

Tustin Estate Project Group Meeting 11th January 2024, 6pm – Via Zoom and In Person at the TCA Hall.

Present:

Residents: Paulette Kelly (PK), Andrew Eke (AE, Chair TCA), Kelsey Mann (KM), Andrew Chaggar.

LB Southwark: Sharon Burrell (SB), Andrew Johnson (AJ), Cat Janman (CJ)

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

Bouygues and Link City: Aleks Dashi (AD), Manon Smits (MS), Nicolas Amice (NA), Suzi Mattos (SM).

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- Sarfraz Hussain, Osama Shoush, Amanda Harison, Yusuf Hussain.

2. Minutes of the last minutes –

2.1 Meeting approved the minutes as true records with the following amendments.

- (3.21) S73 decision time should be two months rather than two weeks and now precise date is mid-February.
- (6.3) VR will be available at drop-in sessions based on Elaina’s availability.
- (8.1) DB informed request for parking to be treated as an individual requirement rather than a multiple resident request as per discussion during the estate walkabout.

3. Linkcity/Bouygues Update

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

3.1 Block C (Eaglesfield and Hayeswater House) - Completed, the concrete and about to start level four of the metal frame of the facade. The scaffold is ongoing, roof start is imminent.

3.2 Block G – Works for concrete on the last roof. The metal frame of the facade is now on level 6. A temporary waterproofing on level 4. The scaffold is nearly complete now and the roof has started on the lowest part of the tower. For inside, the partition wall have started on level 1.

3.3 Block D1 and D2(99 to 125 Manor Grove) - That block works has restarted.

- Social Value update by SM

3.4 Tustin Estate local employment report will be made available at the TCA meeting on 18th.

3.5 Coffee Afternoon is starting from Tuesday 6th February 1pm till 3pm. SM will discuss the hall booking with AE later.

3.6 'Open Door' event for site visits is planned for Thursday 21st March. Residents are requested to register with the QR code or through the link on the January newsletter. There will be one slot in the morning and one in the afternoon. AE advised to put a contact number for residents who might have difficulties using QR code or the link. **SM said Amanada's contact details will be added to the newsletter.**

- Upcoming works update NA

3.7 Temporary Parking Suspension during Easter Holidays

District heating network works between welfare cabins and Manor Grove during Easter Break – This upcoming works will be in April. Part of the works will take place between Manor Grove green area (north of Manor Grove) and the current site car park near the school entrance (shown on the map in the presentation). Bouygues UK aiming for these works to be carried out over the Easter break which will require temporary road closure as well opening of the part of the road. As the work will take three weeks and the Easter break is only two weeks, NA also requested for extended work hours and would like to have feedback on this from RPG and TCA if possible and he is also speaking to LBS and Veolia. In terms of this consultation/feedback AE said Open Communities should look into it and he expects Open Communities to work on such consultation in the future. AE requested information on how many parking spaces will be affected, weekday extended working hours and the working hours during weekend. **NA said he will have more specific information soon and will be sharing with AE and others for their views.**

- Phase Two update by MS

3.8 Design team is working on planning application for Phase Two. This should be ready by mid end of February for sessions with residents' to have a look. Before the residents session the document will be summarised in plain English for better residents' understanding. JP and MS will set up a plan for this session in late February/early March with an aim for a planning submission in March 2024. AC asked whether this will be a dedicated session, JP confirmed it will be a dedicated session and if residents wants then it can be an agenda item in RPG as well. AC says it will be good to have dedicated session as some of the information (i.e. difference between illustrative masterplan and maximum height parameter plan) was not communicated with residents in the past. AE asked what kind of help Linkcity requires from the residents for planning submission. MS informed it will good if residents/s attend the planning meeting to give verbal support (if they are happy with the application) or even a letter of support will help.

3.9 AC asked to clarify information on a letter he received about rationalising the indicative phasing boundary for Phase Two. MS informed it is about the timing of the works. The indicative phasing in the master plan splits Tustin common in quite a few different sections to be delivered at different times. The concern is this may lead to closing off Tustin Common for quite a long time and it being used for site storage and possibly quite damaged in the process. So, what has been done at this point is to put up the hoarding line and out of the phasing line. This will allow a light touch improvements to it, and then more wholesale work in Phase Three, and it will help to keep it open longer.

- Update from Urban Symbiotics by SE

3.10 SE discussed the resident engagement in light of the last three months. They would like to maintain that momentum, ensure the drop-ins are working well. They want to find out what exactly the way forward is as this will provide help to Linkcity to Co-design with residents. She suggested to work with the RPG to further understand what would worked for everyone, what everyone liked, what would others like to see moving forward and almost Co design these sessions so that residents can almost have a bit of a hub of activity, engagement sessions like a place for social, yet a place for engagement, a place for an update for all. SE asked the group what they expect in the drop in session on the 25th of January. AC suggested to include all residents rather than just the RPG and also praised the electronic reminder he received for Christmas event which worked well. AC agreed and said RPG is absolutely important for **consultation but these invites/leaflets/newsletter should cover all residents** which worked well so far that made the recent engagement more successful.

3.11 JP suggested residents to come in and look at the Section 73 application and run through that with them. **MS said a presentation can be put on the screen and talk through. JP suggested to have the design and access statements as it is not that long and it's quite concise, MS agreed.**

- Design Guardian update by ML

4. LBS update

- Design Guardian update by ML

4.1 ML and the other Design Guardian team have been continuing to work with the contractors and reviewing information. They had a number of design workshops over the last month and had some good conversations about the works going forward and some of the big tasks that had done this month are. Landscape Architect is reviewing all of the contractor's landscape information and given some comments on that. The mechanical and electrical engineers have been reviewing some of the first lot of detailed construction information in that respect. Continuing to review a lot of the architecture information that they are getting to make sure that the design is being realised as was promised to the residents.

- LBS (Manor Grove update) by CJ

4.2 CJ gave an update on Manor Grove, Bouygues has completed works in the temporary properties. Unfortunately, some leaks were found, and those works are to be carried out by the council over the next couple of weeks, still working towards February deadline as reported at the last meeting.

- Re-housing update

4.3 SB informed FAQs is a live document and has about 15 questions. It has different headings, including pre allocations to new homes questions that were being asked, what letter/information residents should receive at each stage etc. It also covers moving home, when will the house be ready, family sizes and its impact on number of bedrooms allocation etc. The FAQs should be available from on the 25th at the drop-in sessions. It is an effort to answer all the important and relevant questions in layman's terms, so that everybody could understand. It is a uniform approach, in so that when a resident contacts the team then the team can send this out or talk this through with the residents which will eliminate the chance of different officers giving out different versions.

4.4 SB informed a spreadsheet has been created and shared with Southwark Construction. Some of these are with regard to residents and their movements, and who's moving where. KM asked about some residents having band status changed and its impact on re-housing. SB informed there was one case, and she will have a discussion with KM separately outside the meeting. SB added there are properties available on the estate and some of them may be slightly bigger than the specific needs of a family, and some of them can move off the estate temporarily, and then move back or even move off the estate.

4.5 AE asked about a meeting that was supposed to be arranged between Southwark Construction, Major Estate which needs to be done as soon as possible. **CJ/ SB to arrange. SE requested SB to send her a copy of the FAQs** that will help doing the EIA (Equality impact assessment) something that all planning applications must have.

5. Newsletters

- LBS newsletter

5.1 SB informed she has shared the draft newsletter, there is new information still to be added and also information from AE. Changes to the front-page photo will be done. Residents should have the newsletter on Saturday. SB informed she's put a new information in based on comments from the last RPG. SE requested to add information regarding the 25th engagement so that residents can contribute.

- Bouygues

5.2 SM informed that 'Open Door' event article will include direct contact details of Amanada Harrison. The date of the coffee afternoon will be 6th February rather than 1st of February. It will be sent to LBS tomorrow for distribution with LBS newsletter on Saturday.

6. Matter arising from last RPG

6.1 (3.21) MS to send out a link for the section 73 planning application to JP – Completed

6.2 (5.1) LBS newsletter to change the name of rehousing team just Ledbury to include Tustin-completed.

6.3 (5.1) Request for a 'thank you' for the Towers residents for their patience with for re-housing registration – completed.

6.4 (5.1) A new photograph or drawing of updated masterplan to be used on the front page of the newsletter – Will be completed with the current newsletter.

6.5 (6.3) MS to arrange for A2 size board displaying the updated masterplan – **MS informed she is in the process to complete the task and aiming to display in the next drop-in.**

6.6 (6.7) (5.10) Safety signage to stop motorcycles/scooters near the Pilgrim Way school – one signage is done and **further two will be arranged by AJ.**

6.7 (6.9) (7.3) Removal of weeds, growth and dead pigeons on the Heversham House balcony and door entrances – AJ informed the tasks are not completed and waiting on PEST control action. AE

expressed his concerns again about the possibility of legionella outbreak if right steps are not taken by LBS, which may affect a stop to the regeneration programme as a consequence. DB informed that it was reviewed on site last week with Jermaine and he apparently has raised a ticket with pest control and communal repairs, no update has been received since then. DB will draft a new email for LBS to send for follow-up. **AJ to follow up with relevant parties to take cation on an urgent basis.**

6.8 (6.8 & 8.2) Under used disabled parking bays at Manor Grove and a request by a resident to review the usage – AE advised that both this particular issue as well as the installation works required for the district heating networks (affect the same area near Manor Grove and the site office at Block C) should be dealt jointly and by one consultation event. NA and DB informed they will be working out a solution that will be discussed with residents soon. **AJ will be monitoring the parking situation at that location as there have been report of obstruction/miss-use of the disabled bays and he will coordinate enforcement if necessary.**

7. Challenges Tracker (Open items) by DB

7.1 The open item remains, as discussed previously, the water damage in and around Heversham , with persistently running water. This has been reviewed on LBS estate's team and AJ is in the process of raising tickets for that.

7.2 Parking – As suggested by AE a residents meeting will be organised discussions the district heating network installation and usage of disability bays.

7.3 Residents expressing interest in visiting the developments sites – The team will start proposing specific dates where site visits will be made available to residents and will make a sign-up sheet via the newsletter/website etc. The full plan is not yet ready but will be unveiled soon.

7.4 Update of CCTV – This work is progressing. This is currently sits with Pulse and LBS to discuss specific requirements on site once have a fundamental design. Once this is achieved then it will be rolled out for the residents for their comments and the requirements around the estate.

7.5 Motorcycle signage – as discussed earlier one signage is up. To be more effective with the signage particularly down the little section outside C block and the school, an additional two signs will be sourced by AJ. AC said this signage is very important to potentially prosecute perpetrators as his wife went to court and there was a successful conviction of £1500, three points and somebody's licence, in this case the magistrate said signs are important. There's no defence for motorcyclist to claim that they didn't know that they were entering a restricted area if the signage is there with right location and direction. AC also suggested that the signage that have gone up are backwards, in the way they've been erected. At the South end it is more difficult because they're not supposed to ride on. **DB said they will review exactly which direction the signage need to be once the new ones are delivered and then it could be installed more accurately.**

7.6 AE invited AC/his partner to attend the weekly walkabout (at 2pm starting from Bouygues site office near Bowness) and then all the signage issues could be pin pointed on site for better outcome. AC will let AE know. AE also added the electric bikes/scooters are also becoming an issue and posing the same threat to pedestrians as well as mobility scooters. SB suggested to get the school involved

in the process as few teachers already expressed their concerns with same problem. **AJ will speak to the school.**

7.7 Fly tipping -DB informed it is particularly bad outside the site offices. He is aware of AJ has a regular team that arrives and collects it, but it was particularly full of mattresses is time. It is a continuous process, and they will continuing to take notes and AJ will continue to try and keep that sorted.

8. Issues, concerns, and feedback

8.1 KM informed that the electrical charging points are not working on the estate and also there are some residents who have four/five cars parked in the estate blocking roads near Heversham. They're getting tickets for years, but they're still able to have these cars. Heversham House and G1 where the emergency services can't get down because people are blocking up the pathways with the cars. Residents are not being able to get deliveries either. AJ will contact Clarence regarding this issue. AE said the consultation meeting with the residents that was discussed earlier will be best way forward to show the parking enforcement the support/demand from residents for firmer actions. **AJ will also invite Clarence to the consultation event once a date has been fixed.**

8.2 PK informed the meeting regarding her on going heating issues, and asked for help from LBS teams. **AJ will send an email detailing the issue to the Heating Manager and will try to escalate.** PK also informed out our service mailbox is full. KM advised to call the out of hours mobile number which works till 11pm. There are already two missed appointment which should trigger compensation but to do so PK will be required to put formal a complaint in. SB also advised to email the heating services team if they cannot be reached over the phone.

9. Any other business –

9.1 AE thanked everyone for their work for the project during the festive season. He was happy to have no incident reports during this time.

9.2 JP informed the next meeting is going to be on 8th of February, but she will not be able to attend. Open Communities will make necessary arrangements.

10. Date of the next meeting – 8th February 2024.