

## **Tustin Estate Project Group Meeting (Draft) 10 November 2022, 6pm – Via Zoom**

Present:

Residents: Paulette Kelly (PK), Andrew Eke (AE), Andy Chaggar (AC), Francis Phillip (FP).

Open Communities: Jennifer Pepper (JP) -Chair, Murselin Islam (MI).

LB Southwark: Neil Kirby (NK), Osama Shoush (OS), Sharon Burrell (SB), Cat Janman (CJ),  
Susannah Oso (SO), Modupe Somoye (MS), Mike Tyrrell (MT), Andrew Johnson (AJ)

Bouygues: Amanda Harrison (AH), Mariam Ayoola (MA).

Link City: Aleks Dashi (AD).

Pulse: Gosia Bachanowicz (GB).

### **1. Introductions**

1.1 JP took the Chair and invited all participants to introduce themselves.

1.2 Apology received from Paul Adams (Pulse Consultant).

### **2. Minutes of the last minutes – agreed as accurate record with the following comments:**

2.1 AC reminded that he requested any changes/streamlining of number of meeting (suggested by JJ) at 4.6, last TEPG meeting minutes) to be in discussed in advance in this forum. JP informed the point was discussed during the engagement section of LBS and the point now being noted separately. As the project is evolving, residents engagement will have an ongoing review.

2.2 AC said (5.16 of last minutes) minutes says ‘requesting the legal value of the freeholds’ should read to ‘freeholders’ ability to rely on the surveys’, it was about the value of the document itself. JP informed this was checked against the recording and the minutes reflected what was said during the meeting, but this point will be taken.

### **3. Linkcity/Bouygues Update by AD and MA**

3.1 MA informed Andy Murfin (AM) has joined as the project manager who will be responsible for day-to-day management of the project, client contact, safety, and delivery of the project. AM visiting the site part-time at present and once the site office is established and construction work starts, he will be onsite four days a week. He can be contacted at [Andy.Murfin@bouygues-uk.com](mailto:Andy.Murfin@bouygues-uk.com).

3.2 MA introduced herself as the Residents Liaison Officer. Her responsibilities include residents’ communication, conduit between residents, stakeholders and contractors, attend residents meeting and interface with the RSG, first point of contact for all matters relating to residents liaison and the works done by contractors, and arranging residents surgeries once the site compound is set up.

3.3 Progress since 13<sup>th</sup> October. AD informed site team has started working on asbestos in Ullswater House and it is a time-consuming process. Demolition works is expected to commence at the beginning of December 2022. Trees that are not planned to be retained will be removed.

3.4 Heversham house – utilities being disconnected, investigation works continuing, tree removal to commence soon, retaining wall and landscaping to be taken down and ground levelled.

3.5 Manor Grove garages– hoarding to be installed as soon as possible to secure the area. TV screen and hoarding lights to be installed by week starting 14<sup>th</sup> Nov. All relevant matters considered those were raised by residents at various stages. Also had a walkaround with AM to understand the issues raised by residents regarding safety, security, and access.

3.6 FP wanted to know whether the Asbestos will be removed by a specialist team who is qualified to do so? AD confirmed it will be and relevant risk assessment will be carried out. H & S Team and the site team jointly monitor the process.

3.6 RLO update - Christmas Party will be taking place on 7<sup>th</sup> December, **invites to be sent out on 17<sup>th</sup> Nov.** Initially it was planned to hold design session during the Christmas Party and discussion is still going on with dRMM. dRMM is leading on the design session and working on more palette options as requested by residents during the first session.

3.7 AE informed workers at Heversham site were seen working without protective clothing and this was highlighted by local residents. He wanted to know what is in the skip outside the parameter of Ullswater, a path local residents use for going to and returning from shopping. All these minimalistic approaches from the contractors are not helping the situation.

3.8 AE is concerned about the hoarding placement at Manor Grove garages that looks like it will expand and there will be less than a meter gap between the hoarding and the walls of Manor Grove homes. He demanded a joint inspection with contractors, Andy Murfin and Pulse Consultant next week to address the issues. This is a serious breach of what was agreed previously about the positioning of the hoardings.

3.9 AE informed the estate lighting has been turned off and no one was warned about it in advance. When lighting in car park area near Manor Grove will be turned off there will be three sites of the estate that will be in the dark. Vulnerable residents at Kentmere and Manor Grove have already many issues and this is adding to their list of anxiety. He asked for re-assurance from the contractors that there will be a system in place as soon as possible. Also, some of the lighting outside the hoarding has been turned off.

3.10 AE thanked MA for her work with residents and offered help when needed. AE request LBS to start enforcing the parking restrictions according to the letter that was sent to carpark users so that Linkcity/Bouygues can progress works. Not enforcing will give a mixed message which could be very unhelpful.

3.11 AE informed the mirror on the post near Ullswater is blocked by the hoarding, this beats the purpose of having the mirror that supposed to help road users to avoid accidents. It needs to be sorted as soon as possible, also there is a pothole near an unstable Heras fence in the same area which needs to be secured and put right immediately. One of the road users had light accident at the spot.

3.12 AD thanked AE for bringing the issues to attention and assured that they are doing their best to resolve the issues. Power supply for hoarding lights has been difficult which has delayed the works. Also requested everyone to report any issues directly to the RLO or site team so it gets resolved quickly.

3.13 AE informed the estate light near the corner of Heversham House and Manor Grove has also been turned off which needs to be turned on urgently as this is a ASB hotspot. The fence around the skip needs to be secured enough to ensure no one can reach to the materials inside and thus avoid any accidents.

3.14 PK asked by when the hoarding at Manor Grove will be installed and when is the design session will be held. AD will update PK by Friday 11<sup>th</sup> Nov. MA informed this will take place early next year but there is no date fixed as yet. Team is also working on the material as residents wanted better options then what was shown in the first session.

3.15 PK asked what plan is in place to ensure more residents are aware of such event and actually attend the events as very few residents were aware of the last event. MA informed she will be talking to residents, leafletting homes to promote the event as well as combining it with another engagement event that are appropriate at that point of time.

3.16 PK asked about what plan is in place to reach out to vulnerable residents with mobility issues or who are unfamiliar with using online platform of engagement, how they will be consulted. AD said they are open to ideas and want to have specific discussion on ways to get to those vulnerable residents, one of the options could be once the site office is completed may be residents can drop in.

3.17 JP added this should be discussed as a matter of urgency. AJ informed LBS have a list of vulnerable residents which can be used for future engagement. Data Sharing protocol needs to be completed before such use of residents details. JP suggested Bouygues and Linkcity should contact all the attendees of tonight's meeting and others who want to get involved including FP who offered help to identify vulnerable residents of the estate.

3.18 AH informed they have always worked with vulnerable residents and all they need is to work in partnership with LBS and residents to identify those individuals and assured that no resident with vulnerability will be left out in the process. The GDPR protocol needs to be followed in the process and this conversation is part of an initial discussion of the issue.

3.19 OS suggested **Bouygues to draft a plan for the event** and **discuss with this group** to finalise the plan in the future RPG, in that way all parties concerned will have the chance to contribute and shape the engagement event. AE wanted a deadline for this work and also suggested LBS to introduce local housing office staff to Bouygues as they have more detailed information of local residents.

3.20 AE informed the equipment for digital engagement is available in the TCA hall and residents can get help from there. AH added they put contact number for residents so that residents can always call and ask for help even for one-to-one sessions.

3.21 AJ wanted to know once the hoarding goes up in Manor Grove area how the bins will be collected as both end of Kentmere has barriers/gates that prevents refuse collection. CJ informed she is arranging a meeting with Veolia the contractor to discuss the issue. AD informed they had walkaround in the estate looking at the issue and solution.

3.22 JP said AM has informed there might be a need to extend the hoarding inward in the Heversham area to allow enough gap between the hoarding and the new build. Current positioning of the hoarding does not allow that.

3.23 AE said Bouygues needs to do the measurement more precisely to work out how much area will be left for refuse truck and emergency vehicles to have access to that area. If it expands more than a metre, then it will be difficult for vehicles to access the area and refuse service might not agree to reverse back all the way back to the entry point. Such expansion may also take away two and half car park spaces near Heversham and Manor Grove corner which is intended to be used for vehicle turning point during the project. This will also take away some of the other Heversham parking spaces but there is enough parking available in the estate.

3.24 OS added they are waiting for AM to finalise the measurement and requested him to ensure refuse truck and emergency services have enough space for entry and egress. Once the new measurement is completed the group will be updated with new drawings.

3.25 AE informed a lot of graffiti are showing up on hoardings and its spreading slowly into the estate. Is there any street are project planned to stop the spread? CJ informed the branded hoardings are LBS responsibility and non-branded ones are contractors responsibility. Contractor is working with the school to set up an art project for hoarding and she will update the group soon on the progress of the project.

3.26 AD said they have noticed the graffiti on the hoarding, and they will make it good soon. Once the CCTV and lights are up it will reduce the graffiti but will not go away completely. It will require maintenance to a level.

#### **4. LBS Update**

##### **a. Resident Engagement Plan by CJ**

4.1 Ullswater House Site - Asbestos Removal and Demolition Strip out has commenced and will continue to progress with first expected collapse / knock down of building expected to occur end of November / beginning of December.

4.2 Trees not remaining to be removed.

4.3 Heversham House / Ilderton Road Site - Utilities to be continued to be disconnected

4.4 Investigation works to continue. Trees to commence being removed in November, retaining walls and landscaping to be taken down and ground levelled.

4.5 Manor Grove - Hoarding to be installed in preparation for the demolition of the garages.

4.6 Utilities to be continued to be disconnected.

4.7 GLA site visit – Date tbc (LBS).

4.8 TCA meeting due next week.

4.9 Next drop-in is on 24<sup>th</sup> November 3pm-7pm, 801 Old Kent Road.

4.10 Hoarding project with school art project has been discussed earlier in the meeting.

4.11 Registration in progress for re-housing.

4.12 Drop-in session planned for 1<sup>st</sup> of December. Second drop-in in December will not go ahead as it is too close Christmas, but there will be Christmas party on 7<sup>th</sup> December planned and was discussed earlier. Other meetings will be re-scheduled for early January 2023.

4.13 CJ informed council is taking appropriation paper to 6<sup>th</sup> December Cabinet meeting. It is a legal process to change the use of land from one purpose to another in phase one and this will remove anyone's right to way/right to light they may have to stop the project. A letter has been sent to the estate explaining the process to residents.

4.14 As vacant possession of phase one has been achieved CPO notice is not necessary at this time. There is small piece of unregistered land so CPO might be required at a later stage.

4.15 AC made general comment that when this structure of the engagement plan, and by that he meant the RPG, TCA, Design Group and estate wide communication, had been introduced around April 2021 he had raised some questions about the interplay between the TCA and RPG. AC said these discussions had continued until around 2021 and his understanding of that was key info would come to both the TCA and RPG. AC requested that any changes of meeting or engagement structure should be **discussed in this forum before any changes** are made so that all residents are aware of changes and can contribute to the change process. CJ confirmed any proposal for changes will be discussed in this forum prior to any changes takes place.

4.16 AE said engagement plan needs to have new factors in to keep the reporting process more interesting. A review task was factored in before and it should take place by end of January or beginning of February 2023. As the project is getting the pace and other parties like main contractors and re-refurb-contractors are coming on board, engagement plan should work as a tracker to monitor various works to achieve milestones. **CJ will be working on this.**

b. Update on Development Agreement Cabinet Paper.

4.17 The contract is in place now since it was approved by Cabinet.

c. Design Guardian

4.18 CJ informed they are going through the approval procedures. The contractor, dRMM and Pulse Consultant are working with KCA to get them up to date with the project. KCA will take part in the design sessions as well. **Further update on the progress will be given in the next meeting.**

4.19 NK added the development agreement has been approved and sealed. He thanked the TCA and AE for their deputation in the process which has helped achieving the major milestone. Everyone is onboard to get on with project and will be closely monitoring all the progresses.

d. Local Lettings Policy update by MT

4.20 The Policy has been approved by the council and being appreciated for the approach that has been taken. It started being implemented from 29<sup>th</sup> of October. It is about guaranteeing everyone in Tustin about their new home, guaranteeing resident leaseholders a newly built home on the Tustin through outright ownership, shared equity, shared ownership, or an equity loan.

4.21 The local area is defined as the Tustin Estate. First priority is given to council tenants of Hillbeck Close, Kentmere House, Heversham House, Bowness House and Manor Grove, and second priority is given to residents on the housing waiting list prior to 11 March 2020 or council tenants in Grasmere Point, Windermere Point and Ambleside Point who are living in overcrowded accommodation or are in housing need.

4.22 Residents who currently live on the ground floor, have a private garden or both will be allocated home on a like for like basis.

4.23 Residents aged 55 or over on completion of the new homes will be eligible for one of the Over 55s homes.

4.24 **The full report will be shared with the minutes** of this meeting so that residents have the full details of the scheme.

e. Rehousing Update by MT

4.25 The progress is slow and frustrating. The number of evidence/documents required from residents is overwhelming which is delaying the registration process. Many residents do not have up to date documents (i.e., passport) or no documents at all (i.e., birth certificate). MT is trying to simplify the registration process so that it gets some pace. It is taking up to three hours to get larger families registered. Registration progress as follows:

4.26 Bowness House Pre-allocations registration

- 18 tenants for rehousing.
- 4 registered for rehousing.

4.27 1 to 20 Heversham House Pre-allocations registration

- 13 tenants for rehousing.
- 3 registered for rehousing.

#### 4.28 21 to 98 Heversham House Pre-allocations registration

- 53 tenants for rehousing.
- 7 registered for rehousing.

#### 4.29 Kentmere House Pre-allocations registration

- 31 tenants for rehousing.
- 4 registered for rehousing.

#### 4.30 Manor Grove Temporary Rehousing Registration

- 16 tenants for temporary rehousing or permanent rehousing if they choose.
- 8 registered for temporary rehousing.
- 2 registered for permanent rehousing.

4.31 SB requested all to spread the word among residents to promote registration process as it really works. AE asked about the completion target date of the registration process. MK said it is difficult to pin down a date at this stage. AE said if a public meeting is planned in the new year, then that date can be used a target date and completion of registration can be announced in the event, which may give about two to three months from now on.

4.32 AE suggested that if someone has been a council tenant for five years then their details can be retrieved from their personal file which may help speed up the registration process. Also reminded that there are many vulnerable residents in Manor Grove who needs to be handled with extra care and they will be also for over 55 scheme. He does not want to hear any complaint from vulnerable residents.

#### f. Manor Grove

4.33 AC informed that they have received the copy of the condition survey on 4<sup>th</sup> Nov and there was a letter inside informing residents that they can ask question during the drop-in session on 27<sup>th</sup> October, 8 days prior to the arrival date of the letter. Postal strike may have delayed the letter but it was a missed opportunity for residents to take advantage of these drop-ins as communication were not timely.

4.34 OS informed he posted the paper works on Thursday 20<sup>th</sup>, a week before 27<sup>th</sup> Oct. The posts were collected from LBS office on Friday 21<sup>st</sup>, not sure what exactly happened to the post afterwards. He will make sure more sufficient time is allowed for the post in the future.

### **5. Draft Newsletter by MT**

5.1 The draft newsletter was circulated earlier with meeting paper works. In addition, MT has included KCA bursary offer of £3000 for anyone who would like to study towards an architectural qualification with an application deadline on 1<sup>st</sup> of January. KCA are also holding a CV writing workshops on 30<sup>th</sup> November. Planning approval information, development agreement with the Bouygues, option information on resident leaseholders and Christmas Lighting event has been included in the newsletter.

5.2 AE suggested LBS to tie up the KCA bursary information with any future events to increase the footfall and also Bouygues should promote the opportunity. NK added they will work with dRMM who had contacts of residents through Neil Onion in the past and **will carry out target works**. AE informed fly tipping is in increase and newsletter should cover that. MK will add some write ups fly tipping.

## 6. Matters Arising from the Meeting 13.10.22.

6.1 (4.14) JJ to meet KCA to plan out for next months. This will get updated in the next meeting as Bouygues attended the first part of the meeting.

6.2 (4.15) Security camera view being blocked by hoarding near Heversham House. AE updated that there was a walkabout with the contractors and later with AJ to seek a solution. Bouygues will be installing CCTV around the hoardings; everyone is aware of the issue. Lack of power source is causing delays but works in progress. Some of the issues may get resolved by next week.

6.3 (5.16) Stock condition surveys to AC. AC received all the information.

## 7. Any Other Business

7.1 AE advised that equipment belonging to Bouygues needs to be placed in a better secured settings as there are security issues in the estate. Equipment has been lost by contractors during the major works in the towers in the past. This may also lead to residents dwellings be broken into by burglars.

7.2 AE requested LBS to provide more detailed scoop of works for homes those are subject to major works. Residents are getting concerned due to lack of information and it is adding to their anxiety. AE also requested the LBS officers to show more sympathy when they contact those residents and give them better assurance and information to reduce their worries.

7.3 MT will ensure that it happens. He is planning to write to residents on the outcome of temporary and permanent moves and based on that he will plan how the empty properties can be utilised. Once the planning is complete his team will update Bouygues on how the plan will be implemented for major works.

7.4 AE asked the attendees to give their view on how RPG should be held in the future as the TCA hall will be ready soon for face-to-face meetings. The meeting decided to have hybrid meetings to give people more flexibility and this can be reviewed as part of the main engagement plan review. Meeting time stay unchanged 6pm-8pm. AE added this will also give the opportunity to those who struggles with IT skills to build their capacity with equipment available at the TCA hall.

7.5 AC thanked AJ for sending recycling bags.

## 8. Date of Next Meeting - 8 December 2022