the standard of works meet the regeneration standards i.e., roof works.
- 4.36 NK informed they will be coordinating with repairs team soon and will start sharing programme of works. LBS will carry out all the repairs according to the landlord's obligations.
- 4.37 AE raised concerns about lack of activities from contractors side compared to what has been talked about over last two months, it is underwhelming. He hoped for real delivery of works that are being promised.
- 4.38 AE requested GM to coordinate the temporary parking arrangement at the back of Ullswater hoarding with NK to avoid any problems at later stage. NK informed they are working with enforcement to work out the fine details of parking and see how this can be managed. GM wants temporary parking arrangements before major works starts.
- 4.39 NK informed there has been a lot of works going on behind the scenes with Linkcity and Bouygues on design, costing and contracts.
- 4.40 GM informed Radar Underground Survey is completed and waiting for drawings.
- 4.41 The boreholes and various other relevant test that Geotechnical Survey require will start from 14th June and they will be initially based behind the hoardings at Ullswater. This will last for 4 weeks.
- 4.42 Amanda Harrison, new member of JJ's team has introduced herself. She will be working as the middle person between the sites and the residents. Her work will allow to breakdown communication barriers and to ensure residents are well-informed in timely manner. It is not exactly same as an RLO role, it is more of organising events for residents, communications, community advisor and a bit of RLO role.
- 4.43 NP suggested an introductory article of Amanda on the next council newsletter. MA will coordinate with SdT.
- 4.44 JJ informed that GM and MS's teams have been working to build the programme and this will provide the works for JJ's team soon, they cannot start before these works are

done and that is why it looked like social value works are not taking place. Once Neil Onion is engaged which is now there will be involvement works from JJ's team as well.

4.45 AH will be joining the next drop-in session at the end of June.

4.46 PK asked whether AH is the only person doing RLO work. JJ informed that there will be one more staff involved at this stage. AH is doing part RLO and part Social Value works.

5. LBS update

5.1 Enabling Works Contract – SdT informed LinkCity has been appointed as the developer contractor as part of two stages process. 1st stage is pre-construction service agreement and at the completion of that stage council will enter into development agreement. As there are some delays on getting pricing information LBS is proposing Enabling Works Contract in July to allow Linkcity & Bouygues to do mobilisation and early works on site. Summary of the proposed Enabling Works Contract has been shared with this group.

5.2 A Chief Officer report will be signed in July and a draft will be shared with project group. NP added a draft will help to check whether it is in line with the residents manifesto.

5.3 NK informed the development agreement will be presented to the cabinet in September 22. He proposed to have discussion about the development agreement with the RPG in the next meeting. This will ensure residents view on what is in and what is not in the agreement, social value promises, residents manifesto.

5.4 Resident Engagement – SdT informed following discussions at the Resident Project Group in May 2022, the following changes are proposed for discussion with Resident Project Group members.

5.4.1 During the summer, drop-in sessions will continue on the first and fourth Thursday of the month. There be a base at 801 Old Kent during all sessions for residents to speak to Resident Services Officers regarding housing options and other issues as needed.

5.4.2 On the fourth Thursday of the month, Linkcity will have a roving stand around the estate to focus on different topics related to construction and design.

5.4.3 The drop-in on the fourth Thursday of the month would replace the Delivery Group meetings so that more residents can find out about construction.

5.4.4 Drop-in sessions to run between 3pm and 7pm due to low turnout of residents between 2pm-3pm and 7pm-8pm.

5.4.5 There will be a T9 June general drop in at 801 OKR. 23 June general drop in at 801 OKR. Topic includes parking & block G1 construction (to take place on the grass in front of Heversham). AE suggested the team to talk to Housing Officer regarding potential security issues.

5.4.6 7 July General drop in/Pre-allocations info at 801 OKR.

5.4.7 28 July general drop in (with updated boards post-planning) 801 OKR/Building C construction Behind Bowness. AE said as this is a proposed temporary parking area. Front of the shops worked well in the past so that could be an option as this allows people from neighbouring estate to drop by.

5.4.8 On 4 August there will be a general drop in 801 OKR followed by 25 August general drop in 801 OKR/Stage 4 design behind Bowness.

5.5 NP reminded that residents also talked about other attractors for events i.e., cakes, snacks, ice cream. Offer of something tasty needs to be considered. TCA handed out fans during last summer that was very popular.

- 5.6 NK informed LBS is keen on increasing number of attendees at these drop ins and will support attractor ideas. OS agreed with the idea of ice cream during hot days. JJ added raffle draws or small monthly raffle draws can attract people. It could be that outside at different sites on the estate will be more popular than where it is now. AH suggested ice creams and food are very popular for events.
- 5.7 AE suggested that residents services presence and works help residents to stay engaged. Attractors discussed above are good but there are service issues that if improved then it will create better flow of residents in drop-in sessions. There are newer member of LBS staff and also the developer contractor who are new on site can work to gather with current team and make the attendance better. The best place to hold outside sessions is in front of the school.
- 5.8 NP informed during the major works of the towers there used to be a monthly meeting between the contractor and residents to discuss planned works that were coming up as well as any issues faced by residents due to the works on site. This helped to minimise residents complaints and helped contractor smooth running of the project.
- 5.9 AE informed that they are very close to be able to hold hybrid meetings that will allow residents to attend meeting on site as well as the option with zoom. There are many residents who are not attending these meetings due to their difficulties with using zoom. This facility may start in 2 or 3 meetings time as there are still works in progress at the TCA hall.
- 5.10 Residents trip to Goschen Estate will take place on 23rd June between 4pm-6pm. There is a flier that will go to all residents.
- 5.11 AE requested the information for the trip goes out well in advance as he has just received flyer today for today's drop-in session. This is not acceptable. Residents deserves more advance notice of events.
- 5.12 PK wanted to know how many people will be able to attend. OS informed there is no maximum numbers, they are very flexible. Transport will be arranged according to the need.
- 5.13 Re-housing update by SdT
- 5.13.1.1 Tenants - Of 27 tenants in Phase 1 (Hillbeck): 9 properties void with three further under offer, all remaining tenants registered for re-housing.
- 5.13.1.2 Hillbeck residents viewed the Hidden Homes in the Towers in early March. There have been some further delays in completion: the first six properties are currently expected to be ready for letting by mid-June and the remaining properties are delayed until July/August.
- 5.13.1.3 Leaseholders: 4 offers accepted in Hillbeck (out of 5 leaseholders), 15 offers accepted in the other blocks, of which two have completed. Over half of leaseholders have received an offer
- 5.14 Local Letting Policy update by SdT
- 5.14.1 NP distributed details of the Local Lettings Policy among the residents. With a new cabinet member in place, it is possible for LBS to make a decision. NP reported residents has already made comments on the policy.
- 5.14.2 AE informed LBS officers are aware of Pre-Allocation process, and they need to be more careful about answering any question regarding Pre-Allocation to avoid misleading residents.

- 5.14.3 NK informed Resident Services Team and allocation team had gone through the draft, and they are aware of it. The draft can be discussed in the next RPG. This first time in LBS and this will be a model that can be rolled out to other estates.
- 5.14.4 AE urged officers to update themselves as soon as any policy get approved and even familiarise themselves when a draft get distributed. Residents cannot be given wrong information. If this happened in future it may lead to formal complaints.
- 5.14.5 NK said LBS has every intention to pass on accurate messages to residents. This is a fast-moving scheme but providing inaccurate information is not acceptable and efforts will be in place to improve the situation.
- 5.14.6 AE suggested to explore other options for decanting/rehousing residents (Hillbeck) to accelerate process. One of the options could be sheltered/temporary accommodation, all tenant has the right to return to Tustin. Hidden homes are getting delayed which is putting up new challenges to start date of the project.
- 5.14.7 AE informed that non-residents home owners called him to find out about the local letting scheme as well as the residents manifesto. He suggested leasehold team who are dealing with this group of homeowners must ensure the home owners are fully aware of their options/rights.
- 5.14.8 NK informed anyone who is dealing with decanting/allocation/leaseholder are fully aware of the Residents Manifesto. Ben Gisborne doing much of works around this area. NK requested to inform him if any such issue arises. First patch of six hidden homes is ready imminently to go out for bidding next week.
- 5.15 Manor Grove update - Issues discussed earlier in the meeting. No further issues.
- 5.16 Draft newsletter – NP informed that draft newsletter was shared with the group along the meeting papers. There are new stories to add, one is the Programme from Linkcity & Bouygues and updated drop in session information including the residents trip.

6. Matters Arising from the Meeting 12/5/22

- 6.1 Page 4 (4.20 & 4.22) - Ground Investigation Surveys and Archaeology trenches information was to be included in the last newsletter. Completed.
- 7.2 Page 7 (5.21) -Residents with garages don't need to carry the unwanted items outside, these will be cleared by the council. GU and garage team has now informed the garage owners. Completed.
- 7.3 NK informed AJ has been the key resource arranging in all re-location/alternative solution for garage users. Also, this process ensured them about what other help is available from LBS to residents in terms of re-location.
- 7.4 Page 7 (5.27) NK would audit trail of such communication and will provide feedback to AC regarding the block height at Manor Grove. A response had been received but there are outstanding queries. **SdT will contact AC soon with further information.**
- 7.5 Page 7 (5.29) enabling Linkcity to mobilise its works on site and associated report. The group discussed this earlier, and a draft will be distributed before it goes to a Chief Officer for authorisation.

8. Any other business

8.1 AE thanked AJ for proactive role he played with garage owners.

8.2 AE said there need to be a discussion about what will happen to ground maintenance charges when the hoarding goes up. NK informed LBS need to look what the impact of hoarding the service charges. The leasehold team will be consulted. AE suggested this will be an opportunity to get residents engaged in Manor Grove and other parts of the estate.

8.3 AE informed that there are bogus callers around Manor Grove and Kentmere introducing themselves as workers of the contractors. He advised residents not to open door to this type of bogus callers and to ensure they check for proper ID before allowing them in. These callers are also using yellow high vis workwear. The police are aware of it and if anyone see these people around, please contact 999. OS re-emphasis the point of checking ID as all workers involved in the project should have their relevant IDs with them all the time.

9. Date of Next meeting

14th July 6pm.