

Tustin Estate Project Group meeting (draft) March 14 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) and Emma Taylor (ET).

LB Southwark: 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 Harrison (AH), Kevin Yeboah (KY) from Supperstory Studio, Jeff Joseph (JJ), Suzi Mattos (SM)

Urban Symbiotics – Stephanie Edwards (SE).

Open Communities: Jen Pepper (JP) -Chair, Murselin Islam (MI)

Introduction

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

1.2 Apologies- Sharon Burrell (SB)

Minutes of the last minutes

1.3 Meeting approved the minutes as true records with the following corrections made:

- ‘Pilgrims Way’ spelling corrected throughout the document.
- (9.1) ‘Topping up’ corrected to ‘Topping Out’.
- (6.12, 3rd line) Typo error corrected from ‘He’ to ‘She’.
- (7.4, 5th line) ‘Elderton’ spelling corrected to ‘Ilderton’.

Linkcity/Bouygues update

Works progress by NA

1.6 Site Progress - Block D1 & D2 / 99-125 Manor Grove – Progress to date 34% and completion by December 2024. Main activities include block work, Level 1 timber floor and started external brickwork.

1.7 Temporary Road closure during Easter period (28/03/2024 until 14/04/2024) – NA shared three types of signage that will be used around the estate to inform/direct residents on 'No Access', 'No Parking' and 'New bin location'. **Manor Grove residents will have door knocking and one to one explanation over next two weeks about the arrangement.** The map (presented) showed Bouygues's current site in orange, temporary road closure in yellow, crosses where access will be completely shut for cars and pedestrians, green dots for access remaining open (**map will be updated by removing green dots leading to the back of Kentmere as there is no through gate but only a fob door**) and location of temporary access to the nursery. This is necessary to allow to complete the underground services works. Extended working hours will be in place from 8am until 8pm, 7 days a week to allow the works to be completed during the Easter period. The bins will be temporarily located on the north side of Manor Grove (showed in 'blue' marks on the site map) which opposite corner of the cleaners' services room. Gates on the south of Manor Grove will be open to make the navigation easy for pedestrians. SH asked how these routes will be safe during the nighttime. AE informed lights on the hoarding provides the additional lights in the area to make it safer.

1.8 'No car parking' will start from 27th March evening in the 'Yellow' area (Pilgrims Way) on the map, and on the 28th morning Parking Enforcement will be removing cars (if any cars are still parked in the yellow area on the map) from the site to ensure digging works start from 29th morning as planned. The nursery and the primary school will be potentially open on the second week of the Easter and the secondary access has been showed on the map. All the parents will be informed by email by NA once the information is confirmed by the schools.

1.9 AE informed the parking bays that will be lost in the yellow area will be provided in the main car park between the Towers next to the children's play area.

Social value update by AH

1.10 JOB FAIR – 2nd Job Fair to be held at the Drop-in Session (at the TCA Hall) on March 28th 3pm-7pm. Job Centre Plus will carry out 1-2-1 interviews, Circle Collective will carry out 1-2- 1 interview for young people (who helps young people finding Sustainable Employment) and Bouygues UK (HR Manager) will hold 1-2-1 for CV advice as well as SM will hold 1-2-1 interview & pre-employment registration.

1.11 Pre-employability Programme – Bouygues in partnership with the Skills Centre will be working with people who are scanned already, or they can send an email to the Skills Centre and register themselves now. They need to be at the Skills Centre on 2nd April in order to enrol for the course. The course will be starting 8th of April and go until 26th of April. This course will be for young people aged from 17 plus. It's been/will be promoted through newsletter, posters around the estate, email, flyers and door to door. EM suggested to use

social media to broaden the reach in the future. SM informed Sharon Burrell has been also emailed with information so that LBS can promote to their sources. AH informed they have 93 emails of residents who gets this information regularly. March newsletter will be posted next week which will have the details of these projects under 'social value' heading on page three.

1.12 AE asked LBS supposed to advertise any apprenticeship or other vacancies available, but this does not happen. OS said it is a good idea and **the Employability Team can come to these events to help residents.**

1.13 Easter event for children – AH informed on Tuesday 2nd April there will be a children's design squad 11am till 2pm at the TCA Hall. Activities will include fun Lego games, buildings, traditional Easter activity, arts and crafts, refreshments and snacks. The event is open to all age groups, adults can come in and have their construction/project related queries as well. Children must be always accompanied by adults. AE thanked AH for making the event three hours rather than two hours.

1.14 Topping Out Ceremony – NA informed the event took place on 7th March and thanked residents and other project colleagues for attending.

1.15 Superstory short film project – JJ introduced Kevin Yeboah (KY) from Superstory a film production studio based in Peckham, a group of experienced, creative storytellers from the worlds of advertising and film. KY informed they are a team previously created award-winning TV ads, documentary films, animations and digital content. They passionately create content about architecture, design, placemaking and community. They have also made a short film recently on Ledbury. 'TUSTIN LIVES' is a snapshot of the Tustin community at a time of change that captures the history of the Tustin estate and residents' experiences of living there. It reveals stories and memories from long-standing residents that have grown up on the estate and includes a diverse range of young and older generations that represent the Tustin community.

1.16 Approach for 'TUSTIN LIVES' will include interviews with 4 residents, 1 overview of RPG meeting, representative of Southwark Council, Michael Situ - Mayor of Southwark, Andrew Eke - Community representative from Tustin estate. This will be a 15-minute film with subtitles plus a physical letter/memoir from the Mayor of Southwark to be buried in the Time Capsule. It will be distributed online via YouTube and Bouygues website and will be installed in a time capsule on the estate. KY said the challenge will be to recruit residents for the project and they had difficulties at Ledbury where some people withdrawn at the last minute, some did not want to appear on screen etc., which made the filming process much longer.

1.17 Time Capsule Project - JJ informed that in addition to the film project there will be a physical Time Capsule project. This to be buried in a community garden a plot (to be agreed) with a small ceremony for the Burial. There will be an art installation in the TCA Hall featuring stills from the photography and a video reel. LB Southwark will be approached for

the purpose of archiving this as well as the Science Museum Anthropology Department. The capsule may contain various letter from the school, letter from Bouygues, newsletter, the short film etc. basically a snapshot of Tustin in 2024.

1.18 JJ reminded that it is very **important for TCA and AE to find four residents for interview** and AH will help with the process of signing the consent forms and explaining the detailed objective of the project and its likely outcome. **The interviewees and questionnaire should be set by 15th April** and the rest of the project timetable will be set in agreement with all. Following this the interview will be shot and recorded. While all this progresses the title of the project can be decided. Three titles were initially proposed in the meeting which are The Past, The Present and The Future, Tustin Lives Matter and Tustin Estate – A Resident Lead Development, residents can also propose other titles if they want to. A photo of a time capsule was presented to the meeting. SH advised that it will be good to start thinking of who could lay down the time capsule when the time will arrive as it is important for the capsule burial purpose.

1.19 KM asked if there were many people who would want to put lots of material in the capsule then how that would be decided and how many people would be allowed to take part. JJ informed that the measure of the capsule is about 3ft x 1ft which will allow many paper-based material/memorabilia to be included, if needed another one can be arranged.

1.20 ET said sometimes people who take part in this kind of interview do not necessarily agree with the edited version as it is much less than the original half hour/one hour interview and how that kind of challenge for consent will be dealt with. KY said they had some experience of such situations in the past. To address such issues interviewees will be briefed properly on the final length of the film, few drafts will be shared with the participant to allow them to have some say on the takes as well as normally using the best part of the individual interviews also helps to overcome the challenges. ET also advised adding all the full-length interviews in the time capsule due to its richness. KY said it should not be a problem. KY informed the original interview would last for half an hour in terms of video shot but each interview session would last about two hours due to preparation, briefing, re-takes, closing etc.

1.21 AE asked ET whether she will be interested to be a contributor as a freeholder in the Time Capsule project. ET will let know AE later as there are other freeholders in Manor Grove who have been there much longer than her.

Phase Two update

1.22 MS informed there are some delays in the application drafting due to the potential of adding more council homes in phase two. AE and JP welcomed the idea of adding more council homes to the phase.

2. LBS Update

Re-housing

2.1 SH informed residents are coming through and moving off the estate and then collecting their money for that. There is still a need for works to be done post March which will include making sure people's applications are up to date/are registered online with council, with those who could move with the end of this year or start of next year. There will be more of a plan in place and works for that, but the process hasn't been signed yet. SH informed that Sharon Burrell will be working on those plans and implementation tasks with other teams who need to be involved. The Housing Options team will make sure that they are able to offer support with people registering and getting their up-to-date information on the council register. If people don't register, the implication is when it comes to moving people that can cause difficulties or delays. It is about LBS making sure they get the updated information. SH also informed that he is leaving, and 28th March is his last working day and thanked everyone for their support over last one year. Meeting thanked SH for his hard work and contribution in the project. OS added LBS will ensure the works continues for re-housing team without any pause to provide the best support to residents and thanked SH for the works he has done.

2.2 KM asked residents who have chosen to go to phase 2, when they will be able to find out about the date and which property they will be moving to for their temporary accommodation. SH informed Sharon Burrell will address the issue and will update KM once she is back from her leave. There are works in progress and information should be ready soon and FAQs will be updated as well.

4.4 AE said he is still receiving complaints from residents about certain officers providing misinformation and this is confusing residents which is causing high level of stress. He warned that this will not be tolerated any further, this approach by some officers undermining many good works and cohesion between various parties involved in the project. AE also reminded that this bad practice is not beyond scrutiny.

Southwark construction update

2.3 OS said Bouygues has informed that by the end of the week LBS will receive the final door numbers and the addresses and now waiting on Post Office to do so. Once received, residents will be informed of their full future addresses in Phase One.

2.4 Manor Grove – CJ informed residents having the first refurbishment of their property is getting ready to move with a view to have works starting just after Easter. ET asked for an update on freeholders buying into the works, whether any package has been worked out yet. OS said the promise is freeholders will have package/option available after six weeks from the start of the refurbishment work. There will likely be a separate session for freeholders to discuss the package/options. He hoped to have the information pack with options ready by mid-May based on works starting at the beginning of April.

Newsletter

2.5 LBS newsletter – SH informed the draft has been distributed to the RPG members and there are couple of new information to be added to the draft **including May election information and the photo ID information. AE requested AJ to collect Election information leaflet from concierge to put up on the notice board.**

2.6 Bouygues newsletter – ET said that she hadn't seen the draft Bouygues newsletter to comment on. **AH to send draft newsletter to all those on the RPG distribution list.**

Matter arising from last RPG

2.7 (3.9) Temporary Road Closure information/map to printed on large board by NA – Completed

6.2 (6.3) Planning Permission Document summary for presentation to residents on large screen – This will be done at the drop-in session April/May once the main application document is ready.

6.3 (6.6) Further two Safety Signage – AJ informed they were installed but had wrong wordings so new signage has been ordered. **There are also additional four more signages will be installed on another part of the estate that was identified during the estate walkabout.** ET informed that there was a suggestion from this morning's estate walkabout about option for **installing speed humps** which will also deter the **scooters/motorcycles passing the playground on high speed and David Banfield to explore the option.**

6.4 (6.7) Removal of weeds, growth and dead pigeons on the Heversham House balcony and door entrances – AJ informed weed issue has been partially resolved but issue of dead pigeon is not resolved. He is still sending emails to get a quick resolution. AE said the weed issue is not resolved properly and there are new weeds growing specially in the middle spart of Heversham. KM reported two dead mice squashed into the ground near the last disabled bay and there are mice problem that are in increase around the block. **AJ will contact PEST control.** JP reminded that dead pigeon issue has not resolved for several months and AE has raised his concerns of serious health implication few times which has been recorded in the public minutes few times as well, this should be escalated as soon as possible with the relevant team. AJ informed he has escalated the issue with his own manager who has raised the issue with management of another team.

6.5 (6.12) Heating problem at Kentmere House and AJ to invite Heating Manager to attend this RPG – AJ said he has informed the Heating Services as the Heating Manager was on

leave, there was no response to the request. **He will speak to the Heating Manager when he (AJ) will be back from his leave.**

Challenges tracker (open items) by DB

2.8 SYH informed there is no new item in the tracker that has been added recently.

2.9 Electrical charging point that was not working has been dealt by Housing Team and now being closed.

2.10 Water Damage (ongoing issue) – AE highlighted that tracker update says that ‘no access’ means the team who is supposed to deal with access is not doing their job. It has been over seven weeks, and the team should have escalated which they haven’t done. AJ informed he has received an email confirming the access by the involved property/resident. **He should be receiving more updates of that by next week and will inform project team.**

Issues, concerns, and feedback

2.11 ET asked about is the time line for Phase 2 including the planning stage. MS informed they are still resolving the timeline for Phase 2 and are aiming to submit planning application in within two months and still planning to start on site as soon residents move from Heversham and Kentmere to Phase 1 homes by 2025.

2.12 ET said she found it difficult to get a good overview of the project, a snapshot of the project about what is happening, when it is happening, who’s who etc. She advised it will be beneficial for all to have a summary level information available on the council website/Tustin webpage. CJ informed there is a Tustin page on the council’s website which holds general information that includes newsletters, minutes of RPG, leaflets, background information on residents ballot, manifesto etc but **she is happy to look at what ET suggested.**

2.13 KM reported that middle stairs in Heversham is very dirty and full of urine smell. As lifts are not working regularly residents are using stairs and finding it difficult due the current state of cleaning and the smell. **AJ will follow up with cleaning team.**

AOB

2.14 AE thanked the project team for working towards a common goal even though it took a long time to get to this stable stage. AE also thanked SH for all the contribution he made during the stabilisation of the Re-Housing process and making it more residents focused service.

3. Date of the next meeting – 11th April 2024.