

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

Present:

Residents: Paulette Kelly (PK), Andrew Eke (AE,Chair, TCA), Andy Chaggar (AC), Francis Phillip (PF).

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

Bouygues and Linkcity: Andy Murfin (AM), Aleks Dashi, Amanda Harrison (AH), Manon Smits (MS)

dRMM: Steve Wallis (TW)

Pulse: David Robinson (DR)

Open Communities: Jennifer Pepper (JP) -Chair, Murselin Islam (MI)

1. Introductions

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

1.2 Apologies- Osama Shoush and Mariam Ayoola.

2. Minutes of the last minutes –

2.1 JP went through minutes of the last meeting. Meeting approved the minutes as true records with the following amendments:

2.1.1 (5.7) AC informed it should read as ‘vibration survey’ not ‘condition survey’.

2.1.2 PK said minutes should use the term RPG (Residents Project Group) rather than RSG (Residents Steering Group).

2.1.3 (4.11) AF clarified Bouygues would be looking to work on Saturdays with the LBS agreed time frame between 9am-2pm on block G for logistic purposes.

3. Linkcity/Bouygues Update

- Works Update

3.1 AM informed on block G (opposite of Heversham House) works continuing with RC frame on level two, civilising the ground around outside of the building and installing asphalt sub-based to reduce the dust. At end of August ground floor block work will start and brick works will commence as well as scaffolding works.

3.2 Block C (Ullswater House where the new site offices are) first slab has been casted on the ground, still doing ground works and by September all works expected to be civilised. These will be RC frame going up followed up by external, internal brick works and scaffolding works.

3.3 Block D progressing with ground works. Drainage works should be finishing by end of July and all footpath should re-open. AM requested the residents to speak to Bouygues if there is an issue with the footpath and they will be happy to assist. Bouygues already has helped one of the Manor Grove residents with fridge delivery. Thames Water recently carried out works late in the afternoon and these are not within the control of Bouygues but now that side footpath is open since that work has been completed.

3.4 By end of August fences will be moved out on the road within the agreed terms of LBS Highways to take deliveries safely. Works are normally slow in August and September due to some workers being on leave.

3.5 Week commencing from 14th August steel frame for the main structure will be visible followed up by sustainable clay blocks works. Actual structure of houses will be visible by September.

3.6 AE asked for an update on increasing number of the work force on the estate and whether they are having thorough induction/toolbox talk, all involved parties need to realise that this is a live site where residents live and this need to be part of engagement plan. AM informed stairs at the site offices are now made into emergency escape only use so that no one hang around on the stairs or in that area. **In terms of smoking and gathering outside signs are getting prepared and will be installed soon.** Workers are briefed of the expected behaviour while they are on site. AM offered to share in the future the induction details with the meeting so that everyone is satisfied with the effort.

3.7 **AE suggested to hold weekly reminder session** with the workforce so that they are not forgetting their behavioural duties, site managers should be able to do it on a weekly basis. **A meeting will take place between LBS, AE and Bouygues to discuss the required actions in detail.**

- Residents Engagement

3.8 AH informed in terms of Social Value they are on target with four residents are in jobs now. Two pre-employment programme are now running that have 18 Southwark residents including four Tustin residents. People who are in pre-employment training also receives further support on securing jobs including going to paid boot camp. Apprenticeship package is getting ready and will be launched soon. Works are ongoing with two schools including 'Girls Belief' programme that promotes construction works among girls. Mock interviews and Job Fair targets are on track.

3.9 PK wanted to know more about Job Fairs. AH informed they have done one in Waterloo, Youth recruitment in Millwall, Bi- borough construction fair in Westminster, No Going Back (with ex-offenders) and OHOB evenings. This information do go on the noticeboards but not all in the newsletters as there are short notices of events that might not align with newsletter posting time. AH will ensure they are displayed on the noticeboards accordingly.

3.10 AE said it good that Bouygues are meeting boroughwide targets, but they are not meeting target for the estate, Millwall event was not promoted effectively, and residents found out after few weeks about the event. AH said that one event that did not make it to

the newsletter and going forward she will organise contractors to attend drop-in sessions when jobs are available. AE said OHOB presence during one of the drop-in sessions went well and this can be repeated. AE suggested to put such **events on the electronic screen** on the estate so that residents notice them easily. AH agreed.

3.11 AE asked whether there is over 50s job or training opportunities for residents. AH informed there isn't any 50s job as such in the scheme and training is open to all. AD added there is no age limitation as long interested person can find something that they want to do or learn including apprenticeship.

3.12 AC suggested to have a **WhatsApp group of RPG** so that those events can be promoted easily as and when needed. He also wanted to know about Apprenticeship pay rate as low pay rate makes it difficult for older candidates who have families to maintain. AH confirmed the apprenticeship pay rate is London Living Wage which is £11.95 per hour.

3.13 AE said what AC suggested should be done by the LBS already and even more, but it is not happening. PK informed there was no residents who attended the Coffee Morning. AM said as it was the first one there were gaps, and these will be addressed including signage/posters/balloons to make the event more noticeable next time and as time passes more residents will be aware of the event.

3.14 JP suggested to have themed coffee mornings which may get more residents in i.e. benefit advice sessions etc. AH said this will evolve over time and cannot be decided now as the sessions just started and residents haven't asked for anything specific. AM added this is more about knowing the contractors and knowing the project but can be developed over time. JP said more needs to be done to get residents involved and expressed her concerns that it has gone down to one monthly drop-on from two and one coffee morning.

3.15 CJ informed there are various engagement works happening including engaging with leaseholder, Manor Grove events, block naming exercise and housing allocations appointments.

3.15 AE said learnings from past drop-ins and coffee mornings need to be reflected on engagement works. He asked for a plan that shows how improvement will be done for better residents' engagement. Previous coffee mornings were attended by Bouygues and learning is not there. Once the works density goes up in the area where these coffee mornings are taking place will put up major challenge and there is no plan for that. He wants plans that will deal with various challenges including delivery challenges in the future. He has expressed his concerns about lack of information on void homes (Manor Grove) for residents moves as well as possibility of missing the various target dates of the project.

- Phase Two Consultation by MS

3.16 MS informed (presented) design process starts now followed up by preparation for planning stage for demolition and re-building works. Bouygues has a separate team for phase two so that it will not put pressure on phase one resources, the team will be introduced closer to the time.

3.17 Phase two will include demolition of Heversham House and Kentmere House and then building 4 new buildings (2 buildings facing Tustin Common) alongside Ilderton Rd delivering 250 plus homes including 120 affordable homes. These are part of the agreed Master Plan but in more detail. This phase has already an outline consent and the details will be now done with Reserved Matters Application process which will include the exact number and sizes of homes, materials and details of the buildings, and public realm and landscaping. New Fire Safety Regulation (building Safety Act), TFL's planned cycle lane on Ilderton Rd and incorporating housing needs from existing residents moving to phase two will influence the detailed design alongside the residents consultations to ensure the evolving design works for everyone. The team will include LBS, Linkcity, Bouygues, dRMM, hgh (planning Consultant) and Pulse Consult.

3.18 MS proposed engagement through:

3.18.1 Regular updates at RPG

3.18.2 In-depth design presentation and consultation at drop-ins (first one in July)

3.18.3 Suggested theme includes Place (size, shape of the buildings), Detail (materials and appearance) and Home (public realm, entrances, access)

3.18.4 Wider engagement with the flats above Affrikiko

3.19 PK asked whether there will be plans/models for the first drop-in and how Linkcity will draw attention from residents as this is a short notice. MS said this will be promoted through leafletting and will arrange some food for the day. SH suggested to **display the engagement plan and other related updated information at the TCA hall** over the six/seven months of engagement so that residents understand the process and pace of the engagement. Needs assessment information will also help the design process. MS agreed.

3.20.JP said lessons should be learned from last phase and reminded that brick works were agreed without clear engagement and some residents did not like the brick work, but it was too late at that point, so it is important to have some consensus going forward. SH suggested another visit to Aylesbury project to see some of the recent works which will help residents to think and visualize their preference for future. **CJ will arrange.**

3.21 SB offered to share the learning from phase one pre-allocation which include various needs of residents and their preferences which will help the engagement process/learning to be more effective. **SB and MS will hold a meeting to discuss further before the first drop-in session. A copy of this presentation will be distributed** among the RSG members. MS to send the engagement event (drop-in) wording for newsletter article to SB by 14th July.

3.22 AE suggested to have other methods of displaying/presenting information/plans for the drop-ins (i.e. more use of VR). He also raised concerns that Bowness House may become a hub for emergency/temporary accommodation which is happening in surrounding areas. He requested the breakdown of types of homes for phase two. SM said 120 Affordable homes that is split between some social rent homes, some key workers homes (some intermediate homes) and some shared equity homes. It will be confirmed after discussing

with the council. AE requested to use the term 'Council Homes' rather than 'Affordable Homes'.

- **Phase 1 Design Update**

3.23 SW presented updates on dRMM works based on RIBA work stages and explained what stage they are in now (stage 4 & 5 that design in detail so that Bouygues can have clear direction for construction) and what will be happening next. Key activities post-planning include drawing for construction, align designs with regulators, review engineers information, obtain approval from authorities (i.e. Building Control), review information from suppliers and contractors and monitor building works and quality. SW showed Block G1 ground floor planning stage drawings and then the in-depth design for the contractors.

3.24 AE said it will be beneficial for residents to have the VR experience (i.e. Balcony experience for both projected and inset balcony) and thanked dRMM for detailed for such design aspect for Tustin which is rare in Southwark.

4. LBS Update

- Re-Housing

4.1 SB informed process for pre-allocation has been completed and thanked all the residents for their cooperation. The information will be passed on to Southwark Building Service for further action. AE thanked the team for meeting the target and putting in all the effort. He also suggested to put an apology in the newsletter for those residents whose information were not handled properly. AE had to handle many complaints because of the situation and reminded that Open Communities should not be doing administrative work for LBS, they are here as an independent residents' advisors. SH said there will be 'lesson learned' exercise so that the process runs smoothly for next phase and also the team is adjusting it works around this new stream of works and hopefully it will reduce errors in the future and also thanked residents for their cooperation during the process.

- Manor Grove

4.2 CJ updated on the Manor Grove event and informed a number of feedback has been received . The team is working on drafting a response and will be shared with RPG. Voids team is working on temporary decant properties and as soon as they will be ready the residents will be informed. Storage for those residents will be available in advance and the team is working on the details which will be presented at the next Manor Grove meeting (proposed) on 24th August 6pm-8pm and will be attended by architects.

4.3 JP informed few residents do not want to have carpets for their health reasons and also wanted to know when the properties will be ready. CJ informed residents will get two months' notice in August in view to move in by September. Residents who have health issues will have alternative options for flooring.

4.4 AE asked what will happen to the council tenants and free holders in terms of renting the temporary (decant) accommodation. CJ informed council tenants will keep paying their

current rent during the process and for free holders it has not been decided yet, but it will be addressed in the FAQ document by next meeting.

- Block naming

4.5 CJ informed they have received feedback from drop-in sessions and now proposing an online block naming poll from 20th July and the link can go on the newsletter. It could run till 11th August so that the results could be reported back to RPG that evening. Three names for each block (Block C over 55s, other side of Block C and block G1) were chosen by residents over the last few weeks and online voting as well as in person during drop-in will help the residents to choose the final name for each block. Manor Grove refurbishment properties will have number based on Manor Grove numbering.

5. Newsletter

5.1 SB informed it is almost ready and waiting on two more article/information and then it will be sent to SH and comms teams to approve.

5.2 PK informed that the diary dates need to be updated on the last page to reflect all engagement events as it wasn't for the last issue. SB will ensure the information is accurate and up to date. SH echoed the same and apologised for the last newsletter.

5.3 AE will send the new contact details of the TCA to go on the newsletter.

5.4 AH confirmed Bouygues newsletter will be delivered to SB by Friday 14th.

6. Matters Arising

6.1 (3.1.1) Mirror Installation – AD confirmed it has been done.

6.2 (3.1.2) Fly tipping and signs – SH informed signs have been put up. AE said it is not working and licensing needs to be approached. There are cleaning company vehicles coming in the estate and AE is worried about Manor Grove may become a hot spot. AJ informed Commercial Team has been contacted and they are in the process of taking action, he will update in more details in later.

6.3 (3.2) Adding 'month' tab on the tracker file. Completed.

6.4 (3.3) Housing register deadline to be added to the Tracker – Its not been done but the deadline has been met.

6.5 (5.4) Reminder to eligible residents in the towers for registration – due. SB will discuss with SH and assess whether team is ready for this to be launched now. AE suggested to put a holding information in the newsletter. **SB will do.**

6.6 (5.14) Pocket Park plan for newsletter. Completed.

7. Challenges Tracker

7.1 DR informed the challenges tracker is hosted by Pulse and any issue from estate walkabout, meeting, drop-ins are added to the list and followed up on weekly basis. In

addition to that Bouygues have a complaints and complement tracker. **AC requested the challenges trackers to be shared with RPG members, DR agreed.**

7.2 Challenges tracker update was given to RPG without any new specific issue. The challenges tracker update will be **given with meeting paper from next time by JP.**

8. Issues, concerns and feedback from residents

8.1 AE thanked Bouygues, AH, CJ, MS, SH, SB, AJ JP, MI and all others including residents for their continuous effort.

9. Any other business

9.1 AE requested for the residents' trip update. AH informed transport (Two Coaches) are booked, and food venue is still to be confirmed as the first venue cancelled the initial booking due to number of people. Invites will be going out on newsletter and on the notice boards.

9.2 PK asked about the cost. AH confirmed Bouygues are funding it. AE will discuss the details with AH separately on Friday.

10. Date for next meeting – 10th August 6pm.