

# Tustin Estate newsletter

## Late February 2021

Welcome to the latest edition of the Tustin Estate monthly newsletter from Southwark Council, which deals with some questions raised by residents at recent blocks meetings.

Have you voted yet? The ballot is underway. You have until Friday 5 March 2021.

## The Ballot

All residents will now have received their ballot paper so that they can vote on the future of the Tustin Estate.

The vote lasts for 23 days and closes at 5pm on Friday 5 March, 2021.

Your options are to vote YES or NO on the following question on the ballot paper:

*"Are you in favour of the proposal for the re-development of the low rise homes on the Tustin Estate?"*

You can vote using either of the following methods:

- Post the completed ballot paper back to Civica Elections Services in the pre-paid envelope provided.
- Vote online at **[www.cesvotes.com/tustin](http://www.cesvotes.com/tustin)** and provide the security code listed on your ballot paper.
- Call the Freephone number listed on your voting paper and provide the security code.

If you are isolating away from the estate or are in hospital and do not have access to the ballot paper that has been posted to you, please let the Tustin Team know on **020 7732 2886** or email **[tustin@southwark.gov.uk](mailto:tustin@southwark.gov.uk)** and they will talk to Civica about getting a duplicate ballot paper to you.

The result will be available in the week commencing 8 March 2021 and a newsletter will go out that week informing residents of the result.

## February Block meetings

Thank you to those residents who attended the block meetings held over the last two weeks.

There are some questions that were raised in the meetings that Open Communities have forwarded on to Southwark Council.

### **The general questions from all residents were:**

**Question 1:** What difference will it make to service charges if there is more than one lift in a block?

**Answer:** Service charges are based on the cost of providing services to your block and estate. For lifts, the costs associated with maintenance include a monthly check, call outs, repairs, electricity charges, lift monitoring, inspection and management costs. Service charge costs will be based on the number of lifts in your block and be split amongst the number of homes in each block.

**Question 2:** Can we see more designs of homes proposed, including maisonettes?

**Answer:** Subject to a positive ballot and upon successfully appointing a new design team in autumn 2021, we will begin the process of developing detailed designs for homes. Once we re-start the design process we will be able to share more details about homes. The designs are currently frozen at what architects refer to as RIBA Concept Stage and the information we have available to us at

this stage is in the Landlord Offer Document.

**Question 3:** When the new properties are fully developed, can you express any preferences about where you would like to live (e.g. ground floor)?

**Answer:** Yes, more homes will be built than there are existing households subject to demolition or with a housing need. Homes on Tustin Estate will be ring-fenced for Tustin residents in the first instance and so residents will be able to choose from a range of homes that meet their needs and preferences.

**Question 4:** Can we see virtual tours of the new homes rather than just look at plans?

**Answer:** At the current time, we can share a virtual video of another development in Southwark that has recently been built and has residents moving into it. This video will soon be uploaded to <https://tustin.estate>. In the future, once the designs have sufficient detail we can share virtual tours as well as visits to other sites subject to social distancing measures.

**Question 5:** How would other nearby developments (e.g, Ilderton Road) affect the light in the new homes on Tustin?

**Answer:** Two schemes adjacent to the Tustin Estate have been consented on the Ilderton Road, 301- 303 and 313- 349. The impacts of these schemes, such as daylight, overshadowing and privacy have been considered in line with the Old Kent Road Masterplan and Southwark's other planning

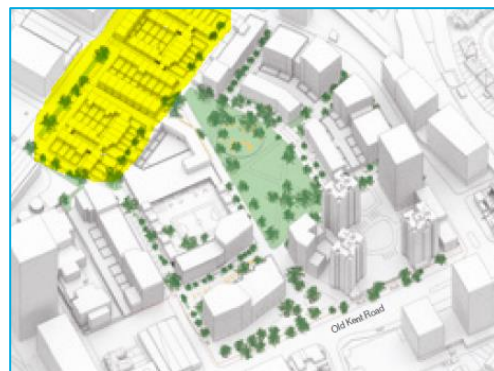
policies, which seek to manage impacts of development to ensure high quality spaces and homes. This approach will be taken at other sites next to the estate. The proposals for Tustin Estate in turn have been designed to respond to the consented schemes on Ilderton Road.

**Question 6:** What will happen if the vote is a draw?

**Answer:** The chance of an exact 50/50 split in votes is slim. If this were to be the case, the council would need to take a decision at Cabinet.

**Question 7:** Will there be any green space near me (in Manor Grove)? The infill homes are proposed to be built close to me.

**Answer:** The park is at the centre of the estate in a similar location to the current park and will be easily accessible by all blocks on the estate.



It will be more accessible than the current arrangement for residents of Manor Grove as Kentmere House will be demolished and the park will extend all the way to Manor Grove. Please see the image above with Manor Grove identified in yellow and the new park in green.



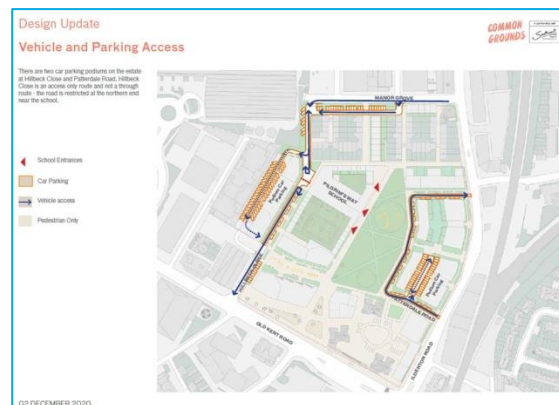
**Question 8:** There are problems with Anti Social Behaviour, break-ins, vehicle theft and criminal damage. There is very little detail about security in the plans. Lighting on the existing estate is poor and there are not many cameras. When will hear more details to address this?

**Answer:** A number of design steps have been based on feedback from residents related to safety. These include ensuring that public spaces and paths are visible from homes and there are less hidden spaces. Lighting on the pathways will increase visibility. There will be safe podium car parking integrated into the design of the estate so that these spaces do not become areas of anti-social behaviour. There will be dedicated safe storage space for bicycles in each block. The issue of safety is paramount and once design work restarts in autumn 2021, methods to minimise safety risks will be developed further via resident consultation and expertise from the design team.

**Question 9:** I have had a parking space close to my home on the estate for more than 20 years. Where will I be able to park during the works, and when the estate is complete?

**Answer:** On a temporary basis, the 80+ car parking spaces between the towers will be available and we will also explore options for temporary parking spaces to the rear of Bowness, to the east of Heversham and to the north of Manor Grove.

When the estate is complete, on street and underground garages will be available across the site. Please see below. These spaces will be in addition to the 80+ spaces due to be delivered between the towers on the completion of the major works later in 2021.



**Question 10:** When will we see results from the trial pits dug on the estate?

**Answer:** The results of the trial pits at Manor Grove will be shared as soon as possible but are currently awaiting one further trial pit in number 81 Manor Grove itself. It is estimated the results will be available in March / April 2021.

**Question 11:** Drilling, demolition and excavation for new homes will affect my home. How will I be protected?

**Answer:** Throughout the works residents and their homes will be protected by the agreements and standards the builder must achieve in the Construction Management Plan including standards such as the Considerate Constructors Scheme.

**Question 12:** Will the council install solar panels on roofs?

**Answer:** The existing sustainability strategy suggests solar panels on new blocks and the school. This will be considered further as part of the detailed designs. Design work is due to recommence in autumn 2021.

**The general questions from council tenants were:**

**Question 13:** What will be the difference in rent people pay for their existing home to the cost of moving to a new home on Tustin with more bedrooms after redevelopment?

**Answer:** Rents will be at social rent levels for new properties. The exact rental level is based on a formula that includes the value of the property and this is set by the Valuation Office on completion of the homes. The more bedrooms a property has, the higher the rent. For example at Heversham House at the moment the differences in gross rent are:

- Bedsit Flat - £88.44
- 2 Bedroomed Maisonette - £116.72
- 3 Bedroomed Maisonette - £127.93

Once we are able to confirm the rents we will share this with residents in a brochure with other details of the available properties so that residents can make a decision using accurate information.

**Question 14:** Will adult children be able to move to their own home on the new Tustin Estate?

**Answer:** Adult children who were on the Housing Waiting List 12 months prior to the ballot will be eligible to move a new home on the estate.

**Question 15:** I am concerned in Manor Grove that the council homes will be in far better condition than privately owned homes when the refurbishment is completed. What can the council do about this?

**Answer:** Freehold properties are the responsibility of the freeholders and as such the condition of homes sits with freeholders. Any findings from the council's work on the estate will be shared with freeholders to assist their decision-making on their properties.

**The general questions from Private Tenants were:**

**Question 16:** I am on the housing list. If my landlord decides to sell this property, what does that mean for me? I live in Hillbeck Close.

**Answer:** As a resident on the housing waiting list and with homes in Hillbeck Close being subject to demolition, you will be eligible for rehousing on the estate, subject to you being on the housing waiting list for 12 months prior to the ballot.

**The general questions from Leaseholders were:**

**Question 17:** How will the council take into account the cost of refurbishment works when valuing my flat?

**Answer:** The council's external valuers will take account of all relevant valuation factors, including any future works costs as appropriate.

**Question 18:** Can I buy more of a share if I choose a shared equity leasehold?

**Answer:** Yes. With the equity loan you can choose to own 100% of the property from the start (with the equity loan being up to 75% of the value of the property).

With shared equity the maximum initial share you can own is 90%, however you can still staircase up to 100%. If you staircase to 100% then the property would no longer be subject to the shared equity agreement and you would just own the property 100%.

With shared ownership you can choose to own a maximum of 75% from the start but you can still staircase up to 100% in the future.

**Question 19:** When will I be able to start negotiation with the council after the ballot result is announced?

**Answer:** Subject to a majority vote in favour of the redevelopment option (a yes vote), buy back negotiations can start after the results are shared the week commencing 8 March 2021.

**Question 20:** Do you have to get a revaluation every six months if negotiations with the council drag on?

**Answer:** The surveyor you have appointed will be able to advise you as to the change in market conditions as time goes by as well as negotiations with the council.

**Question 21:** Would the council offer less than the home is worth when you come to resell later using a shared equity arrangement? How does the council set the price it offers when you sell back? Because we are in Phase 1,

we would move into a void property while our flats are demolished and we decide what to do. If you are still paying off a mortgage, what happens then?

**Answer:** The council pays Market Value. If you decided to resell your shared equity home in the future this would be on the open market where Market Value would be achieved, whether you sold to a private individual or to the council. The council would agree the price of your new property at the same time as agreeing the valuation of your existing property if you were to return on the estate. The council would then buy out your property whilst you moved into temporary accommodation. At the time the council bought your property your mortgage would be redeemed from the sale, as such you would not be paying your mortgage whilst in temporary accommodation.

### **The general questions from Freeholders were:**

**Question 22:** Can freeholders get work done by the contractors that the council are using on tenants' homes?

**Answer:** Yes, this is possible. Freeholders would need to enter into private agreement with the builder.

## **The Tustin Model**

If you want to see a model of the latest layout, you can visit the 'Box behind Bowness' which has a model of the final proposals.



You can get in touch directly with the design team by emailing **commongrounds@dshda.co.uk**.

## 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 more people to get involved. If you are interested in joining the group, please contact Neal Purvis on Freephone **0800 073 1051** or at **neal.purvis1@btinternet.com**.

## The Tustin Website

Common Grounds has developed a website for the people of Tustin Estate.

There is lots to see on the website including designs, minutes of meetings, and videos of the presentations and meetings.

The website is at **<https://tustin.estate>**  
If you haven't already registered on the website, you will need to do this.  
Please let us know if you need help accessing the website.

## Tustin Community Association

The Tenants and Residents' group for the Tustin Estate is called the Tustin Community Association (TCA). They have been established for many years and work on behalf of residents on many issues. They meet on the third Thursday of each month at 7pm by Zoom.

Andrew Eke is Chair of the Tustin Community Association. The contact details for the TCA are:

- Telephone: **07464 867739**
- Email: **tustintca02@hotmail.com**
- Address: Residents Hall, Windermere Point, London SE15 1DY

## Local Police Sessions

PC Imogen Thomas and PCSO Felix Adeyanju make up the local Old Kent Road Ward Police team. Their weekly drop in sessions at the Ledbury TRA Hall in Pencraig Way are suspended for now.

They have requested that any crime be reported, if it is an emergency, to 999 and for non-emergencies to 101.

The team can also be contacted by emailing **oldkentroad.snt@met.police.uk** or by telephone on **020 8721 2436**, or they can be tweeted at **@MPSOldkentRoad**

## Resident Services Officer for the Tustin Estate

Andrew Johnson is the Resident Services Officer for the Tustin Estate. You can contact Andrew on 07535 541329 and his email address is [andrew.johnson@southwark.gov.uk](mailto:andrew.johnson@southwark.gov.uk)

All repairs for the Tustin Estate should be reported by calling **0800 952 4444**.

## The Independent Tenant and Homeowner Advisor

Neal Purvis from Open Communities is the Independent Tenant and Homeowner Advisor. If you have any questions contact Neal on Freephone **0800 073 1051** or at [neal.purvis1@btinternet.com](mailto:neal.purvis1@btinternet.com)



## Languages – do you need an interpreter or translator?

We will arrange for an interpreter to talk with you and translate documents where necessary.

Please contact the project team to ask for this service.

## Contacting Southwark about this project

The project team working with the community on any plans for the low rise homes on the estate can be contacted on **020 7732 2886** or email [tustin@southwark.gov.uk](mailto:tustin@southwark.gov.uk)