



Tustin Estate Newsletter

August 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

Pre-allocation process

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

Tustin towers registration

This is just a gentle reminder to say that we have not forgotten you. We are just finalising the pre-allocation process. Once this is completed we will be contacting you directly.

Drop-in sessions

The next drop-in session will be on Thursday 24 August, 2023, from 3pm to 8pm. Please come along to meet the contractor Bouygues, Housing Team, Open Communities and dRMM. If you want to speak to the team before then, we are available 24/7 hours a day, at the Ledbury TRA Hall, Pencraig way London SE15 1SH. Call on **020 7732 2886/ 020 7732 2757** or email **tustin@southwark.gov.uk**.

Free Active Southwark Fun Days

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

- 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**

Cost of Living support

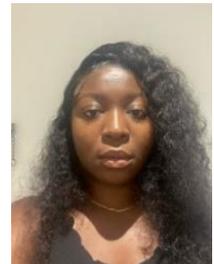
We know money is tight for lots of residents at the moment. If you need help or support through the cost of living crisis, we are here to help. Please visit



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

Coffee morning at Bouygues cabins

The next coffee morning will be on Tuesday 5 September 9.30am to 11.30am in the Bouygues Cabins on Plot C (near Pilgrims Way and Bowness House).

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 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

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**.

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**

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 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:

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 in 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

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).

New RSM Appointment

A big congratulations to Sharon Burrell, who is our now the **Resident Services Manager (RSM)** for the Major Estates Team. Well done and congratulations to Sharon in her promotion to the RSM role.

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 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 24 August 3pm to 6pm	Resident Drop- in Meet the Contractors	TCA Residents Hall Windermere Point

Useful Numbers

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

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

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