

Tustin Estate Project Team Meeting

Thursday 13 August 2020 by Zoom

MINUTES

Present	Initials	Present	Initials
Andrew Eke	AE	Patrick, Manor Grove	-
Andy Chaggar, Manor Grove	AC	Paulette Kelly, Kentmere House	PK
Amelia Leeson, Bowness House	AL		
Francis Phillip, Ambleside Point	FP	Neal Purvis (Open Comms, Chair)	NP
John Sankah, Manor Grove	JS	Ian Simpson (Open Comms, minutes)	IS
Juliette Wodzicki, Manor Grove	JW	Neil Kirby (Southwark Council)	NK
Maria Palumbo, Manor Grove	MP	Mike Tyrell (Southwark Council)	MT

1. Introductions

- 1.1. Neal took the Chair and invited all participants to introduce themselves.
- 1.2. Apologies were received from Anna Ginsburg, Sophie Hall-Thompson, and Tim Cutts.
- 1.3. Neal explained that he had circulated the Group's Code of Conduct before the meeting to remind everyone that it applies to all Project Group meetings.

2. Minutes of the Estate Project Team meeting of 23 July

- 2.1. The minutes were accepted as accurate with one correction:
 - 2.1.1. At 9.3, add "it" into the last line of the paragraph.

3. Resident Engagement Plan

- 3.1. Mike said there is relatively little change at the moment. Following the homeowners' meeting, Mike will write to homeowners setting out the cost implications of the additional items in Options 2 and 3. The next newsletter will contain details of the whittling down ballot with a covering letter.
- 3.2. Mike said he hopes the costings for Options 2 and 3 will be sent to homeowners in the next week, so they will have the details before voting. These are based on similar costs on other projects.
- 3.3. Juliette asked if her daughters could vote. Mike confirmed they can, but Juliette said only one daughter has received a letter. **ACTION: Mike to check and email Juliette.**
- 3.4. There is an online option for voting, which will be explained in the voting pack. **ACTION: Maria requests an email copy (Neal)**
- 3.5. Andrew asked that the leasehold costings should be sent to tenants as well as leaseholders so everyone knows the cost of the options.

4. Council contact with individual residents

- 4.1. Neal said there was one correction on page 19: the correct 7th August resident contact figure is 71%.
- 4.2. Mike said common questions, which will be included in the whittling down booklet, include:
 - 4.2.1. people in the towers asking if they will be eligible for any new homes that are built;
 - 4.2.2. for leaseholders in the low rise, the costs of renovation;
 - 4.2.3. for low rise households generally, timescales for the options.
- 4.3. Neal asked how the remaining residents would be contacted. Mike said the percentage of contacts will go up, but there is a group of residents who are very hard to reach, especially at a time when door-knocking is not possible.
- 4.4. Amelia asked whether the percentage contacted was based on households or people, and Mike said it was the percentage of eligible voters.

5. Homeowners' meeting

- 5.1. The homeowners' meeting took place on 29 July, with the Council's valuer Marcus Mayne in attendance. Homeowners' questions had shown that council staff need to explain homeowner options such as shared equity and equity loans more clearly.
- 5.2. Neil accepted it is a complicated area. He said that recent block meetings had been an opportunity to give more detail, and that Marcus is producing extra information on these options.
- 5.3. Andy asked for an update on his request for a sample contract. Neil said there is a standard contract, and Marcus is redacting it before sending it out. ***ACTION: check progress with Marcus and send copy to Neal to distribution to owners (Neil).***
- 5.4. Juliette asked if it is possible to give a rough estimate of the cost of any new homes. Neal thought there would be some basic estimates in the viability model. Neil said these had been produced by a surveyor who had talked with developers in the area and made assumptions about possible uplift in prices, and represents the best estimate that can be made at the moment. ***ACTION: check estimated prices in the viability model and circulate relevant estimates to homeowners (Neal).*** Amelia asked if owners can have the estimated prices before the whittling down ballot.
- 5.5. Maria said she had read that an 80 m² house could be built for around £280,000. Neil noted the discrepancy between build cost and the market value of a new home.
- 5.6. Maria asked if owners can suggest their own asking price for buybacks. Neil said the Council is always happy to discuss prices, although Marcus will have to pay attention to the principles of home valuation in any negotiation.

6. Block meetings

- 6.1. There have been three block meetings so far: (a) Bowness House; (b) Heversham House and (c) Kentmere and Ullswater Houses and Hillbeck Close. Neal noted that turnout has been lower than the first round of meetings earlier in the year, with around 24 residents at the three meetings. Many residents had questions about the process, and there have also been a lot of questions about rehousing. Homeowners issues have also been discussed, and Marcus and Neil have attended the meetings.
- 6.2. There are two remaining block meetings:
 - 6.2.1. Manor Grove on Monday 24 August, and
 - 6.2.2. the Tower Blocks on Wednesday 26 August.
- 6.3. Paulette thought the Kentmere meeting had gone well, with a good mix of tenants and homeowners. She thought low turnout may reflect some residents' vulnerability and that other methods should also be used to contact them.
- 6.4. Neal said that he has had more telephone queries and conversations with individual residents following the block meetings. Neil added that the meetings have also helped council staff to understand residents' concerns and questions more clearly.
- 6.5. Amelia asked if there are other ways to reach residents who don't attend meetings, as neighbours have said they are overwhelmed with paperwork. The turnout at the Bowness Block Meeting had been low at 4 out of 34 households. Neal noted the high contact rate for Bowness House in the telephone consultation.
- 6.6. Mike said he will consider other consultation, but door-knocking is not possible at the moment. The current round of telephone calls ends soon, and the Ledbury team may be able to get another round of calls in before Open Communities start their own contact during the whittling down ballot. Neal noted it is possible for Open Communities to call on residents provided they don't enter residents' homes.
- 6.7. Andy suggested more use of social media and emails. Amelia thinks 'phone calls are an effective form of contact if people are not reading papers. Neil noted Resolve are planning to restart Covid-safe methods of wider engagement, e.g. gardening, soon.

7. Whittling Down information pack

- 7.1. Mike updated the Group on changes since its last review of the pack. The aim is to ensure residents have all the information they need for the whittling down ballot. Feedback on the draft has been good, with people saying they understood the material.
- 7.2. The final part is rather repetitive to ensure that tenants, resident homeowners, non-resident owners and those on the waiting list will all be able to find the information that they need in the sections that apply to their own situation.
- 7.3. Andy felt the table in part 2 (at row 3) suggested there would be further consultation after the whittling down vote to pay due regard to each block's preferences. This was his understanding based on what LBS had said previously. However, further down the table it explicitly says that "the option put to residents [for the final residents' ballot] will be the favourite option from the 'whittling down' vote. This doesn't mention further consultation. Andy asked for clarification on whether this further consultation would happen. Mike said the section "How will the results be used?" now reads "The results will show how each block has voted ...

these results will lead to decision-making so we'll be able to see which is the preferred option. We'll then have one option, and a yes / no vote will be given".

- 7.4. Andy asked if environmental details can be given in more detail in the document, e.g. information on carbon emissions, which trees will remain or go, etc.
- 7.5. He also requested that Part 2 of the document is translated into Mandarin. Mike said he can arrange translations if requested. Andrew noted that the document should be translatable anyway when it is on the website. **ACTION: follow up request (Mike).**
- 7.6. Amelia said that "overall" should be "overhaul" in the second box on page 3, paragraph 4. In addition, on page 36 (option 1), question 2 should have an answer to "What works will be carried out on my home?"
- 7.7. The closing date for suggested changes to the document needs to be checked. **ACTION: send cut-off date to Neal so he can circulate it to Group members (Neal).**

8. Matters Arising

- 8.1. (3.2) Statistics on calls to date – addressed in the meeting.
- 8.2. (3.3) LBS staff at TRA and block meetings to explain two ballots – done.
- 8.3. (3.6) Whittling Down document – discussed in the meeting.
- 8.4. (4.5) Tenure split – **ACTION: Neil will be able to circulate this early next week.**
- 8.5. (5.4) Pilot study – Mike has trialled the instructions on a sample of 5 residents, who thought the form was easy to understand. One asked for larger print as well as graphic diagrams. Another suggested adding date, signature and address, but instead each form will have a unique identifier only used by Open Communities.
- 8.6. (5.8) Bowness House floor plan – Neil said David at Common Ground is looking at the changes needed. **ACTION: check this with David (Neil).**
- 8.7. (5.9) Comments to David and Sophie – some comments have been sent.
- 8.8. (6.4) Clear, simple information to prevent residents being overwhelmed – sent out to Group members around 10 days ago.
- 8.9. (7.3) Cost-Benefit Analysis amendments on environmental sustainability - **ACTION: Neil to add to email.**
- 8.10. (9.5) Code of Conduct – sent to all Group members.

9. Any Other Business

- 9.1. Andy said many Manor Grove owners still feel a lot of their concerns have not be answered. They think the whittling down vote is flawed and should be delayed, and that the Council should accept Manor Grove residents' vote on Option 4 / 5.
- 9.2. Amelia asked when the Tustin homeowners' meeting points would be addressed. **ACTION: check actions and ask Southwark for response dates (Neal).**
- 9.3. Neal thanked everyone for the calm and respectful way in which the meeting had been conducted.

10. Next meeting

10.1. The next meeting will be held at 6.00 p.m. on Thursday 10 September.

The meeting ended at 7.15 p.m.