



Tustin Estate Newsletter

June 2023

Welcome to the latest edition of the Tustin Estate monthly newsletter from Southwark Council.

The residents of the Tustin Estate have voted for the demolition and rebuild of Bowness House, Heversham House, Hillbeck Close and Kentmere House, and the refurbishment of the council houses on Manor Grove. The first phase of new homes are now being built and will be ready in 2025.

Over 55s Aylesbury Visit

On Thursday 1 June residents from the Tustin Estate had the opportunity to visit an Over 55s scheme on the nearby Aylesbury Estate.



Our hosts for the visit Jean Bartlett (front left) & Doreen (far right).



Residents and staff enjoying themselves in the roof garden.



Old Kent Road Pocket Plaza

Tustin Estate **EXTERIOR ARCHITECTURE**

Old Kent Road Pocket Park

The Proposal

- New hard landscape surface
- Two new trees!
- Ecological wildflower lawn
- Sensory groundcover planting
- Buffer planting for privacy
- Lighting for safety

Site Location

Old Kent Road Pocket Park

A big thank you to everyone who took the time to comment on the proposals for a new pocket plaza fronting Old Kent Road. Your feedback has been presented to the Resident Project Group who agreed the design shown above, which we hope to install later this year. There will be an opportunity to review the permanent design again in later phases.

Cost of Living support

We know money is tight for lots of residents at the moment. If you need help or support through the cost of living crisis, we are here to help. Please visit www.southwark.gov.uk/here-to-help



Contacting Bouygues



If you want to contact Bouygues UK (who are our contractors), their Resident Liaison Officer is Mariam Ayoola. **Mariam's** email address is:

mariam.ayoola@bouygues-uk.com.

Mariam can also be contacted on **07436602929**.

Standard construction hours

Noisy building work is only carried out between the following hours:

- Monday to Friday **8am to 6pm**
- Saturdays **9am to 2pm**
- **No works on** Sundays and Bank Holidays

Noise and dust Issues from the construction works

We are aware that the ongoing construction can be disruptive, to limit the impact as much as possible Bouygues UK monitor the dust and noise caused by the construction to

make sure it stays within safe limits. Bouygues monitor noise, dust, and vibrations to ensure they're operating safely and within the limits set by Southwark. Monitors are installed around the construction site. If you are experiencing any issues with noise or dust during the process please contact Bouygues UK's Resident Liaison Officer Mariam Ayoola to let them know so that these issues can be addressed. Email mariam.ayoola@bouygues-uk.com.

Construction video:



Don't forget Bouygues has created a video to show how the construction of the new homes will be managed – you can watch it online using this QR code

Local police Information

The local Old Kent Road Ward Police team have requested that any crime be reported, if it is an emergency, to **999** and for non-emergencies to **101**.

The team can also be contacted by telephone on **020 8721 2436**, PCSO Felix Adeyanju: **077694 62895** PC Zoe Tubbs: **07769 448303** PC Hannah Morgan: **077694 62957** or Email: **oldkentroad.snt@met.police.uk** or they can be tweeted at **@MPSOldkentRoad**.

Reporting repairs

The blocks that are due for demolition are still maintained by the council. All repairs for all the blocks on the Tustin Estate should be reported by calling **0800 952 4444**.

Got an idea for the next newsletter? Please let us know as we'd love to include suggestions and ideas from residents for our July edition.

Contact Sharon Burrell (RSO) on 07432 738774

Damp and mould

If you are a Southwark Council tenant with damp or mould in your home, you can get in contact with us by emailing **dampandmould@southwark.gov.uk** or calling us on **020 7525 2600** and choosing option one and then option five.

Tustin Community Association

The Tenants and Residents' group for the Tustin Estate is called the Tustin Community Association (TCA). It has been established for many years and works on behalf of residents. The group meet on the third Thursday of each month at 6pm by Zoom.

Andrew Eke is Chair of the Tustin Community Association. The contact details for the TCA are:

- Telephone: **07464 867736**
- Email: **tustintca02@hotmail.com**
- Residents Hall, Windermere Point, London SE15 1DY

The Tustin Resident Project Group

The Tustin Resident Project Group meets monthly and **oversees the project from a resident perspective** working with Southwark Council. We are keen for even more people to get involved. If you are interested in joining the group, please contact Jen Pepper on Freephone **0800 073 1051** or at **jen.pepper@opencommunities.org**

Resident Services Officer

Andrew Johnson is the Resident Services Officer for the Tustin Estate. Can be contact Andrew on **07535 541329** and his email address is **andrew.johnson@southwark.gov.uk**

Contacting Southwark about this project

The Tustin team working with the community on the plans for the low rise homes on the estate can be contacted on **020 7732 2886 / 020 7732 2757** or email **tustin@southwark.gov.uk**. If you are a Tustin Leaseholder or a Tenant of a Leaseholder, your named contact is **Sharon Burrell** that can be contacted on **07432 738 774** or email **sharon.burrell@southwark.gov.uk**.

Southwark Wellbeing Hub

The Southwark Wellbeing Hub provides information and support for anyone in Southwark worried about their mental wellbeing, or that of someone close to them.

It is run by the charity Together for Mental Wellbeing. The Hub's services are free and open to anyone who lives in Southwark, or who is registered with a Southwark GP.



The Southwark Wellbeing Hub works in partnership with Southwark Council's Adult Social Care Mental Health Team. They provide an easy point of access for any person who has care and support needs because of their mental health

and any person who cares for someone with mental health needs.

Finding support for your mental health can seem like an overwhelming task. The Southwark Wellbeing Hub is here to help. Call on **020 3751 9684** or email **southwarkhub@together-uk.org** today.

Help with your mental health

If you're struggling with your mental health you can get advice on how to improve your wellbeing, and details of organisations who can help you at: **www.southwark.gov.uk/mental-health**. If you, or someone you know, is in a mental health crisis, contact the local NHS 24-hour health support line on **0800 731 2864** (option 1).

Help for private renters

Citizens Advice Southwark who are based at 8 Westmoreland Road, SE17 2AY, have been developing a website for private renters. The website provides information about tenants' rights and also local and national sources of help for people with problems relating to their private tenancy. Website is **www.southwarkprivaterenters.org.uk**

Do not dump rubbish on the estate

We do our best to keep our estates clean and tidy for residents. Our estate cleaners work very hard on this but sometimes their job is made even harder

by a small group of residents and non-residents who seem to be disposing of their rubbish by simply throwing it out of their windows.

Any resident found disposing of their rubbish in this way will have action taken against them, as it is against their tenancy agreement.

Any non-resident found disposing of rubbish on the estate will have action taken against them. If you spot anything happening like this, please let your Resident Services Officer, Andrew Johnson know. You can contact Andrew on **07535 541329** and his email address **andrew.johnson@southwark.gov.uk**

The Independent Tenant and Homeowner Advisor

The Open Communities staff who will work on Tustin, providing individual advice to tenants, leaseholders and freeholders, and organising, chairing and taking minutes at the estate-wide and

Resident Project Group Meetings, are Jen Pepper and Murselin Islam.

You can contact Jen on **jen.pepper@opencommunities.org** and Murselin at **murselinislam@hotmail.com** and Freephone **0800 073 1051**.



Jen Pepper
jen.pepper@opencommunities.org



Murselin Islam
murselinislam@hotmail.com

Progress with letting the Phase One new homes

Priority for the first new homes is for the permanent rehousing of residents (both tenants and leaseholders) in Bowness, Heversham and Kentmere Houses whose homes need to be demolished to make way for the later phases. Also the former residents of Hillbeck Close with a right to return, and the tenants of Manor Grove whose homes will be undergoing major works and they have chosen a permanent rehousing.

So far 123 of you have been over to the Ledbury Office to choose a new home in phase 1, which will be ready in 2025. Other residents have said that they prefer to wait to choose a new home in phase 2, which will be complete in 2028, especially those who want a ground floor property with a garden.

When it is your turn to choose, we will contact you to come over and make your choice. This will take a few more weeks. When we contact you, please respond promptly as we cannot hold allocation of the new homes for more than 48 hours when it's your turn to choose. If you need more time please let us know in advance.

Those who want a home in phase 2 will get a temporary home in the new properties being built in phase 1 in 2025. This will be after those who want a permanent move to phase 1 have chosen.

When the new homes are completed in **early 2025**, under the Tustin Local Lettings Scheme the remaining homes in Phase One will be advertised to those residents in the towers who are in housing need; such as medical need, overcrowding and under occupation. They will be able to bid for these new homes ahead of other residents registered with us. If you live in the towers and want to bid for these homes when they become available in 2025, and want help to be registered, contact the Tustin Team on **020 7732 2886 /020 7732 2757** and we will be able to help.

Tustin Diary Dates for the next few months

Diary Date	What's the event	Where is it?
Tuesday 4 July 9.30am to 11.30am	Coffee Morning	Cabins on Plot C (near Pilgrims Way and Bowness)
Thursday 6 July 6pm to 8pm	Manor Grove meeting	TCA Residents Hall Windermere Point
Thursday 27 July 3pm to 7pm	Drop-in session	TCA Residents Hall Windermere Point