



# Tustin Estate Newsletter

November 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 Ledbury Team on **0207 732 2886/2757** or email [tustin@southwark.gov.uk](mailto: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 23<sup>rd</sup> November 2023 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](mailto:tustin@southwark.gov.uk)

## 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](http://www.southwark.gov.uk/here-to-help)

## Contacting Bouygues

We understand you will want to know what is happening in your area. 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](mailto:nicolas.amice@bouygues-uk.com)



Amanda Harrison - Social Value Advisor

E: [amanda.harrison@bouygues-uk.com](mailto:amanda.harrison@bouygues-uk.com)

T : 07917418923

T: 0800 0830003 (24/7)

## 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

## New Venue for Bouygues Coffee Morning

The next coffee morning will be on **Tuesday 5<sup>th</sup> Dec 2023 11.00am to 1.00pm** in the **TCA Hall Windermere Point SE15 1DY**

## 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](mailto:dampandmould@southwark.gov.uk) or calling us on **020 7525 2600** and choosing option one and then option five.

## Manor Grove Refurbishments

A key part of rebuilding the Tustin Estate is refurbishing the council homes on Manor Grove. The refurbishment works include:

- Replacement of roofs and adding insulation
- Repairs to external brickwork and concrete
- Wall insulation
- New double glazed windows
- Replacement doors and frames
- Air source heat pumps, mechanical ventilation and new radiators
- Removal of asbestos water tanks and connection to cold water mains
- New kitchens and bathrooms
- Full redecoration
- New floor joists to address structural issues where identified

Because of the amount of work required the tenants who live in these homes will need to temporarily move out into other homes on the Tustin Estate while the work takes place. It has taken us longer than expected to identify the temporary homes for tenants to move into while the works take place and this has in turn delayed the start of the refurbishment work. The first batch of refurbishment work will now start in mid-January 2024, and we've now let the tenants know when they will be moving. We think that it will take about 7

months to refurbish each batch of properties before they are ready for the tenants to move back in to.

## 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 UK monitor the dust and noise caused by the construction to make sure it stays within safe limits. 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**,  
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**.

## 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](mailto: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 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.

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.

## Urban Symbiotics



Stephanie

Diana



James



Hello, In case you missed us in the last newsletter we are **Urban Symbiotics**, a community engagement company that loves and has built its reputation by working with local communities. We have been commissioned by Linkcity to work with the local community on Tustin Estate and the architect team drMM to develop the design on Phase 2.

## Upcoming Events

Over the coming months, we have a series of exciting events planned. Here are some key dates for your diary:

You can sign up here: Stay up to date or get involved!! On: <https://re.gv/fgy8>

Or email us at [hello@urbansymbiotics.com](mailto:hello@urbansymbiotics.com)

Or call us on **-0207 112 4828**.

## Festive Event – Week of 2nd December (TBC)

Join us for a 'You said, we did' event with the design team, as they showcase how your ideas shaped Phase 2. Review designs, ask questions, and celebrate your contributions.

In addition, we will be supporting the regular Coffee Morning and Resident's Drop-in events, so we hope to see you there. Look out for bright pink posters and balloons to find us easily.



We'd like to extend our heartfelt thanks to everyone who joined us at the Residents Drop-ins. We eagerly await the opportunity to connect with more of you in the upcoming months.



## 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](http://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](http://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](mailto: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](mailto:jen.pepper@opencommunities.org)** and Murselin at **[murselin.islam@opencommunities.org](mailto: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 December edition.**

**Contact Sharon Burrell on 07432 738 774**

## Tustin Diary Dates for the This Month

<b>Diary Date</b>	<b>What's the event</b>	<b>Where is it?</b>
<b>Thursday 9<sup>th</sup> Nov 6pm-8pm</b>	<b>RPG Meeting</b>	<b>TCA Residents Hall Windermere Point</b>
<b>Thursday 16 Nov 6pm-8pm</b>	<b>TCA Meeting</b>	<b>TCA Residents Hall Windermere Point</b>
<b>Thursday 23 Nov 3pm – 7pm</b>	<b>Resident Drop-in</b>	<b>TCA Resident Hall Windermere Point</b>
<b>Saturday 2nd Dec 10am – 4pm</b>	<b>Community Event</b>	<b>TCA Resident Hall Windermere Point</b>
<b>Tuesday 5 Dec 11.00-1.00pm</b>	<b>Coffee Morning</b>	<b>TCA Resident Hall Windermere Point</b>
<b>Thursday 14 Dec 6pm-8pm</b>	<b>RPG Meeting</b>	<b>TCA Resident Hall Windermere Point</b>

## **Useful Numbers**

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



# 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](https://london-fire.gov.uk/charge-safe)

**LFB**  
LONDON FIRE BRIGADE