



Tustin Estate newsletter



December 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.

The design of the new homes at Hillbeck Close is pictured above.

AGE RESTRICTION 10 YEARS +

ALL ARE WELCOME!

FIX YA BIKE*

10th & 17th December
11:00am

Winter Session

AM: BIKE HANDLING SKILLS PM: RIDE TO SOUTHWARK PARKS

MEET UP POINT: LIVESEY EXCHANGE TO BURGESS PARK & BACK
135a BIRD IN BUSH RD SE15 1NE
@fixyabike @pempeople
07855 238688



Wrap up warm & join our community! Come together at the meet up point & make new friends while getting assistance with fixing your bike, followed up with a collective bike ride!

* COMPLETED RIDER CONSENT AND INFORMATION FORM REQUIRED FOR ALL PARTICIPANTS & PARENTAL/GUARDIAN/ CARER MUST PROVIDE CONSENT FOR RIDERS UNDER THE AGE OF 18.

General Meeting

**Thursday
22 December 2022**

**Tustin Community Hall
Windermere Point**

6 til 7.30pm

The Tustin Community Association are holding a general meeting about the new build works, especially the hoarding and parking.

The meeting will be followed by Christmas refreshments.

Happy Christmas!

The Tustin team all very much enjoy the relationship that we have with the residents of the estate, and we have all really appreciated the support we have had from you all during 2022.



We would therefore like to take this opportunity to wish everyone a very happy Christmas and a healthy 2023.

Construction video

Don't forget Bouygues have created a video to show how the construction of the new homes will be managed – you can watch it online using this QR code:



Solar Panels

Solar panels, also known as PV panels, will be put on the roofs of new homes to help reduce carbon emissions and your energy costs. They are a popular renewable energy source that convert sunlight into electricity. The council will be responsible for maintaining them.

Amended Hoarding Plan

There has been a change to the hoarding plan at Heversham House and Ilderton Road (Plot G1), which has been approved by the London Fire Brigade and was shown at the drop-in on 1 December.

The plans will also be on display at the General Meeting being held on Thursday 22 December 2022 at the Tustin Community Hall at the bottom of Windermere Point.

Christmas Shutdown

The Bouygues site will shut over the Christmas period from 23 December 2022 to 3 January 2023. If you see or hear something suspicious on the site during this time, please tell the police or notify the contractor on 0800 0837268.

Drop in sessions

Due to the Christmas break, the next drop-in session will be on Thursday 26 January 2023. If you want to speak to the team before then, do not forget we are available 24 hours a day, 7 days a week at the Ledbury TRA Hall, Pencraig way (next to Kwik Fit on the Old Kent Road), London SE15 1SH. You can telephone on **020 7732 2886** or email tustin@southwark.gov.uk

Appropriation

The council report to take over Phase 1 of the development site under the Housing and Planning Act 2016, has been moved to the cabinet meeting on 17 January 2023.

Blue badge parking

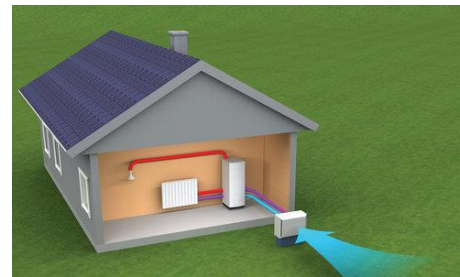
As requested during the parking meeting in August, the council has changed eight Manor Grove parking bays to disabled bays. The aim is to provide more bays

for residents who cannot walk to the new bays between the towers.

Air source heat pumps at Manor Grove

At Manor Grove, air source heat pumps are proposed for providing heat and hot water, so that the refurbished houses are greener, and .

How do they work? Heat pumps work by taking heat from outside air (even on cold days) and transferring this heat into water, to provide heating and hot water to your home. Heat pumps are very efficient and can produce three times the heat output compared to the electrical input.



What will they look like? Heat pumps vary slightly depending on the manufacturer, but typically they are a small white box with a fan, similar to the picture below. Heat pumps sit outside, and will likely be located in the back garden, against the wall of your home.



Will they reduce my energy bills?

Using a heat pump will significantly improve the efficiency and sustainability of your home, which will mean you use less energy. It is difficult to guarantee that your bills will be lower as energy prices keep changing at the moment. Heat pumps do not generate any greenhouse gases, which provides a greener environment for everyone.



Getting ready to go on the Housing Register

In preparation for tenants in Kentmere House, Heversham House and Bowness House to be rehoused in the new homes that will be built on the Tustin Estate, we are working with them to get registered on the housing list. Thank you to everyone who has come in to see us for help to get registered.

Early in 2023, tenants and resident leaseholders will choose the home they would like to move into. A booklet will show the layout and the size of the property and state the rent and council tax. If you do not contact us to get registered, you may miss out on a chance of choosing your new home.

Don't forget you will need this information to complete a housing application:

- National Insurance Number
- **Identity** – please provide 1 form of identity for **each** adult (18 and above) (NB: if the name is different from the ID, please provide deed poll letter/marriage certificate to show name change):
 - Current British passport
 - British birth certificate
 - Current passport and/or Immigration documents
 - NB: Non-EU passports must show immigration visa stamp; Residence Permit card (both sides); settled or pre-settled status under the EU Settlement Scheme.
- **Address** – Minimum 5 years of address history has to be shown, which can be achieved through 2 of the following documents showing the current address for **each** adult (over 18) in the household:
 - Full British driving licence (both sides)
 - College/university confirmation
 - Recent bank statement
 - Tenancy Agreement (mandatory)
 - Recent phone bill
 - Recent Council Tax bill
 - Pension details
 - Electoral Register entry
 - Educational Maintenance Allowance
 - Recent bill for gas
 - Recent bill/ book for electricity or water supply
 - P60
- Medical information if you have a medical need that affects your housing needs - GP details, medication(s), treatment(s), names of hospital(s) attended for health needs, names of any consultants involved in health needs

- **Annual Household Income** - proof of income must be provided from one of the list below:
 - Confirmation from DWP letter showing name and address
 - Recent pay-slip
 - Letter from employer showing name and current address
 - Contract of employment
 - P60
 - Bank statement showing wages
 - Voluntary National Insurance contributions
 - Pay and tax records
 - Recent Self-Assessment Tax return
 - Self-Assessment Employment Tax & National Insurance
- **Community contribution** - If you or anyone on your application is currently volunteering for a charity in Southwark or in paid employment, please provide a confirmation letter from the manager. This must state your name and address, the number of hours worked per week and the date you started working.

If you need help or have any worries, just contact the team on **020 7732 2886** or email tustin@southwark.gov.uk, we are here 24 hours a day, 7 days a week.

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](https://twitter.com/MPSOldKentRoad).

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

If you are a Southwark council tenant who is suffering with damp or mould 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.

Help end rough sleeping in Southwark

Help us to end rough sleeping in Southwark and keep everyone warm and safe this winter. If you do see someone sleeping rough and want to help, please report this through this website www.streetlink.org.uk



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 6pm 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 Jen Pepper on Freephone **0800 073 1051** or at **jen.pepper@opencommunities.org**

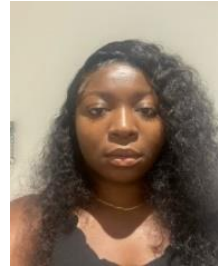
Resident Services Officer

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 Bouygues



If you want to contact Bouygues UK their Resident Liaison Officer is Mariam Ayoola. **Mariam's** email address is:

mariam.ayoola@bouygues-uk.com

Polio immunisations: protect your child today

Experts are worried that polio may be spreading in London. Making sure your children have been fully vaccinated, including an extra booster for 2022, is the best way to protect them.

Book a polio vaccine for your child today at **www.nhs.uk/polio**

Get your winter vaccinations

Vaccines are the best protection we have against viruses like flu and COVID-19 that can cause serious illness this winter. If you're 65 years or over, you are eligible for a free flu vaccine and a COVID-19 booster.

Find out if you're eligible at **nhs.uk/wintervaccinations** and book now.

Help to prevent spreading COVID-19 and protect yourself

The best way to protect yourself and your loved ones is to:

- Get vaccinated
- Let fresh air in if meeting indoors
- If you have COVID-19 symptoms, try to stay at home and avoid contact with other people
- Wear a face covering, in crowded and enclosed spaces
- Wash your hands or use sanitiser

Group A Streptococcus: what parents need to know

Group A streptococcus (GAS) is a common bacteria, which can lead to scarlet fever, as well as skin infections and sore throat. Symptoms of scarlet fever include:

- sore throat
- headache
- fever
- nausea
- vomiting
- sandpaper-like rash (harder to see on dark skin but it will still feel rough like sand paper)

Scarlet fever is not usually serious, but should be treated with antibiotics to reduce the risk of complications and spread to others. Go to **111.nhs.uk** or call **111**, or speak to your GP.

On rare occasions, the bacteria can cause an illness called invasive Group A strep (iGAS). While still uncommon, there have been more cases than usual this year, particularly in children under 10.

As a parent, you should trust your own judgement and contact NHS 111 or your GP if your child is getting worse. Call 999 or go to A&E if your child is having

difficulty breathing, your child's skin, tongue or lips are blue, or your child is floppy and will not wake up or stay awake.

Visit **www.nhs.uk/conditions/scarlet-fever** for more information. Get your one to four-year-old vaccinated by contacting your GP.

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** and Murselin at **murselinislam@hotmail.com** and Freephone **0800 073 1051**.



Jen Pepper
jen.pepper@opencommunities.org



Murselin Islam
murselinislam@hotmail.com

SOCIAL HOUSING • HOUSING ASSOCIATION • HOME OWNERS



Southwark Council Handyperson Service

A helping hand around the home.

If you have small repairs within your home - **we can help!**
You need to be over the age of 60, or any age with a disability,
and live in Southwark.

There is an hourly rate charge depending on your financial
circumstances. There are no call out charges or hidden extras.

Some tasks we can help with:

- 🏠 Installing grab/hand rails
- 🏠 Fixing curtain rails
- 🏠 Minor carpentry work
- 🏠 Building flat pack furniture
- 🏠 Minor fencing repairs or installations
- 🏠 Moving furniture
- 🏠 Changing locks
- 🏠 Grass/hedge cutting
- 🏠 Changing light bulbs
- 🏠 Small plumbing repairs

Contact us to find out if we can help with any other tasks you have.

We can supply materials but would be happy to use the materials
that you have purchased.

To find out more information or make an appointment:

📞 **020 7525 1863**

✉️ handypersonservice@southwark.gov.uk
www.Southwark.gov.uk/Handyperson

Southwark
Council
southwark.gov.uk

Tustin Diary Dates for the next few months

Diary Date	What's the event	Where is it?
Thursday 22 Dec 2022 6pm 7.30pm	Tustin Community Association General Meeting	This will be held at the Tustin Community Hall in Windermere Point. More details are available from the Chair, Andrew Eke at Tustintca02@hotmail.com .
Thursday 12 Jan 2023 starting at 6pm	Tustin Resident Project Group	This will be held on Zoom and details are available from Jen Pepper the Independent Tenant and Homeowner Advisor at jen.pepper@opencommunities.org .
Thursday 19 Jan 2023 starting at 6pm	Tustin Community Association Meeting	Held on Zoom, details are available from the Chair, Andrew Eke at: tustintca02@hotmail.com .
Thursday 26 Jan 2023 3pm to 7pm	Tustin Drop-in	This will be held at 801 Old Kent Road, between 3pm and 7pm.
Thursday 2 Feb 2023 3pm to 7pm	Tustin Drop-in	This will be held at 801 Old Kent Road, between 3pm and 7pm.
Thursday 9 Feb Jan 2023 starting at 6pm	Tustin Resident Project Group	This will be held on Zoom and details are available from Jen Pepper the Independent Tenant and Homeowner Advisor at jen.pepper@opencommunities.org .
Thursday 16 Feb 2023 starting at 6pm	Tustin Community Association Meeting	Held on Zoom, details are available from the Chair, Andrew Eke at: tustintca02@hotmail.com .
Thursday 23 Feb 2023 3pm to 7pm	Tustin Drop-in	This will be held at 801 Old Kent Road, between 3pm and 7pm.
Thursday 2 March 2023 3pm to 7pm	Tustin Drop-in	This will be held at 801 Old Kent Road, between 3pm and 7pm.
Thursday 9 March 2023 starting at 6pm	Tustin Resident Project Group	This will be held on Zoom and details are available from Jen Pepper the Independent Tenant and Homeowner Advisor at jen.pepper@opencommunities.org .
Thursday 16 March 2023 starting at 6pm	Tustin Community Association Meeting	Held on Zoom, details are available from the Chair, Andrew Eke at: tustintca02@hotmail.com .
Thursday 23 March 2023 3pm to 7pm	Tustin Drop-in	This will be held at 801 Old Kent Road, between 3pm and 7pm.