



Tustin Estate newsletter

January 2022

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.

It is a long newsletter this month, but we felt that it was important to share with all residents the questions that were asked and our responses from the design exhibition.

Design Exhibition Feedback

A design team led by dRMM was appointed in September 2021 to work with Tustin residents and further develop the masterplan and Phase 1 designs for submitting the planning application. Following a series of design events and workshops, residents were invited to share their feedback and comments on the current designs at exhibitions on 9 and 12 December. A design booklet was also delivered to all residents summarising the current designs.



Residents' comments are set out in bold below and our responses are summarised underneath them.

The questions have been grouped into different subjects.

Routes through the estate

There is a need for a balance between having new through routes into the estate and not having too many

routes which would make the estate feel less private

The masterplan has a range of different types of through routes including pedestrian and cycle routes, which are separate to car routes. The masterplan has been designed to make sure there is a balance between having easily accessible routes as well as having quieter spaces.

Clear signage and estate maps

There will be updated signage across the estate so that residents and visitors can navigate easily. The design of signage will be considered to make sure it is easy to read.

Safety and security

Additional lighting around the park (known as the Tustin Common) and the edges around each building

There will be much more external lighting to provide a safer environment for residents.

Paths into the estate should be wider and better lit than the existing ones, with no hidden corners.

Paths into the estate will be easy to find, and well lit. Any planting will be low so that is easy to see over.

There should be better overlooking

The green spaces will be designed so that they are well overlooked by the new homes.

Green spaces should be safe and secure, especially when located near to ground floor homes

Green spaces next to ground floor homes will be designed to be open and well lit to ensure that these areas are used safely.

Concerns about the Tustin Common being too near to the new buildings, causing increased noise and disruption

All the new buildings will be set back from the Tustin Common, either with a path or with gardens to the new homes at the ground floor. This will help to minimise noise and disruption.

Concerns about the safety and security of roof terraces

The design team and council are looking carefully at any roof terrace location, size maintenance and security. Roof terraces will only be accessed by residents of that block.

Design should prevent graffiti

Graffiti preventing materials will be used throughout the design.

Landscaping and green spaces

Residents liked the plans for rain gardens, sensory gardens and outdoor seating

These proposals are being taken forward into the landscape plans.

Could community growing spaces be included?

The design team is looking at where these could be included within the masterplan and the council is considering how these areas would be managed.

Dedicated dog walking areas

A dog walking area will be included, with flexibility to be removed in the future if this is no longer required.

Play space

Residents liked that different types of play spaces in different locations will be provided

There will be play space for all ages and abilities including informal play spaces and more formal play spaces with more equipment. The design team is also proposing a 'Play Street' in Plot D (Manor Grove) to connect homes in Manor Grove with the Tustin Common.

Transport & parking

Residents discussed the need to continue to be able to park on the estate

As agreed in the Landlord Offer, resident car owners who currently have a parking permit will have a parking permit for the redeveloped estate. The existing level of car parking will be retained. New residents moving into the additional homes will not be eligible for parking permits, in line with policies in the London Plan.

Parking for residents of the Phase 1 buildings should be nearby

The design team is aiming to make sure that there is parking close to each of the buildings while also making the most efficient use of the space. During construction of Phase 1, subject to ensuring safety during construction there will be temporary parking to ensure there is no overall reduction in spaces. Parking will be kept as close to the buildings as possible, subject to ensuring safety during construction.

Concerns that parking around Manor Grove is being displaced and the need for car parking on the east side of Manor Grove.

There is no intention to displace parking from Manor Grove and the design team is seeking to provide parking close to each of the buildings. However, there will be some redistribution of parking across the estate to ensure safe internal road layouts and the most efficient use of the land.

Additional motorbike parking needed as residents currently use cycle stands

Secure motorcycle parking will be provided. The precise number, type and locations are being discussed with the council's highways and parking departments.

Concerns about the cycling lane next to Tustin Common as it may compromise safety of children playing

The east/west cycle route forms part of the Old Kent Road Area Action Plan and will provide a safe and direct route for cyclists wishing to avoid the main road. However, this route will not be a cycle superhighway: it will be a shared space for pedestrians and cyclists and the landscaping will provide slow cycling and safe pedestrian movement.

Children's play space will be located in the northern part of the Tustin Common away from the cycle lane.

Energy & waste

How will the heating and hot water system will work?

It is proposed that heating and hot water will be provided by the South East London Combined Heat and Power (SELCHP) network located close to Millwall Football Club. This is a more sustainable network as the energy is generated from waste.

Each home will have a Heat Interface Unit (HIU) which looks similar to a boiler and sits in the utility cupboard.

Hot water from SELCHP will run into each HIU which will send hot water to the kitchen, bathroom and all radiators in each room to provide heating.

The HIUs work instantly and are very efficient, which means that there is less heat loss and less space required for a hot water tank. Controls are proposed in each room so that residents can control the temperature.

Each HIU will have an in-built meter, which will be used for billing. The meters

will be clear to read and will help residents to track their energy use.

The council is looking into the best option for the council homes in Manor Grove, which could include connection to SELCHP or another alternative energy-efficient solution.

Concerns about the reliability of a district heating network

We understand the concerns about district heating systems because of issues with the existing communal boiler system located on the estate. The proposed new district heating network, SELCHP, is of a much larger scale, is located off the estate and provides heat to many homes. The advantages of the SELCHP network is that it has its own maintenance team, which provides continuous maintenance to ensure smooth operation. The SELCHP network also has its own back-up boilers in the event that the main system goes down. These boilers will ensure the network is continuously in operation and reduces the risk of outages. More information will be provided to residents about how the SELCHP network works.

Radiators preferred over underfloor heating

The intention is to install radiators in the new homes.

Continued problems with refuse stores and vermin

The design team is developing a refuse and waste strategy to address these issues that will be discussed with residents at future meetings.

Over 55s homes

The design team discussed proposals for the over 55s homes to be located in the southern part of Plot C (currently where Ullswater is) with residents

Locating the Over 55s homes in this building has been proposed because it is close to transport links on the Old Kent Road and is next to a new residential street. 40 new homes will be provided, with a mix of 1 bedroom, 1.5 bedroom (a normal sized one bedroomed flat with a small additional room with a window) and 2 bedroom homes. A window in the additional room has been included in layouts in building C1.

Over 55s homes will have a separate entrance, lift and staircase, as well as separate communal green space on the ground floor. Moreover, 55s homes will be delivered in a later phase.

Internal Layouts

Some residents preferred separate kitchens and some residents preferred an open plan arrangement

The layouts of the new homes will allow for choice: some homes have a separate kitchen / dining room; others will have a sliding door between the kitchen and the living / dining room to make it into open-plan or divided as preferred; and some homes will have a completely open-plan arrangement. The design team will be discussing layouts with residents in more detail at the Design Sub Group meeting at the end of January.

Some residents preferred maisonettes

Maisonettes will be provided across the estate. A number of 3 bedroom and 4 bedroom maisonettes will be provided on Plot G1 (the current temporary car park area in front of Heversham House) that have ground floor access and a back garden.

Residents felt that the hallway of the 1 bedroom home taped out at the exhibition would be too small for a wheelchair and asked if flats will be wheelchair accessible

10% of the homes will be designed for wheelchair users. These homes will be larger and will have larger hallway spaces in line with Building Regulations. In line with the London Plan, the rest of the homes will be designed as Accessible and Adaptable homes, with dimensions of hallways meeting the requirements of the relevant Building Regulations.

Providing enough storage space

The design team is looking at including as much storage space as possible and this will be discussed with residents in more detail at the Design Sub Group meeting at the end of January.

Importance of daylight with windows on two sides of the home and large windows to the living space

The design team is working to ensure that as many homes as possible have windows to two sides. In the current design almost all homes have windows on two sides.

How much ground floor accommodation will be provided and what size will the ground floor homes be?

As many ground floor homes with gardens will be provided as possible, including both flats and maisonettes. The size of homes on the ground floor will be in line with space standards.

Building shapes and materials

Some residents commented that they liked rounded edges and curved facades compared to angles

The design team has designed the school with a curved shape so that it looks different to the residential buildings. The residential buildings will be more angled as this is better for internal room shapes and layouts and also makes best use of the space on the estate.

The buildings should have different colours and identities

The design team is proposing different character areas within the masterplan that will respond to the different parts of the estate. Each area will be made distinctive by using specific colours and materials. Some shared design elements and principles will be used across all the buildings on the estate and the landscaping, to give the whole estate a unified identity. This will be discussed with residents in more detail.

Could wood be used in external finishes to buildings?

There are a number of safety and maintenance issues with the use of wood, which are being discussed with the council and the design team.

Plans and drawings

The locations of ground floor entrances and who has access was not clear on plans. Dimensions were also requested to be included.

Updated plans will clearly identify entrances. Plans and drawings shared with residents will also show what entrances will look like. Dimensions will be included on plans.

Plot C – The site of Ullswater House and Hillbeck Close

Refuse stores should be located away from wall of new homes

The refuse stores have been relocated to avoid as much as possible being immediately next to the new homes.

There should be a mix of materials and range of colour including lighter colours

Using residents' feedback the design team is looking at the mix of materials, including concrete, terracotta, tile and metalwork and is looking at the use of colour as part of the detailed design of the outsides of buildings.

Plot G1 - The current temporary car park area in front of Heversham House

Concerns about privacy to the bedroom with a full height window,

possible overlooking from the building to the east (Plot F – where Heversham House currently is)

The design of the balconies and windows is being reviewed to ensure there is no overlooking into bedrooms from neighbouring buildings

Can there be a wraparound balcony on the north east corner of the block?

The design team is refining the design of the balconies on Plot G1, to ensure these receive plenty of light, are well sized and are easy to construct and maintain. Current design include space for planting on the balconies.

Residents preferred balconies with some solidity

The balconies have solid walls at the short ends and the design team is further developing the design in line with concerns about overlooking and privacy.

Concerns about the balcony railings being open and exposed, allowing rain and wind to come through

The need for sheltering and privacy needs to be carefully balanced with making sure that not too much daylight is blocked. The design team is looking at how the design can provide a balance of daylight, shelter and privacy.

Plot D – Manor Grove

Roof terraces should not be communal

The roof terraces on the new homes at D1 & D2 are private for each house, with separate, private access.

Can there be more skylights above the staircase?

The design team is looking at rooflights above staircases, while making sure that there is not too much glazing so the space doesn't overheat.

Gardens are very important

The design team is looking at how the size of rear gardens in building D2 can be improved. D1 rear gardens will be made as large as possible.

Residents said they would love a space to enjoy the evening sun

Almost all the homes have roof terraces and these will receive afternoon and evening sun.

Manor Grove refurbishment

The design team discussed a number of options for the Manor Grove refurbishment with residents

The council and design team and further exploring the refurbishment options and will be discussing these with residents in upcoming meetings. This will include a discussion about service charges related to the works.

There is currently little overlooking onto the alleyways as the windows are all off the bathrooms and are frosted. New windows should be added to the bedrooms to overlook these areas as part of the refurbishment works to help reduce antisocial behaviour.

The design team will review this as part of the scope of the refurbishment works.

Refuse stores should be moved away from walls of homes

The design team is developing a refuse and waste strategy to address these issues which will be discussed with residents at future meetings.

The existing alleyways between the houses are often very dark and shadowed and there are currently problems with drug dealing and urination in dark areas

The design team and the council are looking at how lighting and CCTV can be added to the existing alleyways to improve safety.

There are currently issues with mopeds using the alleyways

The entrances to existing alleyways will be improved as part of the landscape plans, including discouraging mopeds and ensuring wheelchair users can still maintain access.

Cycle parking for Manor Grove needs to be addressed

New council homes and refurbished homes will be provided with secured cycle parking within the private garden spaces; subject to further discussions on rear access.

More greening in Manor Grove

The design team is proposing improvements to existing alleyways, which include addition of planters for community planting, as well as a new greener north-south connection to the Tustin Common.

Other comments

Where the shops will be and what they will be?

Existing businesses will be able to remain on the estate. They will be provided with temporary premises during the construction period. The new commercial spaces will be located along Old Kent Road and possibly Ilderton Road.

Provide a better drainage system considering the global weather shifting and heavy rainfall

As a standard all the surface water drainage is designed to manage a 40% increase in rainfall intensity to allow for effects of climate change.

Can modular construction methods be used to minimise noise and disturbance during building work?

Modular construction and prefabricated are all being considered by the design team to reduce noise, disturbance and time required on site. This is being reviewed with the developer.

There may be competition between solar panels and green roofs for roof space.

Solar panels provide the opportunity to generate renewable energy on site which contributes to a more sustainable development. Green roofs provide an effective layer of natural insulation to the buildings, as well as rainwater management and additional biodiversity. Greengage, the sustainability consultants, will investigate both options

to provide the most effective and sustainable solution and achieve a balance.

Coffee, Cake & Design sessions postponed

The weekly Coffee, Cake and Design events for all residents have been postponed for the time being due to the current high levels of Covid infections.

As soon as it is safe to start them up again we will let you know.

Hillbeck Close Pest control

There is a pest control issue in Hillbeck Close and if there is an issue in your home, the removal company will refuse to move you as they do not want the pests in their removal lorry!

If you have an issue, please contact our pest control team. You can book an appointment on 0800 052 6247 (option 1). You can arrange an appointment or book for either the morning (8am to 1pm) or afternoon (12noon to 5pm). We also offer a limited number of Saturday appointments.

Free swimming lessons for Southwark adults

Southwark Council is offering residents free swimming lessons. Twelve week courses for beginners are available at all leisure centres operated by Everyone Active on behalf of Southwark Council.

The offer is available if you're a Southwark resident, a non-swimmer and aged 16 or over. Lessons are available to book at the following locations:

- Camberwell Leisure Centre, Artichoke Place, London SE5 8TS
- The Castle Centre, 2 St Gabriel Walk, Elephant and Castle, London SE1 6FG
- Dulwich Leisure Centre, 2b Crystal Palace Road, London SE22 9HB
- Peckham Pulse Leisure Centre, 10 Melon Road, London SE15 5QN
- Seven Islands Leisure Centre, 100 Lower Road, Rotherhithe SE16 2TU

To book your free lessons go to the [Southwark website](#) where you can:

- Check when lessons are available each week.
- Fill in a request form after clicking to register stating your preference of when you'd like to have lessons.
- Everyone Active will contact you by phone or email to offer you a lesson slot. If a suitable slot isn't available, you'll be put on a waiting list.
- You need to confirm whether you'd like to accept the place if one is offered.
- Bring proof of your address to the leisure centre on the day of your first lesson.

Two week work programme for 16 to 25 years in Southwark

2-3 Degrees' have an exciting Re-Start programme for young people aged 16-25 based in South London (Southwark, Lambeth, Lewisham etc.) who are currently not in work or education but want help securing employment or training.

It will be held in Southwark from Monday 31 January 2022 to Friday 11 February 2022 between 11am and 4pm.

Young people will:

- Get tailored support to help secure employment
- Enhance their confidence and motivation
- Get help with CVs, cover letters, and interviews to feel work ready
- Network and connect with other young people and employers who have job opportunities
- Be in for a chance to win BIG prizes and receive free goodies
- Receive a certificate that can be used on your CV

You can book through Eventbrite or contact Hannah@2-3degrees.com.

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 on many issues. The group 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 867736**
- Email: tustintca02@hotmail.com

- Address: Residents Hall,
Windermere Point,
London SE15 1DY

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**

Local Police Sessions

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**.

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

The Tustin Website

Tustin has a website! It's a web page for the Tustin Community and those with interest on the estate to gain an update on the estate development project, share information with one another and collaborate on projects on the estate.

The website can be found at **<https://tustin.estate/>**

Repairs

The blocks that are due for demolition will still have to be maintained by the council. Therefore all repairs for all the

blocks on 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**

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**

Contacting Southwark about this project

The Tustin team working with the community on the plans for the low rise homes on the estate can be contacted on **020 7732 2886** or email **tustin@southwark.gov.uk**.

Contacting the architects dRMM about this project

The dRMM team working with the community on the plans for the low rise homes on the estate can be contacted at **tustin@drmm.co.uk**.

COVID-19 update

COVID-19 rates in Southwark are extremely high so everyone should remain cautious and follow the latest advice.

- Wash hands regularly and wear face coverings in public places including shops, public transport, community centres and faith premises.
- Meet family and friends in well-ventilated areas where possible, such as outdoors or indoors with windows open. You are at a higher risk if you are in an enclosed or crowded space, or there is limited fresh air.
- Download the NHS COVID-19 app. Keep your Bluetooth and contact tracing on to stay informed in case you come into contact with a positive case.

England is still in Plan B of the COVID-19 response:

- face coverings are required by law in indoor places such as shops and on public transport and other more public settings, including theatres and cinemas, unless you are exempt
- you should work from home where possible
- people who are fully vaccinated who have had close contact with someone with COVID-19 can take daily lateral flow tests for seven days, instead of self-isolating (if you're not fully vaccinated, have symptoms or test positive you still need to self-isolate)
- the NHS COVID Pass is needed in some venues, including nightclubs. People will be able to demonstrate proof of full vaccination via the app. Proof of a negative lateral flow test will also be accepted.

Get your COVID-19 vaccination

Over 197,000 people registered with a Southwark GP have received a first dose of the vaccine. You can:

- Book online using the NHS national booking service or call 119 free of charge (ages 12 and above)
- Contact your GP (ages 12 and above)
- Use a walk-in clinic in Southwark if you are 12 or over
- Take part in the school-based vaccination programme (ages 12 to 15)

Find out more at

www.southwark.gov.uk/covidvaccine

Vaccines for 12 to 15-year olds

If you have questions about vaccinations for this age group then read the FAQs and advice at

www.selondonccg.nhs.uk (search for: vaccinating 12-15 year olds).

Booster vaccinations

If you have had your second dose at least three months ago, you can have a booster jab if you are:

- Living in a residential care home for older adults
- Aged 18 or over
- A frontline health and social care worker
- Living or working in a care home
- Aged 16 or over with underlying health conditions that put you at higher risk of severe COVID-19
- Aged 16 or over and are a main carer for someone at high risk
- Aged 16 or over and live with someone more likely to get infections (such as someone with cancer or HIV)

- Pregnant and in one of the eligible groups above.

Take a lateral flow test at a community testing site

Take a rapid lateral flow test before meeting with family and friends or going to busy public places. Our testing sites at London Bridge station (St Thomas Street Exit) and 21-23 Bournemouth Road, Peckham have capacity and tests available. You can also order tests to be delivered to your home, or pick them up from a library or some pharmacies. Find out more at:

www.southwark.gov.uk/covidtestnosymptoms

PCR tests end if you don't have symptoms

If you **don't** have COVID-19 symptoms you no longer need a PCR test to confirm a positive lateral flow. You must still self-isolate for up to 10 days, but can end quarantine if you get two negative lateral flow test results, 24 hours apart, on days six and seven. If you have symptoms you must still get a PCR test. Register the result of your lateral flow test whether it's negative or positive.

Free tests if you have symptoms

Tustin Diary Dates for the next few months

- **Thursday 10 February 2022 starting at 6pm:Tustin Resident Project Group.** This will be held on Zoom and details are available from Neal Purvis the Independent Tenant and Homeowner Advisor at neal.purvis1@btinternet.com.

It's essential that you get a PCR test as soon as possible if you have any of these symptoms:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste

Only leave your home to have a test. Find out more at www.southwark.gov.uk/covidtestsymptoms or call **NHS 119**.

Get support during COVID-19

Get support if you are under increased financial pressure due to COVID-19.

Find out more at

www.southwark.gov.uk/coronavirus-financialsupport

Help is also available for vulnerable Southwark residents who can't leave the house due to COVID-19, and have no one to support them. Southwark Community Support Alliance can help with a range of things from delivering food or medicines to advice on childcare. Find out more at www.southwark.gov.uk/coronavirus-gethelp or phone 020 7525 5000 and choose option 3.

- **Thursday 17 February 2022 starting at 6pm: Tustin Community Association Meeting.** This will be held on Zoom and details are available from the Chair, Andrew Eke at: tustintca02@hotmail.com.
- **Thursday 24 February 2022 starting at 6pm: Tustin Design Sub Group.** This will be held at 801 Old Kent Road.
- **Thursday 10 March 2022 starting at 6pm: Tustin Resident Project Group.** This will be held on Zoom and details are available from Neal Purvis the Independent Tenant and Homeowner Advisor at neal.purvis1@btinternet.com.
- **Thursday 17 March 2022 starting at 6pm: Tustin Community Association Meeting.** This will be held on Zoom and details are available from the Chair, Andrew Eke at: tustintca02@hotmail.com.