

Tustin Estate Project Group Meeting 13th April 2023, 6pm – Via Zoom and In Person at the TCA Hall.

Present:

Residents: Paulette Kelly (PK), Andrew Eke (AE(Chair, TCA), Andy Chaggar (AC), Camille (C), Francis (F)

Open Communities: Jennifer Pepper (JP) -Chair, Alison Gaskin (AG)

LB Southwark: Cat Janman (CJ), Andrew Johnson (AJ), Sarfraz Hussein (SH) Osama Shoush (OS), Sharon Burrell (SB).

Bouygues and Link City: Aleks Dashi (AD), Amanda Harrison (AH), Andy Murfin (AM)

KCA (Design Guardian): Apologies sent.

Pulse: David Robinson (DR)

1. Introductions

1.1 JP took the Chair and invited all participants to introduce themselves. She introduced SH to the group. She offered a warm welcome to SH on behalf of the RPG.

1.2 Apologies- Michael Line and Ed Blackett (KCA), Murselin Islam (Open Communities)

2. Minutes of the last minutes –

2.1 JP went through minutes of the last meeting. Meeting approved the minutes as true record without any amendments.

3. Linkcity/Bouygues Update

3.1 AD said works are going well in all areas, but AM would update further.

3.1.1 AM said the demolition of the garages at the houses to Block D, Manor Grove is complete, and the ground removal has begun. The piling rig will arrive at the beginning May and the foundation work for the new houses will start. The erection of the crane for the Illderton Road end was delayed until the 20/21st April due to high winds. The foundations are continuing, and we should start to see the building rise above the hoarding levels in the second week of May.

3.1.2 AM said the demolition at Ullswater House has been delayed because of finding asbestos but should be complete by the end of April. The crushing of the existing buildings will be used in the rebuild. The piling rig will move to Blocks C & D in May and continue with the foundations.

3.1.3 AD said the weekly walkabouts with Bouygues/LBS/AE are continuing and going well. AM said the car parking area will be released next week and cleaned up by close of play

tomorrow. The yellow lines will be done in the next couple of weeks, but this is to be confirmed.

3.1.4 AE said direction signage for the low rises was discussed at the walkabout. There had been an incident recently where the air ambulance couldn't find a location easily. It was agreed to install signage as the estate's layout has changed and the only estate map in Manor Grove is going to be covered up. AM said it would take time for new signs to be agreed by his communication team and then to be manufactured.

3.1.5 AC is concerned about motorbikes going past the school since hoarding has been extended and asked if there is any chance of signs at either end of the narrow path to make clear it is for pedestrians only. AE said this is being considered as well as 'pacifiers' between Manor Grove and Ullswater but worried this would also cause problems to mobility scooter users. AE confirmed Bouygues agreed to install two concave mirrors by the school noticeboards. OS agreed to discuss with AE to work out a solution. The situation should be monitored and hopefully signs will discourage, if not completely prevent mopeds and motorbikes from using these areas. AC said signs should refer to motorbikes and mopeds, not mobility scooters. **AE/OS to discuss signs.**

3.2 Resident engagement by AM

3.2.1 AH said further pallet colour choices were made at the easter event. SH asked what kind of numbers attended? AM said as it was open to children – there was an easter egg hunt, arts & crafts, food etc, - the turnout was very positive, despite the poor weather. She wants to build on this and give children something to do so parents can chat to us. It had been good to hold it during the day as parents often find evening meetings more difficult to attend. OS agreed they need to work out a variety of times especially in the summer holidays. CJ it was good to make the meeting like a party. SB said it also helped that reminders had gone out.

3.2.2 JP said extra meetings on the 18th and 24th April from 5.00pm-7:00PM have been arranged for Kentmere and Manor Grove, Heversham and Bowness. She suggested a further meeting on the 27th April if Bouygues can attend. It is important to encourage residents to attend and Open Communities have been visiting house-bound residents at home who have requested a visit to cast their votes – they will be collecting ballot papers from those residents next week.

3.2.3 AE said notebooks were delivered for use of low-income families who have been using the hall whilst waiting for the training to start, but numbers are limited until the temporary wifi is provided. He hoped the training would bring parents in especially during the summer holidays. JP said the funday last September was a real community event, and once the wifi is back, the social value computers can start being used. AE is keen to progress this.

3.2.4 AE asked who was responsible for the cleaning last night, as the bins weren't emptied. He isn't charging for cleaning the hall but doesn't want to see dirty bins. If people don't clean up, he may start charging.

4. LBS Update

4.1. Rehousing Update by SB

4.1.1 Things slowed down slightly on the newsletter because of easter. Twenty-five residents this month came to do their pre-allocation. She confirmed 36 have chosen their properties and received letters, sending out the letters has slowed down the process. She needs residents to come into the office- her team will make calls and hopefully see more residents.

4.1.2 SB confirmed that her team is working to register the 'hard to engage' residents, but it is difficult as some residents come in without the correct information, and some are unable to come to us, so we have to visit them.

4.1.3 AE asked when the overdue data for the other 3 blocks will be available, as if it continues this way, another deadline will be missed. He asked for SH's help as if the situation is the same next month, he will 'name names' as there is no time to waste and the situation needs to be reviewed. SH said there are ways to improve how to we register/allocate people. We are a third of the way through but given the volume of new homes, he can't see why they couldn't speed up the process.

4.1.4 AE told SH there is misinformation going out from some of his team, regarding issues such as adult kids and parents being told to withdraw their allocation forms. If officers won't abide by the document which was agreed by councillors, I will not cover for them. SH confirmed that he would not deviate from any commitments made. He will review the situation. He respects that some residents want to move into Phase 2 and need to make their choice now. He is happy to talk to AE and review how we do it. **SH to review allocation process and information to residents.**

4.2 Manor Grove update

4.2.1 CJ said the refurbishment programme is being worked out, ie what adaptations are needed and costs. She hopes the first refurbishments will start in September, and public meetings will be held before then to let residents know which phase, they are in.

4.2.2 AC asked if there are IT issues at Pulse and if their files have been corrupted? If so, when will it be resolved? Are their surveys backed up? DR confirmed they were all backed up and is confident the IT issue will be resolved quickly.

4.2.3 AE asked if there is an update on the area between the hoarding and Manor Grove which is blocked. AD said UKPN still need to resolve this, and AM will ask them to resolve as soon as possible. **AM to contact UKPN.**

4.2.4 AE has been told there has been robust pest control measures taken inside the hoardings which he is satisfied with but if anyone has questions, they should raise it through the usual channels.

4.2.5 AC asked what was happening with the fence which has fallen down by no.81 MG? AE asked AJ for his assistance – AJ confirmed job had been raised with Repairs and he will chase tomorrow. **AJ to chase Repairs regarding fence.**

4.2.6 AE asked AJ about the no fly-tipping signs. AC said a sign has been installed, stating there is c.c.t.v in place and asked if this is the case. AJ confirmed the sign should not say that as no c.c.t.v will be installed. **AJ to look into the sign's wording.**

4.3 Design Guardian – Pulse and KCA

4.3.1 CJ said Ed and Mike from KCA were unable to attend this meeting due to school holidays. DR is continuing to review Bouyges' design and construction which has been submitted so far. KCA, the structural engineer and clerk of works have been attending site on a regular basis, with the clerk of works attending twice weekly. The structural below groundwork went well.

4.3.2 CJ said JP had circulated the job descriptions and work experience offers to young people over 18 with the last minutes. They will be paid the London Living Wage. If anyone is interested, it isn't just about architects' work but also design, business, etc and they are open until May.

4.3.3 AC said it is best to direct enquiries to KCA as there are a couple of files shared on social media. He said younger people might prefer it to be on Instagram. He suggested CJ feed this back to KCA.

4.3.4 AE suggested CJ look at putting the information in the newsletter and on the letters for the drop-ins. CJ agreed. SH said are links in the newsletter and could hopefully be circulated on noticeboards. **CJ to put information into next newsletter/ drop-in letters.**

5. Newsletters – LBS and Bouygues

5.1 AE said the Safer Neighbourhood team had asked him if they could use the hall for a surgery which he is happy about. SH said if AE sends him and SB details and they could include it in the next newsletter.

5.2 JP asked if there is an April newsletter. AM confirmed there is and will send it to everyone for information. SB said it is printed and goes out with the Ledbury newsletter. AM confirmed he will post them out separately but send a copy to the group for information.

6. Matters arising

6.1 (3.1.7) AM has contacted UKPN to request they only carry out work during LBS agreed times. He has their contact details if there are any problems at Heversham House.

6.2.2 (3.2.2) OS will address the issues of officers' performance at Ledbury and will be working closely with MT's successor to ensure expected level of service is provided. **This was covered earlier in this meeting.**

6.3 (3.2.6) The ballot results will be announced at the May drop-in-session. Most popular choice will become the default choice for those who do not make a final choice. This is set out in the newsletter for residents. **OS suggested one more letter will be sent out next**

week. AE suggested colours for the major works be included. OS asked if residents want to know the results of the colour choices so far, but they didn't. He said a total of 35 votes had been returned, three of which were incorrectly completed. JP hopes that following the drop-ins and home visits more votes will be returned.

6.4 (3.2.9) Flytipping - **has been covered in this meeting.**

6.5 (3.2.10.) PK informed noticeboard on the hoarding near Kentmere has no information displayed. **AM confirmed this has been resolved.**

6.6 (4.13) AE wanted to know who is dealing with leaseholders of the low-rise blocks. **SB said the team have made details clearer in the newsletter – there is a land line in the office and mobile numbers, they don't just work from 9-5, and also can be contacted via email/text. AE said there should be a cut-off point for leaseholders' tenants, so they don't get exploited which happened previously. OS said SB is very good at dealing with enquiries and he will review the cut-off point.**

6.7 (6.1) Update residents on the situation with the garden wall in Manor Grove behind the garages. **OS confirmed he has updated residents -it is all done and looks good.**

7. Issues, Concerns and Feedback.

7.1 AE thanked Bouygues for dealing with the overgrown shrub at the front of Kentmere as it saved a lot of aggravation. It is good that photos are being taken of these areas.

7.2 AE asked that residents stop harassing AJ/Bouygues regarding parking. If you have an estate parking permit, you can't just park anywhere, and can't blame the contractors. If you look around there are free spaces behind the shops near Manor Grove and after 7:00pm there are spaces not just at Heversham and the three towers – he suggests driving around. If residents don't have permits or have 3 or 4 cars in the household, don't go to the officers as he will back them.

8. AOB

8.1 AC said on a follow up to the KCA issue, he has dropped Hajera and note and they have responded.

8.2 OS said he was on the walkabout today, at Block G, and would like to encourage people to have a look. PK asked if times and dates of the walkabouts could be included in newsletters and noticeboards.

8.3 AE extended a huge thank you to everyone who organised MT's leaving party – it was an amazing day. SB said it had meant a lot to Mike, and thanked everyone, however they contributed. SH said it was a great send off and SB did a brilliant job. MT has been in touch and thanked everyone for a brilliant evening.

8.4 SH said in terms of the project, there is great work being done and thanked CJ, OS, and AE. He appreciates there are some niggles such as fly-tipping etc. but hopes these can be tackled in the coming months. He would like to attend a walkabout – he wants to be visible and out and about. He thanked everyone for doing a great job.

9. Date of next meeting: 11th May 2023.