

Tustin Estate Project Group Meeting 8th December 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), Mike Tyrrell (MT), Andrew Johnson (AJ), Hema Vashi (HV)

Bouygues and Link City: Aleks Dashi (AD).

KCA: Edward Blackett(EB), Michael Line(ML).

Pulse: Gosia Bachanowicz (GB).

1. Introductions

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

2. Minutes of the last minutes – agreed as accurate record and incorporated 3 changes with the following comments:

2.1 AE asked to clarify what were the changes. JP informed one comment was made by AC, but the notes said CJ. Second change was regarding data sharing protocol. Third change was regarding AC's general comment about the request he made in the previous meeting for any changes to the engagement structure to be discussed in this forum. **JP to email detailed comment to AE for further clarification.**

3. Linkcity/Bouygues Update by AD

3.1 AD said due to illness few members of the team was not able to attend this meeting and sent their apologies.

3.2 Ullswater demolition is on progress. New asbestos was found which was not discovered during previous surveys. This is ongoing as places in the block have now been reached which was not possible previously, so it is a stop-start process. Similar situations exist in block G (in front of Heversham House) where some materials found which could have asbestos. Currently waiting for lab test result.

3.3 Utility disconnection is continuing.

3.4 Hoarding will be extended in front of Heversham. A joint walk about took place on 7th Dec to inspect exactly how far the hoarding may come out without compromising the required width for refuse trucks and other emergency vehicles. In the process there might be the need to remove few bollards (not yet decided). More details will be shared during the residents meeting on Dec 22nd.

3.5 The pilling is scheduled to start for G1 site (Heversham) on 9th Jan and now it is subject to the asbestos test results.

3.6 Lighting up the estate Christmas tree and the Christmas Party took place at the TCA Hall on 7th December between 3:30pm and 5:00pm. School children enjoyed the event and local residents have joined the party.

3.7 AE asked AD to provide more details of the walkabout on 7th December. AD informed the walk about attended by AE, MI, JP, PA and Tega. Markings for the positioning of the hoarding were made on the road in front Heversham. As mentioned earlier some bollards may be removed or even re-located. It will be ensured that removing bollard will not create extra space for residents to park any car. A minimum of 1 metre width of footpath will be maintained at the narrowest point. Drawings has been sent to council for the bin collection point which is at the bottom of the hoarding nearer to Kentmere House.

3.8 AE added no car should be parked in that area of Heversham, but some residents are still doing it. LBS must ensure that the new arrangement regarding the parking are enforced or else access to this site by refuse trucks and emergency vehicles will become a major issue.

3.9 AE informed lighting on the hoarding should have damper so that any light reflection does not cause problems for residents living in those dwellings. More information will be available for the residents in the general meeting due in two weeks' time.

3.10 AE asked what safety measurement will be taken to protect the residents if asbestos has been found during the demolition works. He has concerns as last time when asbestos was found the workers were not wearing any protective clothing and it would have also put residents at risk. NK added asbestos were found during the archaeological survey.

3.11 OS informed it is common to find asbestos in older buildings like Hillbeck or Ullswater. There is a system in place to deal with asbestos and it should not put residents health at risk. AE wanted assurance that there will be relevant process and scrutiny in place to protect the residents from asbestos. **OS assured that all relevant steps and protocol will be followed when dealing with asbestos to minimise the risk to protect residents.**

3.12 AD informed the procedures and steps taken are standard Bouygues procedure, it is not new to find asbestos in a development site. All the asbestos report are shared with LBS and any further findings will be shared with the group as well and all contractors will have that information available.

3.13 AE invited comment from those who attended the 7th of December event. NK said it was nice for the school children to be part of switching on the Christmas tree lights. Gregory, Head Teacher of Pilgrim Way school worked hard to help with the event. NK advised to have better signposting of events in the future. He wished more people attended the event. HV echoed NK's comment and said preparation could have been better but overall, it went well.

3.14 PK informed that the handling of literature for the event could have been better. She did not receive the invitation nor anyone in Kentmere House. She found a pile of leaflet at the local newsagent. Last drop-in session had some leaflet for the event and the leaflet said more information to follow but that never happened.

3.14 PK added Bouygues newsletter had the same information as the leaflet and that must have confused residents. As a result, apart from it was a chilly day, not many residents turn up in the event.

3.15 AE informed the flyer has been around over last three weeks and was available in two drop-in sessions. One of the Heversham residents picked up the leaflet from drop-in session as they did not receive it. It was distributed only in the three towers as he lives there. This is not acceptable. The responsibility also lies with LBS team dealing with the project. The planning of the event was not good enough.

3.16 AE added engagement plan really need to show how each event will ensure more residents are getting involved, detailed events planning need to take place and both Linkcity/Bouygues and LBS needs to work closely to mitigate these circumstances. The engagement plan needs to be laid out in a way that will make the monitoring/tracking of tasks easy and transparent.

3.17 AD said unfortunately MJ is not in the meeting to answer some of the questions regarding the handling of the leaflet, but he will inform relevant officers in Bouygues. AE informed a Bouygues newsletter went out on 7th without getting discussed in this group which is not acceptable.

3.18 AE informed the newsletter states working hours are Monday-Friday 8am-6pm and Saturday 9am-2pm. As Tustin is council estate and not private, developers and LBS should have ensured that hours are discussed in this forum. This kind of decision fall within the Equalities Impact Assessment but no one has done the assessment.

3.19 AE wanted to know why LBS has not broken down these time tables to residents even if it is contained in the planning process. OS said LBS could have been clearer on the hours with residents. There is no special arrangement with Bouygues for working hours, these hours are standard across all Southwark sites.

3.20 AE said Tustin is a live site with residents living in the estate, specially there are many vulnerable residents who will have impact from these working hours during phase 1. Impact of the major works in the three towers were felt in the Manor Grove. Demolition is not only a dust issue but also a noise and vibrations issues.

3.21 NK apologised on behalf of LBS for the unintentional overlook of these matters and said future newsletter should contain information for residents on what impact they may face from the works, details of site officers to contact etc. OS added newsletter may also include what are the several types of disruption residents may face, what system will be in place to minimise the disruption and if residents feel it is too much then details of relevant person should be available to contact. **More linked up communication is required through all parties involved.**

4. LBS update

a. Engagement Plan

4.1 CJ informed there has been no further changes to the engagement plan since the last RPG meeting. Drop-in sessions planned for last week in December and 1st Week in January has been cancelled due to the festive period. Instead, there will be a **general residents meeting on 22nd Dec** about the amended hoarding location in front of the Heversham House. Notice for this meeting will be communicated shortly.

4.2 Meeting with residents for the new **engagement plan will take place early next year**. AE added tasks need to be allocated to officers so that they know what they are doing. One of the residents were told in the last drop-in session that only vulnerable residents are getting help to register which is not the case, every residents should be getting help to register. Performance tracker will help to improve the service and officers will have to perform.

4.3 NK requested AE to inform the project team of such miscommunication as soon as possible and they will rectify the problem. AE informed TCA will start referral soon to ensure there is no problem by April for the Manor Grove major works. This will also mitigate some of the problem that were created by individual officers. Any further mistake will be reported formally. **AE requested CJ to contact him before the engagement plan gets finalised**.

b. Design Guardian update (KCA)

4.4 Michael Line introduced himself and shared his experience of other projects. Over last one-month KCA has appointed other specialist provider to look into structural designs, external landscaping and building services. KCA has several walkaround to understand the site and its challenges and currently going through all design, planning and the contract details. KCA had meeting with Bouygues and dRMM. Specialist are looking into some of the works planned for next few months including structures, pilling and other immediate works.

4.5 JP asked whether KCA will get involved with sampling of materials and how they can guide residents to make decisions. ML informed they are **happy to get involved in the review process and will communicate with dRMM to make progress**. JP suggested that it would be helpful to take lead and advice from KCA on the scope of samples and how that fits in with planning agreement. It is important to know whether there is any flexibility around the agreed samples at the planning stage as residents were not happy with the samples shown in the first drop-in session.

4.6 EB informed they will liaise with dRMM and Bouygues to establish what is possible and email JP and will do an action plan for next meeting on this issues. JP said residents had views about carpets in communal areas and there is also the issue of maintenance, residents were not happy with kitchen option that was shown. This process must be more transparent, and residents focused.

4.7 NK added Graham Matin shared a detailed programme with the group previously and even though things look less co-ordinated at present, this will come together eventually. Review of the engagement plan will reflect all the works including the residents engagement at various stages. AE suggested to have a look at the Offer Document which consist many of the details and it pre-dates some of the project officers and certainly the developer.

4.8 OS informed some of the brick samples look different than what was on the Offer Document, and he has discussed the matter with AD. JP added it will be also helpful to have some knowledge about the market, what is possible and what is not.

4.9 AE wanted to know when KCA will be attending drop-ins and meeting regularly. ML said they have not been invited yet. **CJ informed will be discussed in the new year alongside the engagement plan.**

4.10 AE suggested to have updated model and sketches of the project and same for phase one so it will be easier for residents to understand the project and its progress.

c. Re-housing update

4.11 MT informed they are making progress with the registration and thanked residents for keeping up with the demand of amount of documents they have to provide to complete the process. The process is still slow. He has spoken to Housing Option Team about accepting expired passport and the registration team will be confirm that they know the resident/s. Also, many residents are finding it difficult to locate their original Tenancy Document which is also delaying the process.

4.12 13 out of 18 residents are registered in Bowness.

4.13 6 out of 13 residents are registered in 1-20 Heversham

4.14 14 out of 53 residents are registered in 21-98 Heversham

4.15 12 out of 31 residents are registered in Kentmere.

4.16 The team is engaging with others and getting the fine details to complete the process. It is much harder than what was anticipated, there are few residents who are not engaging, and they have been written to as well.

4.17 AE reminded that LBS has a procedure to deal with non-engaging residents and it needs to be enforced. Particular clause needs to be activated. It worked in the past in major works consultation and engagement. Officers should be aware of the option available to them and apply them accordingly to ensure this should not become a barrier to the progress of the project.

d. Local Lettings Policy

4.18 The policy has been distributed by JP among the group. MT informed they are using the policy for housing allocation. It's not only that residents need to move out due to redevelopment but also, it's the wider Tustin residents including the residents in the three towers who have overcrowding issues, accessibility/mobility issues are being addressed through this. MT is happy that the policy delivers what was discussed with residents while developing the residents manifesto.

4.19 AE suggested to have a presentation of the main bullet points to the residents during the public meeting in the new year which will inspire residents for better engagement in the project. AE requested an update on homes for Key Workers option. NK informed it has not been decided yet and options are still being considered. Councils policy needs to be looked into and there are considerable amount of works going on for this phase two target. All relevant matters will be discussed in the RPG.

4.20 AE suggested MT to have some statistics presented in the RPG **on qualifying adult children and related housing needs. MT will report back in the RPG.**

4.21 JP wanted to know whether there is an intermediate register for housing in LBS. OS informed there was a paper went to cabinet last year setting out the process to set up the policy. **OS will share the cabinet paper.**

e. Manor Grove update

4.22 MT informed HV has spoken to all 16 residents, eight residents either want to move out of the estate or move to new builds permanently and other eight residents want to move to temporary accommodation while major works progresses. Of these eight, three will be moved at a time over three phases and these have been decided based on their housing and health needs assessment. There is a high need for adaptation facilities. The team is ensuring residents will come back to better accommodation which suits their needs better.

4.23 AC informed that he has received a letter about potential use of Council's power stopping residents who could seek court action stopping works for phase one development. This went to cabinet in December and wanted to know what the outcome and implications are including compensation for right to light and right of way if these are breached. CJ informed the paper moved from December meeting to 17th of January meeting.

4.24 OS explained the development cannot be injuncted/stopped because of right to light or rights of way claim. It does not remove anyone's right for claim compensation. If anyone's right to light or right of way has been negatively impacted due to the development, then an independent assessor will assess the claim and the loss of the value will be counted as compensation. If the council don't do the appropriation, then affected resident will have the right to stop the development through court order.

4.25 AC wanted further clarification on how and when the process starts/works. OS informed it gets assessed when the development actually affects the light to the property that is subject of claim. Individuals who are affected need to appoint their surveyor to assess the impact.

4.26 AE requested LBS officer to re-clarify the situation with party wall, especially with garages in the Manor Grove and also if they could send a simple explanation of what has been discussed about right to light and right of ways and associated right to claim to all home owners. AE thanked CJ and Sussanah Oso for getting the disabled bays clearly marked. This will change again in January 2023 once the hoarding gets extended and he requested LBS start preparing a notification to all residents in Manor Grove informing what exactly will change in January so that residents are aware of it.

4.27 OS informed some garages' back walls are the same walls as the boundary walls of those properties, they were not build as separate walls. Party Wall notice sets the process of how safely these garages can be demolished and to do so some of the back walls need to be removed. LBS's understanding is these walls belong to LBS as part of the garages. The works may go into resident's garden by a minimum of 1 metre to ensure the safety of the residents.

4.28 AE asked which LBS team should be notified about break ins as some of the empty homes had their fences broken and one of the empty homes has been broken into recently. There are also worries that as the number of empty homes will increase the crime will increase in the area. MT informed it should be his team first and then they liaise with CJ. AJ added Residents Services Team also deal with such situation.

5. Newsletter

5.1 Main articles included:

5.1.1 Details of 22nd December meeting at the TCA Hall 6:00pm to 7:30pm that is planned to inform the residents about the new hoarding positioning in G1 (Heversham House) and the timeline on new Manor Grove hoarding positioning in January 2023.

5.1.2 Information on Strep A infection

5.2 JP asked whether a flyer will be sent out with the details of the meeting and the new plan of hoarding for Heversham area. **OS informed leaflet will have details of the meeting for 22nd Dec.** He is waiting on getting simpler version of hoarding plan that residents can understand easily. If it is not ready by the time leaflet goes out, then the plan will be discussed at the meeting and then it will be sent out to all residents.

6. Matters arising

6.1 (3.19) Bouygues to draft plan for engagement activities. OS informed this will be incorporated with engagement plan that CJ is working with Bouygues on.

6.2 (4.18) AE suggested KCA to tie up bursary information with any engagement events to promote. This will be incorporated in the engagement plan.

7. AOB

7.1 JP wanted to know any update for the GLA site visit. OS informed this will take place after the Christmas, no date has been set yet.

7.2 AE informed it was agreed by LBS that there will not be any reduction of repair and maintenance of the internal/district heating system. For last six days Kentmere and Haversham House have no heating system running, at points it had part started then stopped again. There are a number of elderly residents in both the blocks who are facing extremely hard time during the coldest winter time haven't seen for years. This is not good for the regeneration programme.

7.3 AE added residents normally entitled for compensation after 24 hours, this has been six days. This needs to be highlighted to press. PK echoed what AE said and hoped the situation gets better as soon as possible. NK added senior management at LBS is also chasing for a quick solution to the problem and will circulate an update to JP, PK and AE soon.

7.4 AE thanked CJ, OS and SB for their hard work for 1st December and making sure the event happened.

8. Date of the next meeting – 12th January 2023.