

Tustin Estate Project Group Meeting 12th Oct 2023, 6pm – Via Zoom and In Person at the TCA Hall.

Present:

Residents: Paulette Kelly (PK), Andrew Eke (AE, Chair TCA), Andy Chaggar (AC), Camille Vincent (CV),

LB Southwark: Cat Janman (CJ), Sarfraz Hussain (SH), Mark (from concierge), Osama Shoush (OS), Sharon Burrel (SB)

Pulse Consults: David Banfield (DB), Sonia Yiadom-hut (SY).

Bouygues and Link City: Aleks Dashi (AD), Manon Smits (MS), Jeff Joseph (JJ), Yusuf Hussain (YH), Amanda Harrison (AH), Hortense Colin (HC).

Urban Symbiotics – Stephanie Edwards (SE)

KCA: Michael Line (ML)

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

1. Introduction

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

1.2 Apologies- Andrew Johnson, Kelsey Mann, Aleks Dashi

1.3 MS informed Marcus Allen has left Link City and Yusuf Hussain will be covering the role. HC represented Bouygues in the absence of Nicolas Amice (taking up Andy Murphy's role since his departure)

2. Minutes of the last minutes –

2.1 Meeting approved the minutes as true records with following comments:

2.2 AC said for 6.2 of the last meeting's minutes regarding Andy Murfin's departure that in couple of occasions Bouygues said that he was sick until AC informed the meeting that he had automated email reply from Andy Murfin saying he has left and at that point Aleks Dashi confirmed the information. AC also added that he and Kelsey Mann made comments about the importance of transparency and mentioned that JJ said in the last meeting that there is low engagement from residents. AC does not think that residents will join/engage if the full story is not being told.

2.3 PK said there were also comment from herself and KM about change of command and how that is managed, this was said in relation with the cement situation that was discussed in the last meeting. Residents need to know that they have been informed about the right thing in right time. JP said Bouygues can comment at part of their update later in the meeting.

3. Linkcity/Bouygues Update

- Works progress

3.1 HC informed she will be covering the role for Nicolas (replacement for Andy Murfin) while he is on leave and will be updating on works progress.

3.2 Block G - works are pointing level six now which means two cores are finishing at this level which are the last four flats and then next level is the roof in two weeks' time. Scaffolding are on level three this week and will be moving up on level four next week. For internal SFS (Steel frame system) is progressing and looking soon to start boarding and windows. Steel frame has been started.

3.3 At Block D works started with building the blocks and external brick works will be starting soon. Steel frame started for D1 and D2.

3.4 For Block C the works are at level four slab concrete and SFS is fixed where façade will be fitted on. **AE requested a written update for the group. HC agreed and it will be distributed by JP.**

3.5 AE asked about who is responsible for toolbox talk. HC informed it is her and also different weeks have different subjects covered by sub-contractors, depending on the works which are taking place weekly. AE suggested someone from Bouygues should be monitoring the toolbox talks as he has concerns about health and safety of residents while works are progressing, and this has been his experience from his visit to site office for Coffee Mornings. **AE will visit HC (and Nicolas) tomorrow to discuss the matter in detail.**

- Residents Engagement

3.6 JJ informed Mariam Ayoola has left the organisation and AH is now covering the RLO role as well as carrying on with Social Value works. From 1st Nov new member will start at Tustin and will supplement AH to cover both RLO and Social Value works. Estate engagement works are current, and all activities are on plan up to Christmas and beyond. **Alongside HC's report , AH will add the residents liaison's report.**

3.7 JJ said they have taken on board comments from residents regarding Coffee Mornings which is not working well. Most of the queries were about housing management. From November the location of the Coffee Morning will be at the TCA Hall and the time will be from 11am till 1pm to try out whether this increases footfall. A consultation event planned for Saturday 14th Oct 10am-4pm is led by Urban Symbiotics for Phase Two consultation, who is now talking to AE regarding designing posters, places for large event signage, door knocking etc.

- Newsletter

3.8 JJ informed next newsletter has details of all the events, location, timetable as well as changes in personnel. It is a new chapter for resident engagement at Tustin. AH added Bouygues newsletter will be going out with LBS newsletter, it has been already delivered to Ledbury team. All the notice boards will be updated, and Andrew Johnson has been contacted to help to access to the LBS block noticeboards. There is problem with the

electronic noticeboard 's sim card and an engineer has been booked for Monday. New RLO details will be in the November newsletter.

3.9 AE said current Coffee Mornings are not providing any direct benefits to residents, but it is serving Bouygues to achieve its engagement goals, with this residents will not be interested to walk in. Also, the setting is very underwhelming, staff walking in/out doing their own stuff. The question is what is in it for the residents? SH added that the challenge for Bouygues is to make the Coffee Mornings more effective as it has not been since it started, and he also offered help from LBS if that helps Bouygues to make the Coffee Mornings more attractive to residents.

3.10 AE expressed his frustration at the slow progress and wondered about what the progress meetings are doing about it, as things are not working in terms of engagement. He suggested that all parties involved need to honestly think about meaningful engagement of residents and gave example of the site skips which are holding many stuff/materials that can be recycled and use for residents which may inspire residents to get involved. Drop-ins have been reduced from four a month to just one and a two-hour Coffee Morning. This has failed to engage residents and residents were not even involved in this decision. JJ said they are happy to meet AE to take further look into engagement and do what is necessary to improve the situation. JP said comments were fair from AE, the entrance was not welcoming and now that the venue has changed as well as CJ and Urban Symbiotics are door knocking there are new faces came at the last drop-in session which is a positive.

- Design Guardian Update

3.11 ML informed there are no major issues, and they are receiving regular information from dRMM, Bouygues and the sub-contractors. This gets reviewed by the team of a structural engineer, civil engineer, mechanical engineer and the landscape architects to ensure everything is in line with what was agreed and what was in planning and all related compliance and regulation being met or not. OS added that at the planning stage the top line design (without fine details of what is where e.g. where bricks get fitted etc), get submitted and then architects design with fine details which gets reviewed by KCA to ensure all agreed designs get implemented without compromising the quality.

- Urban symbiotics

3.12 SE presented following information:

- Engagement update

3.13 At September drop-in session 20 residents attended, two blocks were visited. During the door-to-door visits SE and SY meet residents who have barriers to come out in consultation events (e.g. visually impaired, accessibility issues) and feedback will be provided to those residents as well. During the event SB has provided housing advice and information to residents which worked very well. The presentation also showed photos of residents during the consultation event, entrance signage, leaflets etc.

- Coffee morning

3.14 James, Diana and CJ attended the coffee morning and distributed 42 leaflets to passersby covering the area between the site office and the primary school. People were provided information about the Saturday event, Coffee Morning details as well as other ways they can get involved.

- Upcoming event

3.15 Tustin Phase 2 Place Making Day 14th October 10am-4pm at TCA Hall is planned to consult residents of their views about the estate, what they like/don't like and what they would like to see in Phase Two, this may include building design, play space, parks, estate navigation, safety & security and other residents' priorities. etc. There will be architects available to answer any design related queries, many interactive activities for various age groups and food and drink will be available to make the event enjoyable and meaningful for residents.

- Residents call out

3.16 SE informed an event has been planned for residents to take the design team for a walk through the estate on 26th October sharing their experience of the estate, likes, dislikes and to comment on safety. Participants will be getting gift vouchers. The event is promoted through leaflet, posters and newsletters. There are other events planned for 8th November for residents to consult on homes and spaces and a festive event during week commencing from 2nd December to share 'You said we did' providing feedback on what residents said and how it has influenced the Phase Two. There will be more events planned for 2024 to keep residents informed on how planning stage is progressing and of any changes required.

3.17 SH said the event went well with that many residents attending, the posters, leaflets and the big A board sign really worked, including a steady flow of residents coming in. He congratulated Urban Symbiotics for arranging a very engaging event and also suggested to have another event where it is more about celebrating with residents without focusing too much on consultation to give back to residents. SE informed they will be looking into this further and Bouygues festive event is more about celebrating with residents. SH also suggested that the final design documents need to be shared with residents so that it is transparent to all. JP informed they did the similar during Phase One before submitting the planning application and it also important to do it in plain English to make it easy for residents to understand. **MS said she will speak to JP to organise such meeting to go through the final documents with residents and once agreed then it will be submitted.**

3.18 AC said it will be good to have a summary of the document in this forum. During phase One outline application submission there was an issue with the time when the documents went in and checked to find out that there were differences in the maximum parameter plan about the heights of the building versus what was in the illustrative master plan. He said the maximum parameter plan was never presented to residents before those actual documents went in. and he is very keen to see this does not happen in phase Two. **JP will be talking to LBS to see who the person will be to ensure this does not happen again.**

4. LBS Update

4.1 OS informed they have been talking with the new Bouygues team to ensure they are aware of the settings and current challenges on the site. HC attended this meeting and Nicolas will be attending the future RPGs. They are discussing many issues with Bouygues including ongoing design works, power connections etc. LBS is waiting on getting the final two block names from the emergency services. Hayeswater House is confirmed for Block C2 which is non-over 55s.

4.2 Manor Grove - OS informed there will be an article in the newsletter about Manor Grove works, there has been some delays and he apologised for that. The refurbishment works are due to start in January 2024. Getting the temporary accommodation ready was delayed.

4.3 AE asked whether camera system is being part of the plan in the Phase One. OS informed it is part of the plan and Bouygues and the architects are working on all camera across the estate rather than block by block to ensure how the whole system will work. They are expecting report soon but no set date yet. CCTV is required by Secure by Design standard. OS is keen to find out from residents view on CCTV and how it should work, there is a need to have an engaging session for this which will be planned in the future.

4.4 AE asked AC's view on CCTV for Manor Grove as a freeholder as it is important to have views before the major works completes. AC said he thinks CCTV is a good idea, but he had conversation with his neighbours who think differently. AC said he had not seen any feedback from the last two Manor Grove consultation events, and it is important to tie down all the issues as there is a risk of losing sight of other important questions about Manor Grove that has not been addressed yet, and this will not inspire residents for participation as well. AE agreed with AC and said he is also chasing some of these to be addressed as soon as possible. OS informed there are some delays preparing detailed answers for all the questions, and one technical question regarding insulation (i.e. what happens when insulation is already there for side walls for homes for refurbishment at Manor Grove) taking time to be answered. **If it is further delayed, then OS will issue the feedback without the answer for that question in October.**

4.5 SH said it is very important to have CCTV on site which helps to deal with many the anti-social behaviour, fly tipping, bulk rubbish dumping etc. It is good to have CCTV in places like bin room, blind spots, communal areas, lifts, floor level etc and it also helps the staff to take necessary action required on incidents including fire breakouts.

- Re-housing update

4.6 SB informed allocation process has been completed and now booked in, some of the residents who were planned for Phase Two are now into Phase One due to availability. Three are booked in for this week and three more later. She is having a detailed discussion with those residents to ensure the changes meet the expectations of the residents and their housing needs. After this SB will start looking further into Phase Two plan for allocation. SB will be setting a plan with plot details and residents choice of plots for Southwark Construction. SB informed they are maintaining the regular communication with residents, and it has helped to increase the footfall into the drop-in sessions as well.

4.7 SH reemphasised on what SB mentioned to maintain regular communication, to keep residents informed of the progress, and also changes to residents' circumstances and making sure these are reflected in the allocation process. The team has managed to resolve few complex cases and worked with other teams who are designed to deal with specific issues of residents. It is a continuous process. Voids are on the rise and this has been fed into OS's team and SB's team to ensure there is a mix and match process for those residents with specific issues/needs, and to address any support requirements. SH added he is happy to take feedback from residents' group on any issues that they are aware of any residents in relation to housing needs. He also mentioned that he has spoken PK about how to make the best use of the TCA Hall which is a great asset to the residents, and it needs to be very welcoming as well as a facility that serves the community well. **The team is to complete FAQs by end of October- SH** that will help residents and all stakeholders to understand how the allocation process works and also deal with the misinformation that residents had.

4.8 AE asked for the update on uniformity of the waiting list. SH informed it has been complete and now everyone will have same level of information and will not have disjointed information any more. He thanked TCA for suggesting the improvement which is now achieved.

4.9 AE said in future any complaints against any officers will be dealt in firm way. Officers were given chances for improving their conduct and a repeat in the future is not an option. SH acknowledged the situation and said sometimes officers struggle and mistakenly gives out incorrect information, but now it has stopped. Improvements have been made in terms accuracy of information flow and data are recorded better, and the standard will be maintained. SH added he is happy to deal with any formal complaints.

5. Newsletters

5.1 JP apologised for the delay in sending out both LBS and Bouygues newsletter as the email got stuck in the outbox, she has managed to resend it later after PK inquired about the newsletters. OS suggested SB to update the Bouygues staff information based on Bouygues newsletter. **SB will do.**

5.2 SB requested Bouygues that some of the information looks repetitive and if they could look into it (LBS newsletter) since they are changing the staff details then it will be helpful. **AH agreed.** SH said he really likes the pictures and that shows the site journey in the Bouygues newsletter. SB thanked Urban Symbiotics for their contribution in the newsletter which made it look better and stretched the importance of regular updates in the newsletter.

6. Matter arising

6.1 (3.3) AE said Phase One is not completing according to the plan and residents are not being informed of changes in the plan – CJ and AE confirmed that a meeting has taken place and concerns are acknowledged and any such change will be communicated with residents in the future.

6.2 (3.4) Manor Grove bin design and related health and safety issues raised by AE – CJ informed the drawings are work in progress which the architects are looking at and health and safety will be ensured. **Once an update received that will be shared in the group -CJ.**

6.3 (3.12) Halloween event in October and further efforts to improve overall residents engagement – JJ informed Mariam Ayoola has moved on and with such a short time, it will not be possible to execute the plan with enough quality to justice.

6.4 (4.1) Quality checking the re-housing plan – SB and SH covered earlier.

6.5 (4.2) Bouygues operatives putting out cones at site D – AE corrected that the perpetrators is not Bouygues but residents and encouraged the relevant team to seize the cones and not to be intimidated by them and to inform TCA. CJ added this has stopped now.

6.6 (4.3) Extra four disabled bays in front of Heversham has been completed.

6.7 (4.4) Need for more two-bedroom homes in Phase Two and band status for phase two residents as well as those moving out of the estate – CJ informed they are aware of it and have spoken to allocation team, architects for Phase Two are aware of the need as well. SE have spoken to KM and MS, and there are two-bed and one-bed provision in Phase Two as well as three-bed on the ground floor. There are limitations on living spaces on the ground floor due flood risks. JP mentioned about a couple from Manor Road have a need for ground floor two-bed provision and wife is in wheelchair and situation is deteriorating. SB informed she is dealing with the case.

6.8 (4.5) Feedback/FAQs for Manor Grove – This has been discussed earlier and timescale has been agreed.

6.9 (4.6) IT issues prevented Pulse to access condition surveys – DB said it has been resolved, it was a one of issue pre-summer.

6.10 (4.7) AC's comments about vibration impact on residents and crack on his kitchen wall and not enough timely feedback on the issue from Pulse – AC said it was less on vibration issue, but the connected issue is crack on the wall, there was a visit by surveyor and is now pending inspection report. DB said individual cases should not be discussed in this forum as this may lead to dealing with other individual cases. AC said it is linked back to all the condition survey and now being confirmed that it resolved. There are other connected issues about vibration reports that was on the Challenges Tracker as it is wider issue on vibration reported in this forum. He raised the issues in this forum over last two months as he was not getting any response. DB said progress has been made by surveyor attending the site. AC said this was from last meeting. AE said AC is right to bring up the issue as it was not getting any feedback or feedback within a good time frame, if this happens to other residents then they have right to raise the issue in this forum.

6.11 (7.1) Safety signage to stop motorcycles/scooters near the Pilgrims Way school – CJ informed it was decided that it is Housing Management issue and the team cannot police it and that is why the signs have not been put up. AC said the hoarding has made the issue worse but this is a pre-existing issue. He added that three weeks back his daughter was

looking through the cut out window into the site looking at the cranes and at that time a motorcycle passed by so close that if she had stepped out one step then she would have had a serious accident. There is a real danger due to the direct impact of extending the hoarding. If that happens to anyone then there will be a liability issue and serious follow ups. This really needs sorting out as soon as possible. SH said while he agrees that it is Housing Management issue and it is difficult to police it but at same time **LBS will be looking into a practical solution to the problem even it is difficult to do so.** AC added the signage will help residents to police the matter voluntarily but doing nothing is not option.

6.12 (7.3) AC's suggestion for Tracker closed items and how to present it for residents understanding – OS said he is happy to discuss with AC and others on how improve the presentation on the tracker. AC said it is easy to **just copy the closed item under the open items' table so that residents can see what has been closed** and if someone ask for details any specific closed items then it could be explained, at present it is difficult to see that as one needs to navigate between closed items and open items to understand. **OS agreed.**

7. Challenges Tracker - No further discussion

8. Issues, concerns, and feedback

8.1 AE said it is good news that housing needs for Phase One has been stabilised, it is not perfect yet and there are some minor issues still to be resolved about misunderstanding of the residents.

8.2 AE said AH and JJ working closely with the trainees and placements and making good progress.

8.3 AE informed Construction Forum has been launched on 26th September and it was very successful. It was attended by the LBS Mayor, OS, planning team members and nine developers working along Old Kent Rd and Southwark area. **AE said he will speak to JJ about attending Tenants Conference at the back of this success.**

9. Any other business –

9.1 PK asked about when the project model will be back. MS informed dRMM updating the model with Phase Two and should be back within next few weeks. **MS to update on progress.**

10. Date of the next meeting – 9th Nov 2023.