

## **Tustin Estate Project Group Meeting (Draft) February 8th 2024, 6pm – Via Zoom and In Person at the TCA Hall.**

### **Present**

**Residents:** Paulette Kelly (PK), Andrew Eke (AE, Chair TCA), Kelsey Mann (KM), Maria Palumbo (MP).

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

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

**Bouygues and Link City:** Aleks Dashi (AD), Manon Smits (MS), Nicolas Amice (NA), Amanda Harison (AH), Yusuf Hussain (YH).

**Urban Symbiotics** – Stephanie Edwards (SE).

**KCA:** Michael Line (ML).

**Open Communities:** Ray Coyle (RC) -Chair, Murselin Islam (MI)

### **Introduction**

1.1 RC took the Chair and invited all participants to introduce themselves.

1.2 Apologies- Andrew Chaggar, Jennifer Pepper.

### **Minutes of the last minutes**

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

(3.7) Parking suspension during Easter – Amends to “Temporary parking suspension during Easter Holidays”.

### **Linkcity/Bouygues Update**

#### **Works Progress by NA**

1.4 Site Progress - Block C1 / Eaglesfield House - Concrete Completed, Façade Metal Frame up to level 6 & Boarding L2 and L3, Scaffold completion by end of February, Services underground on-going, windows started.

1.5 Site Progress - Block G1 / Thornhill House - Concrete completed, Walkway Balconies Steel frame completed, Scaffold on L12, Façade Metal Frame L10, Boarding L8, Windows L6, Internals L4, M&E started at L1 & L2, Brickwork on-going L1, Roofing on-going.

1.6 Site Progress - Block D1 & D2 / 99-125 Manor Grove - Blockwork Ground Floor completion by end of February.

### **Social Value update by AH**

1.7 JOB FAIR – Thursday 29th Feb 3:00pm to 7:00pm during the monthly drop-in session. AM requested residents to attend the event to discuss job vacancies and have a 1-2-1 session with a Bouygues UK Social Value Advisor. It will be located at the TCA Residents Hall – Windermere Point. Going forward all the drop-ins will have some element of job-related sessions.

1.8 Coffee Afternoon - Tuesday 5th March 1:00pm to 3:00pm TCA Residents Hall Windermere Point.

1.9 Site Visits – Thursday 21st March. Bouygues will be opening doors to residents and the public for site visits, one in the morning and one in the afternoon. This is a chance for residents to go behind the scenes of a live site. A QR code has been published on the newsletter as well as a link (<https://opendoors.construction/sites/tustin/>) for registration. If there is any problem to register through those two methods, residents can contact AH for help. PPE will be provided to all for safety.

1.10 SH advised that the Social Value update should include both Social Value as well as Engagement as heading and reports need to reflect the separation. **AH will make the changes to the headings of this section.**

### **Upcoming works update**

1.11 Pilgrims' Way Planned Road Closure (Phase 1) – NA informed (presented a map with details of the changes) this will be closed from 28th March 6pm to 14th April 8pm. The work is required to install District Heating System and power supply for Tustin Estate. The works will include trenches excavation and services installation under the road and the side road, 7 parking spaces will be temporarily unavailable (3 DDA and 4 standard parking), no access to Pilgrims' Way for vehicles and pedestrians and no use of school car park. By end of the school week all the residents on that side need to remove their cars from the site before works start. The extended working hours will be 7 days a week 8am to 8pm. Access to north car park, Manor Grove and cleaners cupboard will not be affected. Temporary bin location will be near the access to Manor Grove (North side). There will be no access from Kentmere to Pilgrims' Way. The newsletter and door knocking will cover the emergency contacts for residents (especially for Manor Grove and Kentmere residents).

1.12 OS advised to have the plan printed on large board for next week's (15th Feb) residents meeting. **NA will try to arrange.** AE informed residents also need to be aware of the exploratory works for Bakerloo line will be taking place at the same time across the estate (underground) and the Pilgrims' Way work is very important to be carried out now to avoid problem in the future for such reason/s. AE informed 5 parking bays has been identified in the middle of the estate and work is under progress to find the additional parking to alleviate the inconvenience of affected residents.

1.13 Heversham Forklift route update – NA informed there is a plan to have a secondary Forklift route at the back of Block G1 (and in front of Heversham House). The hoarding will have 3 new gates added for forklift movement (presented a map showing the changes).

OS advised to ensure this route must be always accessible by emergency vehicles. NA confirmed the route will be used only for forklift movement; nothing will be parked on the that area/route.

1.14 KM informed residents on level 4 of Heversham House have not received (residents on level 2 received it) any details about the meeting on 15th Feb. CJ informed she has asked for the leaflet to be distributed at all levels and she will arrange this to be sent to all at level 4.

#### **Phase Two update by MS**

1.15 The Design Team is working on the planning application for Phase Two. It is taking a bit longer than expected to prepare due to some late comments from Planners and these are getting addressed now. The planning document will not be ready for the drop-in session as was planned for 29th February to have residents' feedback. A separate session will be arranged for the consultation by 1st half of March, if not then March drop-in and residents will be informed in advance of the time and date. AE said dRMM must ensure this does not get delayed further and everything needs to be completed by mid-April. MS informed key dates are not being affected in terms of completion of phase 1 and the start of demolition works for Phase Two and they aim to keep those dates on track.

1.16 Engagement update by SM (Urban Symbiotics) - 20+ Residents and 20+ Children & teenagers attended the January drop-in. Flyers (maildrop & distributed to each unit), posters, A-frame event boards, newsletter, and email-mailing list (120+ residents who want to stay in-touch) has been used to communicate the event with residents. Queries included what information would residents like to see available at the drop-ins, who would they like to talk to or hear from in terms of teams or experts, what services would they like to access from drop-in, and what activities would they like to take part in, what light refreshments do they like, what kind of entertainment would they like to see and is there anything they would like to learn?

1.17 Community responses included information/activities/support works they want is on -

1.17.1 Housing and Future Plans (immediate and wider)

1.17.2 Safety and Awareness

1.17.3 Health and Wellbeing and Learning

1.17.4 Advisory Services

1.17.5 Safety and Community Experts

1.17.6 Educational and Skill Development

1.17.7 Personal Development and Advice

1.17.8 Sports and Physical Activities

1.17.9 Creative and Cultural Activities

1.17.10 Cultural and Festive Events

1.17.11 Community-Orientated Entertainment

1.17.12 Technology and Digital Literacy

1.17.13 Snacks and Beverages

## **LBS update**

### **Rehousing by SH**

1.18 SH informed there are no major changes overall. In terms of allocation, one or two residents coming in with queries with their registration and other issues with Housing Option team, checking with their application status, moving off the estate etc. There are no major issues or concerns. Residents are also being explained what the different roles of different teams are and how it works. The FAQs are nearly ready, and SB is working on the last few issues, and it will be shared within next few weeks. Residents are given details of each team and getting signposted depending on the residents' needs. SB also circulating relevant documents (e.g. Local Letting Policy, Landlord Offer) with colleagues from other teams so that all staff have better understanding of the project and associated process.

1.19 KM asked for an update on Manor Grove properties that were on bidding list. OS informed the specific property is not being let on a permanent basis and this will not happen again. Head of Allocations had a meeting with OS regarding the issue and assured him that it will not happen again. KM asked whether the people who are temporarily housed in Manor Grove will be allocated a new property on the estate as part of regeneration. OS informed they will not be and once the allocation promises are met for the estate (first low rise and

then residents in the Towers) and only after, if any homes are left over then people on the Housing Register will have the opportunity to bid. SH said it is important for relevant team to understand what can be let and what cannot be.

1.20 AE said it should not have got to this stage at all. He suspects there is sabotage and warned that if it happens again there will be investigation. This has changed over the last two months since SH joined. He added AJ (RSO) normally does not ask questions about voids, re-lets, road closure etc which is not helping. A more pro-active approach will be appreciated. A couple of homes in Heversham have not gone to Southwark Construction or Major Estate and is with temporary accommodation, this should not happen. Action will be taken if this carries on. He added Southwark Construction, Major Estates and even Pulse is voluntarily taking up so many tasks that are Housing Management issues. Bouygues and Linkcity taking many good initiatives for the project, but Housing Management's inactivity is making things complicated.

### **Southwark Construction Update**

1.21 CJ informed refurbishment works at Manor Grove is due to start this month, 19th Of Feb. AE asked does these mean residents move is due soon, and if so when will the process start, are all support packages for the residents moving in place, notice to residents etc. Ledbury team is working with Harrow Green to arrange all associated works for moving. The programme is for 7 months, 2 sets of 3 properties at a time. AE advised that this time frame should take into account the challenges that will be posed by the roof works which may increase the project timetable and its impact on the voids. Southwark construction must manage the voids situation. OS said it may increase the project completion timetable. All this has been factored into the programme but there may be delays due the works nature. They are working closely with the Allocations Team to run the voids process more efficiently and try to make it more beneficial for the Tustin residents. AD added first batch of three houses will be completed within six months and then residents will be return and then planned for next for another six months.

### **Newsletters**

#### **LBS newsletter**

5.1. The newsletter has been completed and will be distributed alongside Bouygues's newsletter.

#### **Bouygues Newsletter**

5.2 AH informed the newsletter has been completed and Ledbury Team should have got the printed version by today, if not then tomorrow.

### **Matter arising from last RPG**

1.22 (3.6) 'Open Door' event – AH's contact details were added to the articles. Completed.

1.23 (3.7) Temporary suspension of parking for District Heating works and other associated works' impact– details of the matter has been discussed in this meeting and will be discussed in the public meeting on 15th February 6pm-8pm.

1.24 (3.11) Planning Permission Document summary for presentation to residents on large screen – **This will be done when the event will be organised in March.**

1.25 (4.5) A meeting between AE, Southwark Construction and Major Estate to be taken place – Completed.

1.26 (6.3) MS to arrange for A2 size board displaying the updated masterplan – Completed.

1.27 (6.6) (5.10) Further two safety signage to stop motorcycles/scooters near the Pilgrims' Way school – **On Order.**

1.28 (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 being allocated to relevant teams and are still outstanding/ongoing.**

1.29 (6.8) (6.8) (8.2) Under used disabled parking bays at Manor Grove and a request by a resident to review the usage – Progressing and a residents meeting has been arranged for 15th February. Clarence from Enforcement Team has been invited to the meeting as well.

1.30 (7.5) 'Motorcycle' signage - Discussed as part of 6.8. **Ongoing AJ.**

1.31 (7.6) Getting the school involved in stopping the motorcycles issue near Pilgrims' Way – AJ has contacted the school. Completed.

1.32 (8.1) Discussed as part of 6.8. Completed. AE added the Parking Enforcement Team is attending the estate twice a day and they are using scanner as permits are digital.

1.33 (8.2) Heating problem at Kentmere House – AJ informed the matter has been resolved now. PK informed there are residents in Kentmere still suffering from loss of heating, various things have been tried but the problem is persistent. She expressed her concern that there is another winter to go before residents move into the new homes so plans needs to be in place. SH informed he has emailed the relevant parties to put more weight on the issue and he is expecting explanation from relevant parties on why it is happening and what is the solution for this. **The matter is ongoing. RC suggested to have someone from the Heating team to attend the next RSG meeting to explain the situation and AJ to invite the heating manager.**

### **Challenges Tracker (Open items) by DB**

1.34 Motorcycle signage – The extra signage has been ordered and is due on 27th February. DB informed they have reviewed and fixed the direction (pointing both ways) of the signage is already there and once the new ones are delivered, they will be installed accordingly.

1.35 DB informed the electronic charging point has been added to the tracker list.

1.36 CCTV – Waiting on information from the CCTV specialist about the cost so that a plan can be drawn to put forward to residents for their views.

1.37 PK asked about the water damage at Heversham House – DB and AJ informed some of the faulty overflow pipes have been fixed including two at the little Heversham. There are some leaks at No 97 which is expected to be fixed. Waiting on access to those properties to check on any structural issues. Dead pigeon is still not been removed. AE informed hoarding has now lights on the Ilderton Rd side.

### **Issues, concerns, and feedback**

1.38 AE said excess area in front of Heversham is now free and residents are not parking there as seen recently.

1.39 AE thanked Bouygues, Linkcity, Pulse and Major Estate (LBS) for getting works done consistently without major incidents.

### **Any other business**

1.40 OS informed topping Out Ceremony for reaching the highest point for phase 1 block for Tustin will be taking place on Thursday 7th March. Five or six residents will be able to attend as the spaces are limited, and residents are requested to contact OS to book a place. Cabinet Member for New Homes and Sustainable Development will be attending.

## **2. Date of the next meeting – 14th March 2024**