



# Tustin Estate Newsletter

July 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.

## Block naming

Last month, residents chose to name the new blocks after lakes in the Lake District and towns in Cumbria. The council is now inviting residents to vote for their favourite names for Blocks C and G, and the names with the highest votes will be submitted for approval.

Voting will open on Thursday 20 July until midday on Thursday 10 August.

You can see the list of names and vote in-person at the drop-in on Thursday 27 July and coffee morning on Tuesday 1 August, or online at <https://consultations.southwark.gov.uk/planning-and-regeneration/namephase1>. If you're unable to vote in-person or online, please email us at [Susannah.Oso@southwark.gov.uk](mailto:Susannah.Oso@southwark.gov.uk)

## Pre-allocation Process

The pre-allocation process is now completed, and we would like to thank you all for attending and selecting your new homes.

If you have any issues or concerns regarding the process, Can we apologise to you and let we are available 24/7 hours a day so please contact the Ledbury Team on **0207 732 2886/2757** or email [tustin@southwark.gov.uk](mailto:tustin@southwark.gov.uk).



## Seaside trip

The TCA summer seaside trip to Eastbourne will take place on Saturday 12 August.

The trip is free for seniors (subject to proof) and there is a charge of £10 for adults and £5 per child.

Maximum number per household is 6.

Please book early to avoid disappointment.

Booking times are 11am to 2pm on Saturday 22 and 29 July and 5 August, or at the Resident Drop in on 27 July. To book call **07778 385603** and leave a message.

## Tustin Estate redevelopment Phase 2 drop-in

Linkcity and dRMM will be hosting an update on Phase 2 plans and sharing initial design thoughts based on the agreed masterplan.

We will focus on “Place”: the location, size, shape of the new buildings, and how many and what kind of homes will be delivered. We will also share the upcoming engagement plan around phase 2.”

Please come along to our drop in session from 3pm to 7pm on Thursday 27 July at the TCA Hall Windermere Point.

## Free Active Southwark Fun Days

Try a new activity and learn about improving your health and wellbeing, from 12 noon to 4pm on:

- 29 July, Southwark Park, SE16
- 5 August, Geraldine Mary Harmsworth Park, SE1
- 12 August, Dulwich Park, SE21
- 19 August, Peckham Rye, SE15
- 26 August, Burgess Park, SE5

Come and take part in a taster session, including exercise classes, family sport, BMX (Burgess Park), training on outdoor gyms and more.

More information available at [www.southwark.gov.uk/active-fun-days](http://www.southwark.gov.uk/active-fun-days)

## 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](http://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](mailto: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. If you are experiencing any issues with noise or dust during the process please contact Resident Liaison Officer Mariam Ayoola to let them know so that these issues can be addressed. Mariam's email address is above.

### 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

### Coffee morning at Bouygues Cabins

The next coffee morning will be on Tuesday 1 August, 9.30am to 11.30am in the Bouygues Cabins on Plot C (near Pilgrims Way and Bowness House). Future coffee mornings will be held on the 1st Tuesday of each month.

### 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**.

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: **077783 85603**
- 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**

## 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 new concierge office

We are pleased to announce that the Tustin Estate Concierge Team will now be based in the new Concierge Office, which

is now on the Ground Floor of Windermere Point.

The Staff Members that will be based at the new office are:

**Douglas Livingston: 07940 006768**

**Mark Williamson: 07523 503824**

**Email Address: -**

**Tustin.Concierge@southwark.gov.uk**

The Team patrol the towers, car park and play area daily and reports communal issues such as faults with lifts, communal lights, defective communal doors and windows and fly-tipping to the relevant departments.

They can also accept deliveries on behalf of the residents which will be kept in a secure cupboard in the concierge office.

The opening hours for the Concierge Office (subject to Leave) are 6am to 12am 7 days a week.

The new intercom system within your property can also connect you directly to the concierge office.

You can speak to the Concierge Officers in the new office, call or Email them on the numbers and Email address provided above to report concerns or issues.

## Help for private renters

Citizens Advice Southwark, based at 8 Westmoreland Road, SE17 2AY, has 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](http://www.southwarkprivaterenters.org.uk)

## 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](http://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).

## 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](mailto:jen.pepper@opencommunities.org) and Murselin at [murselin.islam@opencommunities.org](mailto:murselin.islam@opencommunities.org) and Freephone **0800 073 1051**.



**Jen Pepper**



**Murselin Islam**

## Tustin Diary Dates for the This Month

Diary Date	What's the event	Where is it?
Thursday 20 July 6pm-8pm	TCA meeting	TCA Residents Hall Windermere Point
Thursday 27 July 6pm-8pm	Resident Drop- in	TCA Residents Hall Windermere Point

## Useful Numbers

<b>Repairs/ Pest Control</b>	To report a repair to your property, block or estate please call <b>0800 952 4444</b> or <b>0207 525 2600</b> , or, if it is not an emergency, email <a href="mailto:Repairs@southwark.gov.uk">Repairs@southwark.gov.uk</a> or visit <a href="http://www.southwark.gov.uk/repairs">www.southwark.gov.uk/repairs</a>
<b>Thames Water</b>	Customer services: <b>0800 980 8800</b>
<b>Gas</b>	Emergency Services <b>0800 111 999</b>
<b>Housing Solutions</b>	Housing options / advice service <b>0207 525 5950</b> . Homeseach account: <a href="https://www.southwarkhomeseach.org.uk/EHOWizard/Add">https://www.southwarkhomeseach.org.uk/EHOWizard/Add</a> Email: <a href="mailto:housing.options@southwark.gov.uk">housing.options@southwark.gov.uk</a>
<b>Rent:</b>	If you are a tenant and have any queries about your rent or you are having problems paying your rent you can contact the Rent Team on <b>0207 525 1317</b> or <b>020 7525 1737</b> Email: <a href="mailto:incomehousing@southwark.gov.uk">incomehousing@southwark.gov.uk</a>
<b>ASB/ Noise</b>	Reporting anti social behaviour or to report noise nuisances you can call <b>0207 525 5777</b> . Remember, if you are in immediate danger call <b>999</b> .
<b>Bulk refuse</b>	If you need to get rid of any large items such as furniture, you can arrange this by completing our online form at <a href="http://www.southwark.gov.uk">www.southwark.gov.uk</a> . Alternatively, you can call our environmental services helpline on <b>0207 525 2000</b> and collection will be arranged within five to ten days. There is a charge of £16 for up to 10 items.
<b>Residents Services</b>	<a href="mailto:Northhousing@southwark.gov.uk">Northhousing@southwark.gov.uk</a> Tel: <b>0207 525 2600</b>
<b>Welfare benefits advice services</b>	Southwark local support service – <b>0207 525 2434</b> <a href="mailto:Localsupport@southwark.gov.uk">Localsupport@southwark.gov.uk</a>
<b>Complaints</b>	<b>020 7525 0042</b> <a href="mailto:Complaints@southwark.gov.uk">Complaints@southwark.gov.uk</a>

# IS YOUR E-BIKE A FIRE RISK?



**#ChargeSafe**



- Never leave your device charging unattended or when you're asleep.
- Do not attempt to modify or tamper with your battery. Always follow the manufacturer's instructions.
- Converting pedal bikes into e-bikes using DIY kits bought online can be very dangerous and poses a higher risk of fire.
- Never block your escape routes with your e-bike or e-scooter.
- Ensure you have a working smoke alarm.



Scan this QR code for more information on keeping your e-bike and home safe, or visit: [london-fire.gov.uk/charge-safe](https://london-fire.gov.uk/charge-safe)

**LFB**  
LONDON FIRE BRIGADE

# PROTECT WHAT YOU LOVE

WITH A SIMPLE ONLINE CHECK



Our online Home Fire Safety Checker will work out the level of risk in your home with a few questions and suggest what you could do next. This might be booking a visit from one of our crews or getting some tailored online advice.

Check your fire safety today and we'll get you the right help. Just scan the QR code or go to: [london-fire.gov.uk/protect](https://london-fire.gov.uk/protect)



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