

## **Tustin Estate Project Group Meeting 10 August 2023, 6pm – Via Zoom and In Person at the TCA Hall.**

### **Present:**

Residents: Paulette Kelly (PK), Andrew Eke (AE, Chair TCA), Francis Phillip (PF), Maria Zerika, Deborah Gale, Comfort Kumi.

LB Southwark: Cat Janman (CJ), Sarfraz Hussein (SH), Sharon Burrell (SB), Andrew Johnson (AJ) Sarfraz Hussain (SH), Osama Soush (OS)

Bouygues and Link City: Andy Murfin (AM), Aleks Dashi, Amanda Harrison (AH), Manon Smits (MS), Marcus Allen (MA).

dRMM: Steve Wallis (TW)

KCA: Michael Line

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- Andy Chaggar, 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 (3.4) Andy Chaggar advised (emailed JP) that 3.4 should say 'slow in August and **September**' and

2.1.2 (3.6) Should read AE rather than AC.

2.1.3 (3.23 & 3.24) Manon Smits clarified that 3.23 and 3.24 related to Phase 1 update.

### **3. Linkcity/Bouygues Update**

- Design update (Phase One) by SW

3.1 Architects are working with Bouygues to complete all the construction information that is required for all architectural packages and currently that includes brickwork, internal layouts in the next few weeks. dRMM currently reviewing Window fabrication drawings, and lift fabrication drawings to ensure these fit in as they are planned. They are helping Bouygues with mock-up panels due to start in coming weeks. KCA (Design Guardian) providing technical comments to dRMM to ensure the drawings are in line with what has

been submitted in Planning and Tendering stages. There are submissions to NHBC, an independent new home warranty and insurance provider.

3.2 SH asked what scope is there for residents to get engaged or receive comments from KCA on design issues. SW informed these comments are very much on technical issues around fire safety but there are some around Manor Grove which may give the opportunity for residents to look into, dRMM will bring those forward to residents if it is more around visuals.

3.3 AE asked when/how the design guardian will get involved with residents? OS informed design guardian ensures the technical aspect of designs, the commitment gets reflected on design, quality is maintained throughout the process and by attending meetings they understand and take on board overall design issues raised by residents.

3.4 AE said residents' expectation is to see/hear more from design guardian and at present this is not happening. There are design changes which have taken place at phase one. AE raised those issues in the past and did not receive any response. In Manor Grove the location of the bin chambers are proposed in the original location which will become hazardous in the future. Residents expect more involvement/interaction in design aspect and serious concerns raised in the past are not getting addressed. The feedback process and response to residents queries must improve. SW said dRMM working on designs very much based on residents consultation and sometimes some issues are very technical which may not be ideal for these meetings to go through, but they are happy to share these information in the future. **LBS to have a discussion with relevant parties outside this meeting to look at how to ensure changes to/recommendations for design are communicated with residents effectively.**

- Works Update

3.5 AM informed they are busy with RC frame works. Works are concentrating on finishing the ground works, most of the drainage and utility works within the sites. On block G and C RC frame has been erected, for block G there will be more deliveries in the next month. Blockwork to be loaded on the ground floor, scaffolding to be erected in September and will be followed by on block C. On block D grounds to be finished and capping the external landscaping within asphalt to be ready for the super structure and scaffolding in September. They are happy to organise residents to visit the sites once these are underway which will help residents to understand how the construction process works and what are the different stages involved, and explain the layouts of blocks including the drawings.

3.6 AE asked to explain for residents what is a RC frame. AM informed it stands for reinforced concrete frames. It will be better to visit two sites rather than all three as C and G has similarities, so C and D will be better as they have variation in design and build process. AM said Bouygues newsletter and Coffee Mornings invite residents to register for those site visits.

3.7 SH said if newsletters, coffee mornings, option for site visits, RLO works are not generating enough interest from residents to engage then the process need to be looked

into including what else can be done to get good number of residents engaged/interested. AE suggested to have creative approach where residents do not only get information on construction which may not be enough to get them engaged but also other issues/advice around housing may get them in as well as using the hoarding more for advertising. JP suggested to work closely with Southwark re-housing team who could help generating more interest from residents for engagement. **AD suggested to a discussion outside this meeting by September, meeting agreed.**

3.8 AE thanked Bouygues for making good progress on all three sites. He informed residents are concerned with noise levels and also the duration/length of noise going on especially with close proximity of Heversham House where many vulnerable residents live, and it will be helpful to publicise some information on these may take away some of the worries as people are not aware of the parameters. **AM will put information together for residents to help them understand** of what is expected, what are the noise level thresholds so that residents do not worry unnecessarily and can report if unexpected things happen.

- Residents Engagement

3.9 AH informed residents trip to Eastbourne for Saturday 12 August is now set. Coaches will arrive at 8am and will leave for the trip at 8:30am. Residents will be given gift vouchers for lunch on the day. Coaches will pickup the residents at 5pm for return journey. The trip is being sponsored by Bouygues and gift vouchers are generous enough for residents and the families.

- Phase Two update

3.10 MS shared the masterplan massing which was shared during the last drop-in. A more efficient approach has been proposed to re-distribute the residential area from upper G2 to building H (which already has a second stair, and it is 20 stories) and this will reduce construction cost and carbon for G2, help to have larger family homes in northern portion of G2 (11 floors) as well as achieving greater efficiency in providing homes in H where second stairs core is already provided. Feedback from drop-in include height better on H than G2, looking forward to more play space, satisfaction on seeing the increase in 3-bedroom homes and smaller units on ground floor is a challenge based on needs assessment so this need to be addressed during phase 3 as well. The team is recruiting Community Consultant, Landscape Architect, Transport Consultant and Environmental consultant. Neil Onion (Beyond the Box) will not be part of this round due to other commitments but has recommended Urban Symbiotics who has good reputation in user-led approach and will be working jointly with dRMM once appointed. The consultants mentioned earlier will be appointed during August to start soon.

3.11 Next step from Linkcity includes agreeing documents needed for planning, getting technical input on the design, refining the shape of buildings and the mix, idea for materials and exterior to share with community and then formalising and sharing an engagement plan. The planning submission is planned for early 2024.

3.12 FP said there are concerns with flat roofs as residents have suffered for years so how the design process will ensure residents will not have this problem with the new homes. AM informed new flat roofs are not completely flat and they are angled to allow water run down through drainage and subsidiary overflows. FP asked what power source will be used for heaters. MS informed it will be district heating system for new buildings where hot water comes from waste energy plant. AM added houses will have air source heat pumps, no gas boilers and building C and G will be with district heating. All these efforts are their to reduce the energy bills for residents.

3.13 PK asked how long the transport consultants stays on board for a project and what are the areas they look into . MS informed they normally stay on until planning permission is granted. They normally look into the impact of the project on neighbouring areas, other external project i.e. Cycle Highway by TFL and how that works with Tustin plans.

3.14 AE thanked MS for already thinking of Phase 3. Not all needs assessment can be reflected in one phase and residents are starting to realise this. Every resident must know from all the involved teams/organisations that there are two moves allowed for residents and it is not one move only. AE asked for more information on ground floor gardens and communal gardens for building G1 and G2 (near planned court yard). MS informed there will be mixed of individual gardens as well as communal gardens. There will be small front garden/yard along the Ilderton Road side and on the Tustin Common side they are still deciding bigger garden on the Common side or the court yard side. Once the landscape architects are appointed, they will go for the fine details. MS added even those residents who won't be on ground floor is required by GLA and Southwark to have minimum private space that will come in as form of balcony. AE said this is a major factor for residents choosing their home now or at a later phase.

#### **4. LBS update**

- Re-housing

4.1 SB informed that the process will be completed by tomorrow and at present the team is double checking homes that may have further investigative works required due to accuracy issues, but they are only few to rectify. She thanked everyone for having patience with the huge process which should be finally completing soon.

4.2 DD said she felt the options were not explained properly, an email was sent from LBS was more pressurising without giving clear information/direction. Residents were still confused on the options they were given. She feels she has been harassed by how the way the process works. **SB and DD will discuss the issue separately to make progress quickly.**

4.3 AE wanted to know by when this part of re-housing will complete since the deadline is already missed but appreciated the efforts put in recently. SB informed this should conclude by 14<sup>th</sup> August. AE said he will be happy as long it is completed by end of the month.

4.4 AE said there are still misinformation going out to residents from officers in the housing team about what options/choices residents have which has been clearly written in the

procedure. He warned that those officers will be identified, and they must stop this deliberate attempt to confuse residents which is holding back the progress of the project.

4.5 SH said it was never the intention of the team to misinform residents but now action has been taken and SB has been made into the service manager who will take this feedback and will ensure with the team that they provide the right level of service to residents and clearly explain information to residents to eradicate any confusion. Meeting congratulated SB on her new post.

- Manor Grove

4.6 CJ informed preparation works continues for Manor Grove refurbishment project. Voids property works are still going which will be used for temporary decant. The team is reviewing the answers for the frequently asked questions from the last meeting. Next Manor Grove meeting is planned for 24<sup>th</sup> August 6-8pm after monthly drop-in session which will be attended by LBS and architects as well. The information is in the newsletter already.

- Block Naming Phase One

4.7 OS informed the meeting about how process worked so far and how residents voted on their choices. All the chosen names need to be checked with London Fire Brigade to see whether they have any objections or not and thus avoid having same or similar named building in the area. Three names have been chosen for each building and if there is any objection from LFB for the first name then second name will be chosen and where there is an objection for second name then third option will be chosen. Final names should be confirmed by next RPG. The names are as below-

4.7.1 G1 Greendale House (1<sup>st</sup>), Chestnut Hill House (2<sup>nd</sup>)

4.7.2 C (Over 55s) Kendale House (1<sup>st</sup>), Greystoke House (2<sup>nd</sup>)

4.7.3 C Hayeswater House (1<sup>st</sup>) Moresby House (2<sup>nd</sup>)

- Newsletter

4.7 SB requested all to send any further articles (email) to her by end 10pm tonight. AE requested to put a thank you message to Bouygues for making the arrangement for the Eastbourne Trip.

4.8 AH informed Bouygues newsletter will be delivered to Ledbury team on Friday 11<sup>th</sup>.

## **5. Matters arising**

5.1 (3.7) Weekly reminder for workforce about behaviour– implemented and ongoing.

5.2 (3.10) Events on the electronic screen for resident information – AH informed currently there are no vacancies to put out, but packages are getting put together and once ready it will advertised on electronic screen.

5.3 (3.12) WhatsApp group suggested by AC for communicating residents – AE said suggestion may have been about using the current WhatsApp groups that exists within the

estate to communicate with residents on CSR opportunities and project updates. It is not possible to create and maintain a WhatsApp group for all residents due to its operation limitation as well as admin works, it need to be for selected RPG members.

5.4 (3.20 & 3.21) Residents consultation on brick choices and residents trips – SM informed earlier about residents engagement works for Phase Two. A meeting took place between SB, MS and Hema Vashi regarding the Team’s experience with residents through Phase One and residents needs assessment information.

5.5 (6.5) Holding reminder for Towers residents – will be completed with current newsletter.

5.6 (7.1) Challenges trackers to be shared with RPG members – completed.

## **6. Challenges Tracker update**

6.1 DR informed there are eight open items on the tracker but four of them are ongoing issues and there are getting regularly monitored. JP informed the tracker gets discussed in the weekly update meeting between LBS, Bouygues, Pulse Consults and OC. AE will send his comments to DR.

## **7. Issues, concerns, and feedback from residents**

7.1 AE hoped the issues that were identified during the walkabout earlier would be addressed accordingly. He informed a resident in Manor Grove is putting out traffic cone signs to secure their parking which is not allowed on the estate and these cones have been removed. This is not Bouygues. He reminded all residents that the parking arrangement for the estate is estate parking, not designated parking for any residents.

7.2 AE suggested to put numbers on Bouygues High vis to differentiate from other construction workers from neighbouring projects and that will help to identify who is using the estate parking unauthorised.

7.3 Restaurant at the corner of Ilderton Road was found guilty of using the Manor Grove bins and LBS has taken action against them.

## **8. Any other business –**

8.1 JP informed that she will not be able to attend the next meeting and Ray Coyle from OC will be chairing the meeting instead.

## **10. Date for next meeting – 14<sup>th</sup> September 6pm.**