

Tustin Estate Project Group Meeting 14th Dec 2023, 6pm – Via Zoom and In Person at the TCA Hall.

Present:

Residents: Paulette Kelly (PK), Andrew Eke (AE, Chair TCA), Maria Palumbo, Lee Walkey

LB Southwark: Sarfraz Hussain (SH), Osama Shoush (OS), Sharon Burrell (SB), Andrew Johnson (AJ)

Pulse Consults: David Robinson (DR), Sonia Yiadom-hut (SY).

Bouygues and Link City: Aleks Dashi (AD), Manon Smits (MS), Jeff Joseph (JJ), Yusuf Hussain (YH), Nicolas Amice (NA), Suzi Mattos (SM).

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- none

2. Minutes of the last minutes –

2.1 Meeting approved the minutes as true a record, with one amendment to 4.5 adding 'FAQs' on the third line after 'Manor Grove'.

3. Linkcity/Bouygues Update

- Team update – Same as previous
- Works Progress by NA

3.1 Block C (Eaglesfield and Hayeswater House) - Roof is getting completed and few smaller works are continuing, including lift overruns. Concrete frame has been done well. Facades have started, and scaffolding will follow through imminently.

3.2 Block G –Roof works are on two-thirds of the block and Tower side of the block is up to level 11 now, roof works to start in in January 2024. Facade works have started to be closed now, and windows, water proofing has gone in. Interior works are starting now.

3.3 Block D works just started, and the quality of the expected works will be met.

3.4 Pictures of three Heversham House was presented where most of works are done, and fitouts are to be completed by end of the year.

- Social Value update by SM

3.5 Starter Job achieved 13 of target 40.

3.6 Apprenticeship/NVQ 5 Starts achieved 57 against target of 10 that includes one QS apprentice, 56 NVQ starters completing level 2 in Construction.

3.7 Local Job achieved 13% (13) against target 20%.

3.8 Training LBS Residents achieved 22 against targeted 40.

Linkcity additional target from bid

3.9 Local Spend are to be looked into as there is no actual achievement against 10% target.

3.10 Work Experience achieved 5 against targeted 6.

3.11 Graduate Trainees target of 1 achieved.

3.12 Site Visits – not yet taken place. Open Door, a nationwide event organised by BGUK will be held in Tustin, and residents will be invited. Two slots are in plan now, each lasting 1:15 hours including a site presentation and visit to the sites. Previously residents have booked and then cancelled.

3.13 Meet the Buyer event will be held in 2024.

3.14 Clean Site Energy – All electrical machinery procured on site is green energy.

3.15 Volunteering Hours – 21hours has been completed.

3.16 Job Fair – Seven events have taken place.

3.17 Residents events – Christmas, Easter, summer, and meet the contractor and Residents Day Trip events taken place.

3.18 AE said this report is for overall achievement rather than Tustin specific achievements, he would have been happier to see Tustin achievements as well. Some of the Job Fairs were not published in advance and were found out after the event. This Christmas event was a success. The platform is there to make more success in the future and the challenge is to repeat this next year.

3.19 SM said there will be brainstorming sessions in the future to build on the success of good events, as well as meetings with residents on new ideas to incorporate to ensure engagement is successful. JJ added that future KPIs will have Tustin specific report for better residents' understanding. AE added that he does not want to lose the track of all the hard work that has been done over the years based around Tustin and wants to use the legacy to be emulated around the borough and beyond for regeneration works.

3.20 AE thanked BGUK for the good quality void works they have carried out which certainly stands out compared to LBS voids works. PK thanked BGUK, Linkcity and Urban Symbiotics for organising a well-attended festive event.

- Phase 2 update – MS

3.21 A small Planning Application has been submitted today that contains Section 73 which will vary the outline master plan by moving four floors from Building G to Building H. Outcome of the application are expected soon and then progressing with the reserved matters around February March 2024. More detailed design will be available in early 2024 drop-in sessions for residents. JP will organise residents to go through the detailed plan and technical details for it gets submitted. **MS to send a link for S73 to JP to share with residents.** The planner normally takes up to two **months** to determine the application outcome.

3.22 Update on phase 2 Consultation by JS – Engagement of residents grew around 10/15% from each event and final event was attended by 68 adults and 36 children & teenagers. Attendees were also interested in engagement works as well as activities on the day. Communication methods were used during the events included flyers, posters, banner, event boards, newsletter and emails. 120 residents expressed interest to receive e-updates. AE said these events has successfully informed residents of what is happening to the estate.

4. LBS Update

- General update by OS

4.1 SH informed a broken window at the Kentmere House has been boarded up recently. There will be a month delay for the refurbishment works to start at Manor Grove, partly due to some leaks found in the replacement homes, coupled with few of design issues for the refurb-homes and the works is now expected to start in mid-February 2024. Residents affected by the delays will be sent letters tomorrow, 15th December. In terms of Christmas arrangements emergency cover details are in place with both council and BGUK. The weekly walkaround are taking place and only 28th Dec walkaround is cancelled due to the Christmas period.

4.2 NM informed BGUK newsletter will have its emergency numbers and there will be 24 hours security on the sites. The works on site will be off from 22nd December and will return on site on 2nd of January 2024. All the arrangements will be published in BGUK newsletter.

- Rehousing Update by SB

4.3 SB said she was very happy with the 5th December event which was amazing and thanked all involved parties for their contribution. She informed pre-allocation is now finished and background works are still going on for allocating residents for homes. Spreadsheet has been sent to Southwark Construction to work with MS and the team for details of the needs of residents as well as going forward to Phase 2. FAQs are in progress as

it is a live document and it is continuously getting updated with new questions received from residents.

4.4 An information and application link will be shared with towers' residents to help them in the process of registering for the scheme. Residents can also speak to the re-housing team if they have further questions.

5. Newsletter

5.1 LBS newsletter - AE informed the LBS newsletter section on re-housing mentions about only **Ledbury Team** which should be corrected to Tustin-Ledbury Team. He also suggested to add '**Thank you for your patience**' at the end of the article that talks about the tower's residents as they have been waiting patiently for the registration process to start. AE requested to update the **front-page picture** of the estate design with updated design picture.

6. Matters Arising

6.1 (3.3) NM to do works progress presentation with photographs of Block C in RPG. Completed.

6.2 (3.9) Purchase of Christmas Tree and its location. Resolved.

6.3 (3.20) Model of the Tustin Estate retuning to TCA Hall and pursuing planners to visit the model at Tustin – MS informed it is very difficult to get hold of the planners and unfortunately the model was needed to be taken back by the architects. It will be returned to TCA once Reserved Matters of the Planning application is being submitted. **MS will provide an updated model drawing/photograph printed on A2 board** for the TCA Hall. MS informed the meeting that 3D VR model has been created for residents experience of Phase 2 and it has been also used on 5th December event and will be **available in future drop-in sessions, whenever possible**. AE requested to connect the **VR display with the large screen in front of Block C**. **NA agreed**.

6.4 (4.4) Voids work standard by Southwark Construction at Manor Grove and a joint visit by MA and OS – Completed and a standard agreed. AE informed the picture presented for the void works carried out by BGUK shows the good quality of the works.

6.5 (4.6) Cooker colour options for new homes – OS informed there is only one colour available which is silver.

6.6 (4.7) Manor Grove FAQs – OS confirmed that FAQs were sent to Manor Grove residents and copies are available both in the TCA Hall and Ledbury office.

6.7 (5.10) Safety signage to stop motorcycles/scooters near the Pilgrims Way school – AJ informed one sign has been put up and **waiting for further two**.

6.8 (6.8) Disabled parking bays at Manor Grove and residents request – A meeting has taken place between MP, JP, DB and AD. MP emailed Clarence and AE and waiting for reply. This is a request about under- used (resident’s observation) disabled car spaces at Manor Grove and whether the restriction around it could be relaxed.

6.9 (7.3) Removal of weeds and growth at Heversham House balcony – AE said the larger ones have been removed but due to internal leaks (at Manor Grove) moss is growing at all levels affecting the brickwork. There are dead pigeons over door entrances as well. This may lead to a legionella outbreak if right steps are not taken by LBS, which may result in evacuating residents from Heversham at some point. **AJ and the team will be taking necessary actions.**

7. Challenges Tracker (Open items) by DR

7.1 Weekly walkabouts are taking place, and fly tipping issues are discussed. AJ addressing this as an ongoing issue. Signage for motorcycles/scooter discussed earlier.

7.2 CCTV – Linkcity recruited a consultant who is looking into the estate wide CCTV system. Pulse will have a meeting in the new year to receive an update.

7.3 Residents’ site visits – None has taken place yet and it is believed that once more site works are done there will be more engagement.

7.4 Parking – AE said Block G1 access road are being used (car parked) by many people who are not authorised to do so. This must be dealt with urgently because lower numbered side of Manor Grove will not have emergency vehicle access if this goes on. **AJ to address the issue.**

7.5 AE suggested to make clear who is responsible for which actions in the Challenges Tracker as currently it is vague. **DR agreed and will action.**

7. Issues, concerns, and feedback

7.1 AE thanked BGUK, Linkcity and Urban Symbiotics for their hard work over last few months and setting a high standard for other developers in the area for their projects. This should inspire other projects in Old Kent Road.

7.2 JJ said lessons has been learnt from these successful events and it will provide the platform for better engagement in 2024. MS said while the planning application is being prepared, drop-in sessions will still be held as planned and details of what can be done during those sessions will be discussed with BGUK, Urban Symbiotics, AE and LBS. JP added it will be important to keep feeding residents with any changes coming through planning to keep the momentum going.

8. Any other business –

8.1 MP requested information on how the decision was made on how many disabled bays to be kept on the estate, how that information was collated and who provided that

information and the reason for her requesting such information is due to lack of use of the bays. AE explained the process that included residents consultation with Kentmere and Manor Grove residents who have many residents with mobility issues, need for emergency service to access the area etc.

8.2 AJ informed that some of the residents do not have cars but their carers/family members who has blue badges use those bays temporarily which might not be noticed by others, but they need the facility for the betterment of the residents with disability. AE offered to hold a public meeting to discuss the matter further. MP agreed and requested to hold such meeting after 10th January 2024 as she will be not available due to Christmas break. MP requested the meeting to consider finding parking bays wherever possible whenever possible especially while design works/construction works in progress. OS said it is always the intention to reduce inconvenience for residents and they try their best to find solution for the problem, the project provides different challenges at different stages of the phases and he will also put extra effort to look out for solution to this problem during weekly walkaround.

9. Date of the next meeting – 11th Jan 2023.