

## **Tustin Estate Project Group Meeting 9<sup>th</sup> Nov 2023, 6pm – Via Zoom and In Person at the TCA Hall.**

### **Present:**

Residents: Paulette Kelly (PK), Andrew Eke (AE, Chair TCA), Andy Chagger (AC), Kelsey Mann (KM)

LB Southwark: Cat Janman (CJ), Sarfraz Hussain (SH), Osama Shoush (OS), Sharon Burrel (SB), Andrew Johnson (AJ)

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), Nicolas Amice (NA).

Urban Symbiotics – James Stewart (JS)

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- Elvis (Heversham House)

### **2. Minutes of the last minutes –**

2.1 Meeting approved the minutes as true records with one update on the agenda list requested by ML to change ‘design update’ to ‘Design Guardian update’.

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

- Team update

3.1 NA informed the meeting that the team now are made up of

- Amine Azidine (Project Director)
- Jeff Joseph (Head of Social Value)
- Nicolas Amice (Project Lead)
- Amanda Harrison (Social Value Advisor/RLO)
- Hortense Colin (Production Lead)
- Suzi Mattos (Social Value Advisor)

- Works Progress

3.2 Block D - works started on all sample walls as well as brick work, concrete slabs is are complete, steel works are now complete, and block work is in progress. The progress is slow, and NA decided to put measured stop to the work for quality purposes for a week. For Block D, the quality of the process were not followed properly to the standard of the company.

3.3 Block G – Concrete frame is up to level eight now, external walls are on level one, scaffolding is up to level five. Roofing works will commence in December. Benchmark flat – internal walls now have started. Photographs of progress on Block G were shown, progress on Block C photographs will be shown in the next meeting. **NA**

- Social Value update

3.4 JJ reported the following update to date:

3.4.1 Newsletter Issue 11 will be delivered with Southwark newsletter, electrical workshop planned for 23<sup>rd</sup> Nov and Winter event planned for Tuesday 5<sup>th</sup> Dec 23.

3.4.2 13 local borough residents employed via BYUK and sub-contractors. The groundwork contractor O'Halloran & O'Brien Ltd (OHOB) working with assessment academy of BYUK taking local labour via OHOB mainly. They start with ground worker or a labourer, then sent to training centre in Erith and also get trained on site.

3.4.3 21 hours of volunteering completed, 56 NVQ starters completing a Level 2 Construction NVQ with HSE training Ltd, 1 Apprentice Quantity Surveyor employed, 1 local borough graduate employed, 22 local residents completed the pre-employment course at Southwark Skills, all receiving CSCS cards and a qualification in Level 1 basic construction. 7 job fairs attended by BYUK, 4 local borough residents have completed 6-week paid 'OHOB Get Job Ready in Construction' work experience, 4 residents events delivered, and 3 educational Workshop delivered – LSBU & Bacons Secondary School Year 7.

3.5 Winter event will be on 5<sup>th</sup> Dec 3pm-till 8pm. A flyer went out with different time table which will be corrected, and length of the event has been extended at residents and consultant's advice.

3.6 PK asked about how the coffee mornings are progressing. JJ informed last coffee morning had no visitors and next coffee morning will not take place as it will be the Winter Event Day. The coffee morning will be reviewed in January 2024 to make it more effective. Residents will be informed with draft time-table nearer to the time.

3.7 KM asked for event details of the Winter Event. JJ informed it will Christmas tree in the TCA hall (no outside tree), prize giving/free raffle, refreshments, consultations and give aways. Large external tree and activities costed £5000 last time and so BYUK decided to carefully spend some of the money on noble causes like local foodbanks during the current cost of living crisis.

3.8 KM said free Christmas tree can be secured from Richard Quinns company locally and decorated by BYUK, it will give something for the families and elderly residents to gather around or look out to have festive feelings and there is no need for indoor tree as the residents have one already in the TCA hall. The estate should have Christmas tree and still can help the foodbanks. JJ said they will look into it and it was very likely that they did not get this last year for free as BYUK is a commercial company. AH added she is already acting

on some of the issues that were discussed before this meeting and it is her top priority to plan the event to make it special for the residents. **AE informed they already had an internal discussion, and the foodbank is not an option, and the event will be discussed outside this meeting.**

3.9 AE also said the location of the Christmas tree may not be available in the next Christmas due to regeneration works so this could be a last one for few years to come. JP said it will be helpful if AH finds out about the free tree and also who can apply for it e.g. TCA or any other local charity, then things can be put together for the event. **AH agreed.**

- Manor Grove proposed bin store location

3.10 AD informed (presentation) two options for bin store in Manor Grove area, option A near No 97 Manor Grove (nearer to Manor Grove Rd) and option B near Barnaby House on Manor Grove Road after Phase One completes and put hoarding for Phase Two and possibly Three. These two locations were identified as best possible options after joint weekly estate walkabouts. D1 and D2 will have their own bin spaces. This is a temporary arrangement during the phase Two/Three to ensure health and safety while Heversham House gets demolished and re-built. The drop off point near Barnaby House will not be affected by this arrangement.

3.11 AE asked whether residents from Manor Grove have any specific view on the proposed options. AC said personally option A makes more sense to him but he cannot speak on behalf of all Manor Grove residents.

3.12 NA informed tool box talks are held regularly, and the topic is based on what works are on plan. He invited residents to witness the toolbox talks on site. AE said current settings are trusted to work well and if anything spotted by residents then BYUK will be informed to take necessary action.

3.13 In terms of CCTV issue JSW has been appointed as specialist in the area and workshops will be organised in the coming weeks between Pulse, LBS and BYUK to coordinate the first draft of CCTV plans for the estate. Once that is done estate residents will be consulted. JP added there are mixed views on CCTV by Manor Grove residents and it is important residents get consulted. AE thanked BYUK for starting the process.

- Update from Urban Symbiotics

3.14 JS presented the update on engagement, past events and Future events. Recent event included Tustin Community Event on 14<sup>th</sup> October where circa 90 residents dropped by, 16 sign-ups for residents' journey were done and insights into building tones, textures, open space and priorities were discussed. Residents Journey took place on 26<sup>th</sup> October attended by 30 residents and provided over 300 insights. Homes and Spaces event on 8<sup>th</sup> November was attended by 60 residents and children. Next and final event is planned for 5<sup>th</sup> December 3pm-8pm, a joint event with BYUK that will include the December festive event, feedback

on events in the form of 'you said, we did' to showcase how residents ideas has helped to shape Phase 2 and will be able to review designs and ask questions.

3.15 AE invited comments from the meeting. MS said it has been very successful and engaging, a good number of residents with different backgrounds and age groups have taken part in the process. KM added it was planned in such away that residents felt valued while engaging and hoped the standard continues. PK said crucial parts of the engagement process was the bright and pro-active nature of presence of Urban Symbiotics throughout the estate and their outreach work. SH said echoed the others and said the planning and attention to details made it possible for the events and hoped it gets carried over to all future events. CJ thanked JS and the team for the great work.

3.16. AE asked what can be done to ensure the template of engagement and the standard is maintained into future engagement events. MS informed there is detailed engagement programme in place until planning submission. Once the planning gets submitted engagement do slow down a little bit and it stays as on-going process. AE said there is need to tie down some of the success of Phase 1 into Phase 2 in terms of engagement opportunities, effectively communicating with residents, social value opportunities arising from Phase 2 etc. **MS agreed.**

3.17 SH asked what activities will take place during January-February 2024 before the planning submission in March-April. MS informed the planning document will be reviewed with residents with the help of JP which is a major task. JP added that the planning document will be summarised in plain English for residents to understand the relevant points as well as highlight any changes from the Master Plan and any reserved matters.

- Phase 2 update

3.18 MS informed all these current engagement feedback will feed in reserved matters in planning application in March 2024. There will be secondary planning application that will be put in earlier which is known as Section 73 (S73) that is for minor change/s in the Master Plan. It is a small modification to the outline permission for the masterplan with the purpose to transfer height on phase 2 from the northern end of G2 (15 floors down to 11floors) to block H. This means block H will now be 20 floors (like the existing towers) from 17 floors. In height it means block H will be about 10m taller than the existing towers because modern ceiling heights are taller. Resident are consulted on this in July and the feedback was that this change was good. This will be submitted to the planners within the next month. This change is influenced by new fire and safety standards (two stairs rule for certain heights).

3.19 AE asked whether this adjustment would force to reduce some social housing units. MS confirmed there will not be any loss of social housing, in fact there will be a bit more three-bedroom homes compared to what was said in Master Plan. OS added there will not be any change of number of housing, it is more of a moving some of the homes from future phases to Phase 2.

3.20 MS informed on upcoming surveys for Phase 2 that include Tree surveys, week commencing 13th November by Hayden's Arboricultural Consultants (There should not be any disruption to residents) and Topographical and utilities survey by the end of the year. This survey will include the Heversham House area as well as the space between Heversham and the Towers. The model for the project will be returning to TCA Hall for December event as it is getting updated now by the architects including phase 2 buildings, but this would need to be returned for planning officers viewing. AE suggested to keep the model in the TCA Hall and try to get the planning officers visit the model and the estate as well at the same time. **TCA will help MS to get the planning officers on site.** MS informed Phase 2 is also being designed in VR mode for residents experience.

- Design Guardian update from ML (KCA)

3.21 ML informed KCA is carrying out reviews of technical and construction information provided by BYUK. KCA holds meeting with BYUL design and production team. AE said it also important that Housing Management should be consulted to access residents' specific housing needs to reflect in the process. **OS confirmed that his team coordinate this work by working with Housing Management and KCA for Phase 1.**

#### 4. LBS Update

- Re-housing update

4.1 SH informed the team is ensuring any changes that have taken place are communicated and recorded accurately to reflect on the rehousing process. The team is supporting residents those are moving off the estate as well. The FAQs is progressing and as feedback from different engagements and communication are coming in FAQs are getting updated, it is a live document but not yet ready to be shared with residents. The team has a clearer understanding of the voids level on the estate, and it is monitored on weekly basis. Massive volume of changes of housing needs cannot be accommodated but smaller changes to housing needs can be considered.

4.2 AE said they are still getting complaints about some of the officers giving out wrong information and not providing feedback. He also enquired about housing record database management. SH informed the pre-allocation information has been cleaned up about 95% complete and it is an ongoing maintenance process. AE said what process in place to minimise the confusion created by some officers and whether there is a possibility to have a Tustin dedicated team which could be the fix for the problem. SH informed that an extra person resource has been secured to help in the re-housing process for Tustin and one other estate. They hope to re-shape the work distribution and concentrate on the needs of Tustin probably by the new year.

4.3 AE asked about voids work and standard at 21 Manor Grove and why BYUK is involved in the process. SH said any void works need to be up to LBS voids works standard and he is not satisfied with it as it is poor standard and not good quality. Where there is quality

commitment then the one need to stick to the commitment and provide quality works. AE said this has delayed the programme of works and, in the future, when there will be more voids in place there must be a process in place, as well as an adequate standard in place to get quality works done without delays. **SH will have an internal meeting with voids team and Southwark Construction to address the issue.** OS added they have asked BYUK to carry out the void works at Manor Grove and it will be done at higher standard than council's standard. SH said relevant services will be informed about this feedback regarding the standards that need to be improved.

4.4 NA requested a site visit to Manor Grove to see and agree what the standard that is acceptable so that he can inform his team of the expected standard for future works. **OS will discuss with NA and will arrange the visit.** SB added the team is at crucial point of completing the Phase 1 and started looking into Phase 2 and being able to move few residents from Phase 2 to Phase 1 and will be sharing the relevant spreadsheet with relevant team within next week or so to ensure that it is possible based on those residents' needs. SB will put something in the newsletter encouraging residents for feedback/suggestions for FAQs, as this always helps to have a comprehensive FAQs that addresses various scenarios.

- Southwark Construction update

4.5 CJ informed they are still waiting on the emergency service to respond on the block names. BYUK working in the voids property in the Manor Grove for January refurbishments. Manor Grove FAQs are almost ready to go to residents.

4.6 OS said (image presented) all the cookers will run on electricity, not gas which means many residents may need to buy electric cookers. Currently the policy allows £400 grant to each tenant. LBS has understanding with BYUK to do the work before residents move in and that way the savings that will be made would allow higher standard cooker to be installed. It will also have health and safety issues meet by quality product and installation. OS asked residents' views on the issue. **AE suggested to have one displayed in the coffee mornings or drop-in sessions.** SB added they have done this process in the Ledbury Estate and residents can also benefit from certain period of guarantees. **OS will find out the colour options residents can have.**

4.7 AC asked for an update on when the Manor Grove FAQs will be issued to residents as it is taking far too long and every month issues are getting added on the list to seek answer may delay it further. OS informed recent delays were due to Fire Safety question for the roof and also adding the cooker issues on the list. **FAQs are ready to be issues by end of this week or during next week.**

- Newsletters

4.8 SB informed all articles are submitted on time and thanked everyone for the contribution. It will be completed this week. Images and write up on the recent engagement

events are in the newsletter. **AE will send a leaflet/information on the Tenant Conference to be added to the newsletter.** AH informed BYUK newsletter will be delivered to SB tomorrow morning.

## **5. Matters arising**

5.1 (3.4) Written update on construction work by HC – completed.

5.2 (3.6) AE asked about who is responsible for toolbox talk – answered by NA in this meeting.

5.3 (3.6) Reporting estate engagement works and plan for all activities up to Christmas and beyond – AH updated this in the newsletter up until Christmas.

5.4 (3.17 & 3.18) SH suggested that the final design documents need to be shared with residents so that it is transparent to all - JP informed this will take place in the relevant time. That process will ensure information are transparent enough for residents to understand/identify any changes which was highlighted by AC in the last meeting.

5.5 (4.4) CCTV and FAQs plan for Manor Grove - both issue were addressed during this meeting.

5.6 (4.7) FAQs for re-housing/allocation – This has been discussed during the meeting and it is live documents meaning its ongoing.

5.7 (5.1) Updating LBS newsletter on the Bouygues staff changes – completed.

5.8 (5.2) Some newsletter information looks repetitive (BYUK information in LBS newsletter) and staff details need updated – Completed.

5.9 (6.2) Manor Grove bin design and related health and safety issues raised by AE – AD discussed (proposed location with two options) the matter in detail during this meeting and will be having further discussions before finalising.

5.10 (6.11) Safety signage to stop motorcycles/scooters near the Pilgrim Way school – AJ has ordered the signs and waiting to be supplied and fitted. **AJ will follow up as a matter of urgency.**

5.11 (6.12) AC's suggestion for Tracker items to be clearer in its presentation so that residents can understand easily – completed and layout has been changed to separate out open and closed items.

5.12 (8.3) AE said he will speak to JJ about attending Tenants Conference – AE informed due to short notice and high number of participant this is unlikely to happen in the next event but they will plan for the following event and will try to book stall to show case the residents journey from phase 1 till now.

5.13 (9.1) PK asked about when the project model will be back- this has been covered under Link City update.

## **6. Challenges Tracker**

6.1 DB informed the layout has been changed and 'action' section has been added to the 'Status' for better residents' understanding. AC said he is happy with the reporting format.

6.2 DB informed WR03 (persistence Fly tipping issue) will remain open as it is an ongoing issue.

6.3 RPG01 (signage for 'no motorcycle') has been actioned.

6.4 RPG03 (New block names) will stay 'Open' until confirmation received from emergency services.

6.5 RPG11 (CCTV design) will stay 'open' and there is a meeting scheduled next week to discuss the matter further.

6.6 RPG18 (Residents site visit) is to stay 'open' while AH is arranging PPE for residents and also drop-in sessions are being used to generate interest.

6.7 RPG20 (Continued discussion over residents engagement) will stay as actioned as BYUK will be having new member of staff starting soon to cover the engagement works. Once started the item will be closed.

**6.8 DB informed he has received an email , a point about parking issues, which will be added and issued by next RPG.**

6.9 SH requested to receive a copy of the Tracker. DB will send a copy.

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

7.1 AE said the pothole issue near C1 has been actioned and the platform and barriers around it. BYUK plan to put zigzag around the area to mitigate any danger/risk. This is a positive that residents should know. **DB said he will log the work on tracker and also added non-slip materials has been put on it as well.**

7.2 AE informed the cones have not come back on works site parking which is also a positive. Fly tipping around Manor Grove (No 81) is getting cleared up which is very good.

7.3 AE requested AJ to take action regarding the greenery growth issue on Heversham as residents started thinking that due to regeneration works Housing Services are not carrying out their duties. **AJ informed they are aware of it, had site visit with Gabriela and he will follow up to close the matter as soon.**

## **8. Any other business –**

8.1 AE thanked JJ, AH, NM and AD for the work over last few week.

9. Date of the next meeting – 14<sup>th</sup> Dec 2023.