



# Tustin Estate Newsletter

January 2024

**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 now contact us directly on **0207 732 2886/2757** or email **tustin@southwark.gov.uk**.

We would like to 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 in the TCA Residents Hall, Windermere Point.**

## Receiving the Newsletters

If you would like to receive your newsletters via email please just email your request to **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](https://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](mailto:nicolas.amice@bouygues-uk.com)



Amanda Harrison - Social Value Advisor  
E: [amanda.harrison@bouygues-uk.com](mailto:amanda.harrison@bouygues-uk.com)  
M: 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

## 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

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.



## Urban Symbiotics

**'Making the resident drop-in's a place for the community, where activities are designed by the community!'**

Hello Tustin Estate! It's Urban Symbiotics here, the community engagement team, the ones with the pink hoodies! Thank you for attending our events over the last few months to discuss Phase 2 of the Tustin development.

The plans are now being developed for planning submission with your valued inputs and at the same time we would love to keep the conversation going with you. We would like to provide you with opportunities to continue to be involved, to understand the progress of development and be directly involved in shaping the Tustin Estate.

**We want to hear from you!**

To do this we would love to hear how we can do this with you. How can we make the drop-ins more inviting, a place for activity and information? We would love to hear what you have liked so far and what needs to be improved.

**Please come along to the resident drop in on Thursday 25th of January (the next residents drop in) to tell us your thoughts.'**

**[hello@urbansymbiotics.com](mailto:hello@urbansymbiotics.com)**

# Southwark Pioneers Fund: Launchpad

Practical business advice & mentoring support if you live or work in Southwark.

## Do you have a business idea?

Have you recently launched a small start up and need support and knowledge to get it off the ground?

The Southwark Pioneers Fund: Launchpad programme provides practical support to aspiring and existing entrepreneurs to help you reach your potential.

Whether you're stuck starting your business or looking to develop it, improve your skills, knowledge or your mindset as an entrepreneur, our team can help you achieve your goals.



## Support services include: (face-to-face and online)

- Advice surgeries
- Seminars / Masterclasses
- One-to-one business coaching
- Networking events
- Pop-up market opportunities
- Programme graduates can apply for grants of up to £5K



Scan the QR code for more information and to take part

[www.trampolinecic.org/southwark-pioneers-fund](http://www.trampolinecic.org/southwark-pioneers-fund)



[www.trampolinecic.org](http://www.trampolinecic.org)



[info@trampolinecic.org](mailto:info@trampolinecic.org)



07856 877 152

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@trapolinenhcic



## 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 [A 'Southwark Pioneers Fund: Launchpad' flyer, providing practical business advice and mentoring support if you live or work in Southwark.](#)

## 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](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 February edition.**

**Contact Sharon Burrell on 07432 738 774**

<b>Diary Date</b>	<b>What's the event</b>	<b>Where is it?</b>
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 1pm-3pm	Late Coffee Meeting	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



<b>Thursday 28 Mar 2024 3pm-8pm</b>	<b>Resident Drop-in</b>	<b>TCA Resident Hall Windermere Point</b>
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## **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> . Homesearch account: <a href="https://www.southwarkhomesearch.org.uk/EHOWizard/Add">https://www.southwarkhomesearch.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 <u>anti social</u> 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>

