



Tustin Estate newsletter

Late July 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 include 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.

Block Meetings

In February, Ian Simpson and Neal Purvis from Open Communities, the Independent Tenant and Homeowner Advisor, held a series of block meetings to discuss the following:

- The options proposed
- How the Option Appraisal Process works
- Council information on the works needed to your block
- Standards for new build homes
- What would happen if you needed to move

This newsletter contains all the questions that residents asked at these meetings and the responses that Southwark Council has given are in blue. Most of the questions were asked by individuals but may apply to others so that is why all the questions are being sent out to all residents.

The questions are divided into the following categories:

- Estate Fabric
- Refurbishment
- Demolition & New Build
- Right to Buy
- Shops
- Assessment of needs and bidding
- Home Loss Payment and Relocation
- Voting
- Leaseholders

In August there will be another round of block meetings held via Zoom as follows:

- **Bowness House**
Wednesday 5 August 2020
- **Heversham House**
Monday 10 August 2020
- **Kentmere House & Hillbeck Close**
Wednesday 12 August 2020

- **Manor Grove**
Monday 17 August 2020
- **Ambleside Point, Grasmere Point & Windermere Point**
Wednesday 19 August 2020

Open Communities will leaflet every block with the details of how to join the meeting

Please get in touch if you need assistance to join the meeting.

Estate Fabric Questions

Can we trust Southwark Council to maintain these homes in future, because we have seen how badly they have maintained the blocks over the last few years? Unless we have someone checking that everything meets a certain standard, how can we be confident? [Southwark has adopted the Great Estates Programme and the works to maintain or refurbish the Tustin Estate will continue to meet the guarantee within that programme for 'safe, clean and cared for' estates.](#)

Why not be innovative and install some solar panels? [A sustainability strategy will be developed once we have a preferred option. The strategy will look at all options to reduce carbon emissions and improve the energy performance of the buildings. This will include considering renewable energy technologies such as solar panels.](#)

Does anyone have access to the communal garden on the ground floor of Kentmere? [The concierge office has keys.](#)

Refurbishment Questions

Would it increase my rent? [Your rent will not increase under a refurbishment option.](#)

Demolition & Rebuild Questions

Would any, or all, of the extra homes built under this option be for private sale? 50% of additional homes will Council Rent and 50% of additional homes will be for private sale to fund the building of the council housing.

Could you move from your flat to a house? Under Options 2 to 5, a number of new build houses will be built. 50% of additional houses will be let locally.

Is Pilgrim School part of the plan? Yes, the options for the school reflect the options for the rest of the estate, so that the choices for Pilgrim's Way School range from refurbish to relocate.

Would new homes be offered with the same tenancy we have now? Yes, your secure council tenancy rights will be the same when you return to your new home as they are now.

Would rents go up? All the new homes on the estate owned and managed by Southwark Council will have council rent levels for new build properties. As new build homes are normally bigger than existing homes and built to a much higher standard, rents are usually higher as they are based on values. However this could be partially off set by them having lower heating costs as a result of better insulation.

Would there be any homes dedicated to/reserved for the elderly, as was the case originally on this estate? Yes, we are working with the Design Team to look at dedicated homes for older people as part of Options 3 to 5. In these options a new block for residents over 55 with a community facility and dedicated community garden will be built, for those who want to move into such a block.

Does the council borrow the money or is it given to them? The council will use multiple methods to finance works. These include borrowing money from Central Government, investing the rents we receive from homes and commercial properties, sales receipts from new private homes and grant payments from the Greater London Authority to put towards the cost of building additional council homes - but not for replacing existing homes.

If you're moving from a smaller flat to a similar flat, would you still get a proportionately bigger space? If you are moving to a flat or house with the same bedroom number as you currently have you will move to a bigger home. Here are some examples:

- Bowness House
A 3 bed roomed, 4 person maisonette at Bowness House is currently 73m² (786 Square feet), a replacement home would be 84m² (904 square feet). In addition the balconies would increase from 5.6m² to 7m² (75 square feet).
- Heversham House
A 2 bed roomed, 3 person maisonette at Heversham House is currently 69m² (743 square feet), a replacement home would be 70m² (753 square feet). In addition the balconies would remain at 6m² (65 square feet).
- Heversham House
A 3 bed roomed, 5 person maisonette at Heversham House is currently 78m² (840 square feet), a replacement home would be 93m² (1001 square feet). In addition the balconies would increase from 6m² to 8m² (86 square feet).
- Hillbeck Close
A bedsit flat at Hillbeck Close is currently 35m² (377 square feet). A replacement one bed roomed home would be 50m² (538 square feet). In addition the homes will have a 5m² (54 square feet) balcony.

- **Kentmere House**
A bedsit flat at Kentmere House is currently 35m² (377 square feet). A replacement one bed roomed home would be 50m² (538 square feet). In addition the homes will have a 5m² (54 square feet) balcony.
- **Kentmere House**
A one bed roomed flat at Kentmere House is currently 53m² (570 square feet). A replacement one bed roomed home would be at least 53m² (570 square feet). In addition the homes will have a 5m² (54 square feet) balcony.
- **Manor Grove**
A 2 bed roomed house at Manor Grove is currently 71m² (764 square feet). A replacement 2 bed roomed house would be 79m² (850 square feet).



Right to Buy Questions

If you defer your decision to purchase under RTB because of the regeneration, do you lose that right? Where residents have voted for an option that includes demolition, a decision will be made by Cabinet and for those in the blocks subject to demolition that Right to Buy will no longer apply for a period of time. The Right to Buy will once again apply when tenants move into their new homes.

Shops Questions

With options 2 & 4, what happens to the shops under Bowness? In options 1 to 3, the shopfronts will be improved. In Options 4 and 5, we will rebuild shops in approximately the same place

on the Old Kent Road and build new commercial space on Ilderton Road too. We can then seek to relocate existing businesses into the new commercial space.

They are currently the source of a lot of noise and smells – will that be addressed? In Options 4 and 5 we are able to design specifically for restaurants and takeaways and so will be able to tackle noise and smell effectively. In options 2 and 3 we can make limited improvements.

What started as a row of shops is now a collection of churches, bars, restaurants, takeaways – will they be returned to shops? We want to ensure that businesses that are currently on Bowness can continue to maintain their business on the Estate, so we will work with them so that they can continue to operate from Tustin Estate should they want to.

Can residents apply any pressure on the council over the decision of what type of business can operate in any new/refurbished commercial units? Please see above. If there is vacant commercial space, we will consult with residents about uses would be appropriate via licensing and planning consultations.

Would refurbishment of the estate include the shop units (especially soundproofing)? Options 2 and 3 would result in the refurbishment of Bowness House. Shopfronts would be improved and we can make limited improvements related to sound and noise.

For those of us who have lived here for a long time, we're not registered on the housing list. Do we need to register now? So that we have your details, it would be best to register on the Housing Waiting List. However a Tustin specific local lettings policy will be developed with residents.

I thought that if something new was built first, we'd just move into the new housing immediately. So once we know what's going to go on, then some of us would have to then register? We will aim to move each household just once to minimise disruption. That means building homes first and then working with residents to re-locate them. However if you want to move to a home on the existing site of your block we are happy for you to choose this and rehouse you temporarily on the estate whilst your new home is built.

If they decide to demolish, what rights do leaseholders have? We are committed to ensuring no homeowners are worse off financially as a result of this offer. We will offer both resident and non-resident homeowners the option to sell your homes to us at an independently verified price plus a regulatory home loss payment. Resident homeowners will be able to buy a property in the new development, and will be able to take a shared equity option if they cannot purchase outright. We will cover all reasonable costs incurred as a result of sale/shared equity arrangements.



Assessment of need and bidding process Questions

How do you prove you are employed/are a working household? The team will require the following items: recent pay slip, recent p60, bank statement, contract of employment and a letter from your employer confirming your address.

Is allowance built in for those who need a spare bedroom for a carer, for example? Where residents vote for an option that includes new build (options 2 to 5), we will work on a dedicated local lettings policy / bidding process with residents. If you have more bedrooms than you currently need you are allowed to under occupy your new home by one bedroom. If you need an additional room for a carer, we would need the evidence to support this so that this can be considered.

If two families are in Band 1 and with one star each, who gets priority? The family who has been on the housing register the longest.

What happens if someone's home is being demolished very soon and they are in Band 1 but they do not find a property that they like? We will arrange for them to be rehoused temporarily on the estate until a suitable property is identified.

What happens if even the homes made by direct offer are not suitable? We will arrange for them to be rehoused temporarily on the estate until a suitable property is identified.

When can we register to bid? As tenants you can register on the Housing Register at any time, even before a decision is made on the future of the estate, but you would only get priority for a move if a decision is made to demolish your block.

Is the council going to help people who don't understand the registering / don't have a computer / can't spend time on the process? Yes, there will be a dedicated team who will work on residents to support them through bidding.

What if you apply to go onto the bidding system and you see the new Tustin Estate properties and you see

something you like, what will happen then? There will be a local lettings plan for Tustin and the dedicated team will be working with residents who need to move to establish exactly the kind of properties that they want to move to that are being re-provided on the estate.

If we get to the option where we're expected to move, we have to register? Where residents choose an option that results in your home being demolished, you will need to move and need to register to bid for a new home.

If you don't want to move and to stay where you are now, do you still have to register? You will only have to register if an option is chosen by residents that includes the demolition of your block.

What happens if everyone has to move out and you do nothing? Residents will only have to move if a decision is made to redevelop the block you are living in. Any block that is emptied out for redevelopment will not be left empty, it will be demolished and replaced with new homes.

We live here now. Why should we have to bid again? We live here already. We are active and engaged in this process, versus someone else who hasn't been involved – why should they be able to get something? The process of deciding if homes are maintained, refurbished or demolished and rebuilt is resident led. If residents vote for demolition and rebuild of your home, you will be asked to bid again and be prioritised as part of the bidding process for the new homes on the Tustin Estate. Top priority for the new homes on the Tustin estate is for the existing residents of the estate.

If you just qualify for band 4, then every time you're bidding, you won't get one? Where residents vote for an option that includes new build (options 2 to 5), we will work on a dedicated

local lettings policy / bidding process with residents. Existing tenants of the Tustin Estate will be prioritised and will qualify for band 1. Top priority for the new homes on the Tustin estate is for the existing tenants of the estate.

If you have to move out and can then move back, can you claim the disturbance allowance for moving back as well? If you have to move temporarily you will receive a home loss payment and will receive help to cover the costs of moving out and returning to your existing home or moving to somewhere else permanently, which will include:

- Removals – These are arranged directly by Southwark Council with Harrow Green who carry out removals on behalf of the Council;
- Disconnection and Reconnection of cooker/washing machine - This has been arranged directly by Southwark Council with Harrow Green to do this at the same time they move you
- Redirection of mail - Southwark Council will reimburse you on receipt of the receipt from the Post Office.
- BT Telephone Installation - Depending on what line is already in a property, if a reconnection fee is payable Southwark Council will pay this on receipt of the bill from BT.
- Cable TV / TV Installation
- Adjustments to Carpets and Curtains - This is payment of between £100 and £150 depending on the size of the property that you are moving from to cover alterations to curtains and carpets.

When would you suggest registering? As tenants you can register on the Housing Register at any time, even before a decision is made on the future of the estate, but you would only get priority for a move if a decision is made to demolish your block.

Where do we have to go and register, or will someone come in? You can register on line at www.southwark.gov.uk. If you need help to register the dedicated team that will be working with Tustin residents will be able to help.

When will that be? If a decision is made to demolish your block, the dedicated team that will be working with Tustin residents will contact you if you have not already registered to bid, well before the time that you will need to move. We can not give you an exact date yet, as it depends on which option you and your neighbours vote for.

Does option 4 [demolition and complete regeneration] mean the people moving out get to move back in? If you want to remain on the Estate we will offer you a new home in the new development that meets your housing needs.

If there was to happen, would it be to property correct to their family? If you have to move because residents vote for an option that includes the demolition of your block you will be entitled to a new home that is appropriate to the size of your family. Therefore if you are currently overcrowded you will get a larger home. If you are living in a home with more bedrooms than you currently need you are allowed to move to a new home with one extra bedroom.

Home Loss Payment and Relocation Questions

Do you receive it if you move to another home on the estate? Yes, we will pay you a home loss payment for the loss of your home plus:

- Removals – These are arranged directly by Southwark Council with Harrow Green who carry out removals on behalf of the Council;
- Disconnection & Reconnection of cooker/washing machine - This has

been arranged directly by Southwark Council with Harrow Green to do this at the same time they move you

- Redirection of mail - Southwark Council will reimburse you on receipt of the receipt from the Post Office.
- BT Telephone Installation - Depending on what line is already in a property, if a reconnection fee is payable Southwark Council will pay this on receipt of the bill from BT.
- Cable TV / TV Installation
- Adjustments to Carpets and Curtains - This is payment of between £100 and £150 depending on the size of the property that you are moving from to cover alterations to curtains and carpets.



Do leaseholders receive 10% more than tenants? Resident homeowners receive a different home loss payment to what tenants receive. This is a statutory payment that is set out in law and cannot be changed. Tenants get a payment of £6,400 (this is reviewed on 1st October each year). Resident homeowners get 10% of the market value of their home. Non-resident homeowners get 7.5% of the market value of their property.

Are all relocation costs paid by the council (e.g. those incurred when moving out, and those incurred when moving back to permanent home)?

Tenants receive a Home Loss Payment (currently £6,400, and increased annually in line with inflation) and the following costs paid:

- Removals – These are arranged directly by Southwark Council with Harrow Green who carry out removals on behalf of the council;
- Disconnection & Reconnection of cooker/washing machine - This has been arranged directly by Southwark Council with Harrow Green to do this at the same time they move the tenant;
- Redirection of mail - Southwark Council will reimburse the tenant on receipt of the receipt from the Post Office.
- BT Telephone Installation - Depending on what line is already in a property, if a reconnection fee is payable Southwark Council will pay this on receipt of the bill from BT;
- TV Installation;
- Adjustments to Carpets and Curtains - There is a payment of between £100 and £150 depending on the size of the property that the tenant is moving from to cover alterations to curtains and carpets.

In addition homeowners will also receive the reasonable costs of moving such as solicitors and estate agents fees, stamp duty etc.

Do you have to bid to get a home on the estate? Yes, please see answers to Assessment of Need and bidding process section.

What is the process for older children (18+) living on the estate? Would they be entitled to their own room?

Southwark Council's allocations policy clearly sets out how many bedrooms applicants for housing are entitled to. Tustin residents who need to be rehoused will have the following bedroom entitlement:

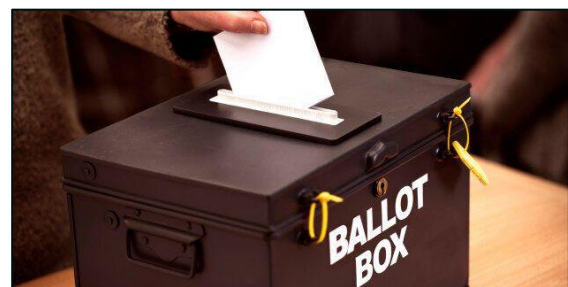
- Single person - 1 bedroom flat
- Couple - 1 bedroom flat
- 1 child family – 2 bedroom flat, maisonette or house
- 2 child family of same sex or opposite sex if child under 10 years

of age – 2 bedroom flat, maisonette or house

- 2 child Family with 2 Children of same sex under 16 – 2 Bedroom flat, maisonette or house
- 2 child family with children of opposite sex and over the age of 10 – 3 bedroom flat, maisonette or house
- 3 child family - 3 bedroom flat, maisonette or house
- 4 child family depending on family make up - 3 or 4 bedroom flat, maisonette or house
- 5 child family - 4, 5 or 6 bedroom flat, maisonette or house
- 6+ child family 4, 5 or 6 bedroom flat, maisonette or house

However any child aged 16 or over is entitled to their own bedroom.

With respect to disturbance payment, they talk about 'reasonable cost', how are you expected to do that? Costs are based on reasonable costs and costs that are reasonably incurred. The council would request a number of quotes to be obtained and for a firm to be appointed in good time rather than last minute etc. In the case of furniture, the council may cover replacement furniture if the new property could not physically fit the existing sofa in the reception room but would not cover a replacement sofa just because of the age for example.



Voting Questions

Can estate residents vote for what happens to our block even if they live in another block? Residents will vote for what is happening across the whole of the estate and we will share the

results of the vote on a block by block basis.

Couldn't the residents in the towers in effect vote down what we want for our own block, just by sheer weight of numbers? **Yes they could.** The rules set out by the Greater London Authority (GLA) require councils to ballot the whole estate, as the proposals include all the communal areas and as well as individual blocks. The results of each vote will be broken down on a block by block, tower by tower basis.

Is there a way to get everyone on the estate communally thinking (e.g. for what is in the best interests of everyone on the estate)? **Please discuss this with the Tustin Estate TRA.**

When is the Bowness consultation date? **Engagement and consultation is an ongoing process that was initiated in summer 2019 and will continue through to the Residents' Ballot in spring 2021.**

So do we vote only on one proposal? **You will vote for your favourite / preferred option from the 5 options in late August/early September and you will vote for whether to support or reject the option residents have voted as their favourite option in spring 2021.**

I presume Option 1 is a no-go at the moment? **Option 1 is one of five options that will be voted on by residents in late August/early September.**

People are saying the council will do whatever it wants, and may have already decided which option it will follow, and pay lip service to the views of residents – this is just a paper exercise? **Residents will choose the favourite/preferred option by voting for it. Residents will then choose if they want to proceed with the**

favourite/preferred option in a residents' ballot. The council has not made any decisions about the options.

Some people are worried about how the voting will be conducted – it's not very clear? **There are two rounds of voting. One to choose the favourite/preferred option and another for residents to decide if they want to proceed with the chosen favourite/preferred option. Both votes will be independent of the council and residents will be able to vote by post, online and via a ballot box in the TRA Hall.**

We get a say, but do we really? If the council has already made up its mind, are they going to be pushing us towards an option? **The council has made it clear that it will be residents who make the decision as to whether any of these options go ahead. Firstly residents will choose the favourite/preferred option by voting for it. Residents will then choose if they want to proceed with the favourite preferred option in a residents' ballot.**

What is the majority? Of 98 flats, how many have to say yes? **At the moment there are 499 residents who qualify to vote across the 517 homes on the estate. This number may change as we have written to all households to check to see if we have the correct information. The decision will be made by a simple majority of residents who vote.**

Will someone from the council be at the public meeting on 2 March? **Yes officers at the meeting have attended all public meetings and will continue to be available throughout the process via email, telephone or conference call.**

Is there a time limit on how long the council have to go back (if the vote is a 'no')? **If residents do not vote in favour**

of the preferred option, the council will proceed with maintaining the blocks.

So our vote is combined with the vote of those living in the towers? The rules set out by the Greater London Authority (GLA) require councils to ballot the whole estate. The results of each vote will be broken down on a block by block, tower by tower basis.

What is the percentage for the majority? In the residents' ballot, a majority vote is 50%+ of voters who have turned out.

Going around the estate with the ballot box will be nice for those who can't get out. We have arranged that the ballot will be carried out independently and have asked that this include a range of ways to vote including taking a ballot box to those who can't leave their homes.

How long will the ballot last? 3 weeks.

It should be our vote as Heversham House, and not the rest of Tustin's? The rules set out by the Greater London Authority require councils to ballot the whole estate. The results of each vote will be broken down on a block by block, tower by tower basis.

Was there a ballot for what was happening in the tower blocks? Just trying to work out how many people voted. A ballot was not required for the works that have taken place at the Towers as the GLA ballot requirements only kick in if the options include the demolition of a block.

Resident engagement and understanding needs questions

Do you think the Residents' Manifesto is enough? The Residents Manifesto has given the council a very clear instruction as to resident feelings. The council's commitments to residents is

being developed with the TRA and the Resident Project Group and we are listening to each resident when they engage with us at events, via email and other tools we are using.

We will need more feedback from vulnerable and elderly residents who are not here and may not attend a future session. What will they need? The Tustin Team has been working with vulnerable and elderly residents using the Household Survey and will continue to work with them on a one on one basis as necessary.

How will the council engage with and support people on benefits who move to a new address, particularly as this would trigger a move onto Universal Credit if they're not already on it? There will be a dedicated team who will work on residents to support them through bidding. If you receive Housing Benefit, Universal Credit or similar help with your housing costs, you will continue to receive this in both your new home if your circumstances remain the same.

How will the council engage with and support residents whose first language is not English, or who cannot speak English, and hard-working households who do not have the time to attend meetings like this? We will continue to offer an interpreter and translator when requested. For those too busy to attend meetings, they will be able to attend Zoom meetings or have one to one telephone calls with staff.

There are tenants who will need extra help understanding the options and/or forming an opinion, and/or making an informed choice or vote. The Tustin Team has spoken with each household who participated in the Household Survey to understand their needs and to support them. We will continue to work with them on a one on one basis as necessary.

The council should have already done a complete survey of everyone on the estate so they knew who has what needs, before they started this process. [The Household Housing Survey Needs Assessment](#) was conducted as part of the Household Survey in September and October 2019. The survey sets out the number and size of replacement homes that are required to rehouse the families who may require rehousing as well as new homes required for those who need to move from the towers who are overcrowded.

Has the council done any work around identifying and preserving the sense of identity within the community, in the face of likely future gentrification of the wider area? [The proposals for the Tustin centre on keeping the community together](#), so that if any option that involves the demolition of any of the existing homes, the replacement housing is designed to meet the needs of those households who have the top priority for the new homes.

We need somewhere where we can see people face-to-face. [The TRA Hall on Ilderton Road](#) will not be affected by the proposals and will continue to operate as a space where residents can get together once COVID restrictions are lifted.

Leaseholder Questions

What is included in the communal electrical and mechanical stock condition survey? [Security cameras, street lighting, security lights, communal electrics and lifts \(where present\)](#).

If they find a lot of the tenants' flats have dodgy wiring, isn't it likely that leaseholders would have to have it replaced as well? [This information will be shared with leaseholders and, where applicable to internal wiring,](#)

[they can act on it as they deem appropriate. In accordance with regulations, leaseholders should be maintaining their 5 yearly electrical inspection certificates for compliance.](#)

At the moment the estimated cost per flat is £2,500 per year. Does that cover the work to the block and the contribution to the wider estate? [The estimated costs over 30 years per property block are as below. This includes a contribution to the wider estate. These will be subject to clarification of section 20 apportionment.](#)

Block	Estimated Costs per property over 30 years, taken from the Stock Condition Survey
Heversham	£92,587
Bowness	£119,665
Hillbeck	£95,857 to £96,687
Kentmere	£85,282
Manor Grove	£3,064

Is there anything to be added to that amount? [Estimated costs are exclusive of Southwark Council management costs \(10%\); professional fees \(typically 6-8%\); equality act adaptations; cyclical and responsive repairs and ongoing investigations such as estate drainage and structure.](#)

There is likely to be a lot of push-back because leaseholders will say these costs are high because the council has not adequately maintained the estate. [For long term leaseholders any maintenance carried out over time would have been recharged to leaseholders. For new leaseholders the price they paid for their property would have reflected the need to contribute to maintain the blocks. The cost of catch up repairs to bring the blocks up to standard to give them a 30 life are set out in the stock condition survey.](#)

Is the amount that you pay determined on an individual basis? I bought last year but others have lived here since the 1980s. The sum of money payable is not related to the length of time you have lived at the property but related to the size of the property and works undertaken to the communal parts of the individual block.

How will our payments be calculated? At the start the payments are very high, before dropping off. Charges will be applied in the same way the council applies charges for major works. This means resident leaseholder pay over 12 to 36 months using equal monthly instalments. In exceptional circumstances, resident leaseholders may apply for an extension of the 36 months interest free period to 48 months. Non-resident leaseholders will be required to pay over 12 months.

Is there an interest-free period? The interest free period applies throughout for resident leaseholders. It does not apply for non-resident leaseholders.

Will service charges increase if there are no changes on the estate? We are paying higher service charges than other estates and we live in poor conditions. The council can only re-charge leaseholders the actual cost to the council of providing the services. If residents choose no changes and the council maintain them as set out in the Stock Condition survey, service charges should not alter. If the works include replacement lifts or a door entry system, it should mean that service charges decrease as a new lift, for example, will need less maintenance.

We have had wall insulation fitted in the blocks and asbestos removed in the past. This doesn't necessarily mean all asbestos has been removed at that time. The council would need to advise based upon what the

agreement was at the time of lease purchase.

Will leaseholders who move to a shared equity home be able to withdraw some of their equity at the time they move? It would be expected that leaseholders would move their equity to the new property but may decide to not reinvest their home loss payment as well.

Will the council offer us a mortgage to buy a new home outright? No, the council cannot offer mortgages But the council does offer secured loans for leaseholders to help to meet service charge bills where they are high.

Will leaseholders see the costs for Options 1-4 before coming to a decision? Estimated costs, with exclusions, to maintain homes (option 1) are in the Stock Condition Survey. Estimated costs for refurbishing homes will be in excess of the costs in Option 2 where residents support additional alterations. Estimated costs for Option 2 will be made available before the residents' ballot.

How long will the works take for each Option? Estimated timeframes are 1-2 years for Option 1; 2 to 4 years for Option 2; up to 8 to 10 years for Options 3 to 5 years.

How will living conditions be affected during the works? Residents will continue to live in their properties while works take place in their homes and while demolition and rebuild works are carried out. We want to minimise disruption for resident and so will work with residents on a construction management plan to limit the impacts of noise and pollution.

Will leaseholders see costs for individual building elements? The Stock Condition Survey can be found on the council's website at www.southwark.gov.uk This sets

out the estimated costs for maintaining each block over the next 30 years. This breaks it down by building element. If residents choose an option that includes refurbishment Southwark Council is required to provide the estimated costs prior to works commencing. Homeowners will be formally consulted on the appointment of contractors who will carry out the works.

Can we see information on the options in small pieces, rather than lots of information all at one time? [Officers are happy to work with you to talk through the information you need.](#)

Will costs for CCTV and concierge be spread across more homes with some of the Options? [Where applicable, costs for CCTV and concierge would be spread across more homes where more homes were built.](#)

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 Design Team: Common Grounds

Common Grounds can be contacted on 020 7703 3555 or email them at: commongrounds@dshda.co.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

The Resident Project Group is now meeting through Zoom, if you want to join, please contact Neal.

Translation

If you need this in a different language please contact **020 7732 2886** or email tustin@southwark.gov.uk