



Tustin Estate Newsletter

December 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 are available 24/7 hours a day so please contact the Major Estate 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 have now finalised the pre-allocation process. You can contact us directly in the New Year. Can we thank you all so much for your co-operation and patience.

Drop-in sessions

The next drop-in session will be on **Thursday 25 January 2024 from 3pm to 7pm**. 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**

Stay well: get a COVID-19 and flu vaccination

You may be eligible for both vaccinations if you:

- are 65+
- have certain health conditions or a learning disability
- are pregnant
- live with someone who has a weakened immune system
- are health and social care staff or a carer

Find out how to book at: nhs.uk/seasonalvaccinations or call 119.

Contacting Bouygues

Our team is available to answer any queries or concerns you may have and are only too pleased to hear from you. If you have any community projects that you think Bouygues UK could get involved with, please contact the site team below.



Nicolas Amice - Project Manager
E: nicolas.amice@bouygues-uk.com



Amanda Harrison - Social Value Advisor
E: amanda.harrison@bouygues-uk.com
M: 07917418923
T: 0800 0830003 (24/7)



Suzi Mattos - Social Value Advisor
E: suzi.mattos@bouygues-uk.com
M: 07464 981637

Bouygues Closing Down for Christmas

We will be shutting down for Christmas Holidays, from December 22nd to January 2nd; the site will have a security personnel.

Project management contacts: **Dan Murphy – 07708804650** and **Michael Delson – 07921857443**

In case of emergency please call: Jorge Coelho – 075533507336

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

Bouygues monitor noise, dust, and vibrations to ensure they're operating safely and within the limits set by Southwark.

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**,

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 & Fix it at home videos

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.

You can also view our Fix It At Home **videos** on the council's website at **www.southwark.gov.uk/housing/repairs**

Pest control

Pest Control – If you need assistance in getting rid of pests, please ensure your property is inspected and treated. Visit www.southwark.gov.uk/pest-control to schedule a visit to your home. Call the Ledbury TRA team on **020 7732 2757** or **020 7732 2886** for support.

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.

Do not dump rubbish on the estate

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**

Concierge

We are pleased to announce that the Tustin Estate Concierge Team is open based in the 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

Forarin Maxwell:

Tustin.Concierge@southwark.gov.uk

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.

Block Naming

Residents voted for their favourite names for Blocks C and G, and the final names are as follows:

Block G1 – Thornhill House
Block C1 (Over 55s) - Eaglesfield House
Block C2 - Hayeswater House
Blocks D1 & D2 will be: 99-125 Manor Grove (odd numbers only)

Thank you to everyone who voted.

Electric cookers

At the Resident Project Group on 9 November 2023 it was agreed that all new homes, including the refurbished council homes in Manor Grove, will be provided with a new electric cooker worth over £500 (Hotpoint HDM67V9HCX/UK or equivalent). This is instead of providing a £400 grant to each resident, as this provides better value for residents.



Southwark Tenants Conference 2023



My name is Paulette and I just wanted to share with you all, my experience of attending my first Southwark Tenant Conference in November. I was given the opportunity to attend and assist on our TCA stall. I was able to share and explain on what amazing works are being implemented here on our Estate. The event had a relaxing nature to it, with open and direct access to all the speakers that attended on the day such as, Cllr Darren Merrill - Cabinet Member for Council Homes Dave Hodgson - Director of Asset Management, Cheryl Russell Director of Residents Services and the London Tenants Organisation. Various teams were available on the day were Resident Engagement ,Repairs, Public Health, Rent Team, Housing Option, Asset management, and SGTO, but to name a few. All in all a great day and I'm looking forward to next year.

Urban Symbiotics

We are Urban Symbiotics, a community engagement company commissioned by Linkcity to work with the local community on Tustin Estate and the architect team drMM and McCloy + Muchemwa to develop the design for Phase 2.

Thank you to everyone who came to the Festive event this week!!



We have really enjoyed meeting so many of you over the last months. It was great to

celebrate the end of the year with you by joining us in craft making, enjoying a

delicious buffet and joining in a great sing-along around the Christmas tree with the Steel band.



Most importantly, it was great to show you how the Phase 2 plans have been developed to capture your aspirations for the next stage of development at Tustin. We had architects, landscape architects, the development team, and Southwark at the event to answer your questions and gather the remaining feedback before submitting it for planning permission next year.



We want to extend our heartfelt thanks to everyone again for your input and continuous engagement. Please do not hesitate to contact us if you have any questions, and we hope you all have a lovely end to the year.

The team at Urban Symbiotics

hello@urbansymbiotics.com





**Community Referral Pathway
Southwark Council Cost of Living Fund**

**WOULD YOU LIKE £100 TO HELP
WITH THE COST OF LIVING?**

Come along and register at

1) St Thomas the Apostle RC Church, Nunhead
81 Evelina Rd, London SE15 3HL

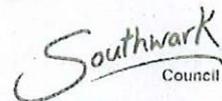
on Thursday 23rd November 2023 10:30am - 3pm



2) Dene Community Centre

95b Meeting House Ln, London SE15 2TU

on Tuesday 28th November 2023 12pm - 8pm



3) St Mary Magdalene Church, St Mary's Rd, London SE15 2EA
on Sunday 3rd December 2023 12pm - 1pm

4) Cossall TRA Hall, 48 Mortlock Close, Peckham, SE15 2QE
on Tuesday 19th December 2023 12pm - 4pm

More Dates to Follow:

Please visit: <https://sharethecostglobal.com/events/list/>

Please 'SHARE ME' with other
Southwark Residents



For any enquiries you can reach us on:

hello@sharethecostglobal.com

07859266703 (STC)

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 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 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).

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

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 073 105**



Jen Pepper



Murselin Islam

**Got an idea for the next newsletter?
Please let us know as we'd love to include
suggestion and ideas from residents for our
January edition.**

Contact Sharon Burrell on 07432 738 774

FAITHS WOMEN
COMMUNITY UK
Women Empowerment

ASCO TRA ESTATE COMMUNITY HUB

ASCO

A.S.C.O. TENANTS ASSOC
COMMUNIT

Southwark's
WINTER
OF FOOD AND FUN

HOLIDAY CLUB

ACTIVITIES | KIDS SEWING | TRIPS |

FREE LUNCH AND MORE

27th & 28th Dec and , 2nd &

3rd Jan 2024

(Wed & Thurs)

365 Wessex House,

Old Kent Road, SE15JQ

Southwark
Council
southwark.gov.uk

FREE ENTRANCE!

AGES 8-16

Open 12.00pm- 4.00pm

BOOK

NOW!

For more information contact:

077880383563

Parents are invited to visit www.eegu.org/southwarkfoodandfun to
book a place

www.southwark.gov.uk/foodandfun

Selected Members Walk-About



Andrew Eke – Chair of TCA

Cllr Helen Dennis – Cabinet Member for New Homes and Sustainable Development

Cllr Darren Merrill - Cabinet Member for Council Homes

A site visit was organised for the above selected members to have a walk around the Tustin Estate and to see all the works that is being carried out by our contractors. Questions were raised and were quickly answered by the chair of the TCA, with a view ensuring that all issues raised by the chair were taken away to be looked into.

Wishing you a Happy Holiday Season!

As we approach the end of 2023. On behalf of all of us in the Major Estates Team, wishes for health and happiness during this holiday season and prosperity in the coming New Year!

From Sarfraz, Sharon, Hema and Sabi



Tustin Diary Dates until March 2024

Diary Date	What's the event	Where is it?
Thursday 11 Jan 2024 6pm-8pm	RPG Meeting	TCA Resident Hall Windermere Point
Thursday 18 Jan 2024 6pm-8pm	TRA Meeting	TCA Resident Hall Windermere Point
Thursday 25 Jan 2024 3pm -7.00pm	Resident Drop-in	TCA Resident Hall Windermere Point
Tuesday 6 Feb 2024 11am-1pm	Coffee Morning	TCA Resident Hall Windermere Point
Thursday 8 Feb 2024 6pm-8pm	RPG Meeting	TCA Resident Hall Windermere Point
Thursday 15 Feb 2024 6pm-8pm	TRA Meeting	TCA Resident Hall Windermere Point
Thursday 22 Feb 2024 3pm-7pm	Resident Drop-in	TCA Resident Hall Windermere Point
Tuesday 5 Mar 2024 11am-1pm	Coffee Morning	TCA Resident Hall Windermere Point
Thursday 14 Mar 2024 6pm-8pm	RPG Meeting	TCA Resident Hall Windermere Point
Thursday 21 Mar 2024 6pm-8pm	TRA Meeting	TCA Resident Hall Windermere Point
Thursday 28 Mar 2024 3pm-8pm	Resident Drop-in	TCA Resident 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 . Homesearch account: https://www.southwarkhomesearch.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

