

## **Tustin Estate Project Group Meeting 14<sup>th</sup> Sept 2023, 6pm – Via Zoom and In Person at the TCA Hall.**

### **Present:**

Residents: Paulette Kelly (PK), Andrew Eke (AE, Chair TCA), Kelsey Mann (KM), Andy Chaggar (AC),

LB Southwark: Cat Janman (CJ),

Bouygues and Link City: Aleks Dashi (AD), Manon Smits (MS), Jeff Joseph (JJ), Tiga (T),

dRMM: Steve Wallis (SW),

Urban Symbiotics – Stephanie Edwards (SE)

KCA: Michael Line (ML) and Ed Blackett (EB).

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

### **1. Introduction**

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

1.2 Apologies- Mariam Ayoola, Sarfraz Hussein (SH), Sharon Burrell (SB), Andrew Johnson (AJ), Osama Shoush (OS) and Jen Pepper (JP).

### **2. Minutes of the last minutes –**

2.1 Meeting approved the minutes as true records, however the numbering needs to be tidied up.

### **3. Linkcity/Bouygues Update**

- Design update (Phase One) by SW

3.1 Architects worked/working with Bouygues completing construction information and enabling architectural packages that includes brickworks, internal setting out etc. dRMM working on fabrication of different parts of block C, D and G1 ensuring these fit in accordingly. dRMM provided comments on recessed brick works/ mock-up panels and Bouygues will be taking necessary action to rectify soon. Once ready any interested residents can visit them.

3.2 PK asked from when the mock-up panels can be visited and how the residents will be informed about this. CJ informed MA has already booked four residents for the visit and there are more places available. Residents can see mock up panels when they attend the monthly Coffee morning, next one is planned for 10<sup>th</sup> October. Newsletters will be utilised to promote the opportunity. AD added the panel will probably stay on site for next six to twelve months and it will be promoted by newsletter, block notice boards, coffee mornings.

3.3 AE said Phase One is not completing according to the plan and residents are not being informed of changes in the plan. Bin store location and design issue near the Manor Grove

have not been addressed even after raising the issue several times in the past and it will put residents in danger, it will become hazardous. More information and engagement is required from the team. He is concerned that while all these issues are not getting addressed Phase Two consultation is starting and will complicate things further. **This needs to be added onto the Tracker.**

3.4 CJ informed these issues will be discussed in a design meeting in two weeks' time alongside other issues that are having/will have impact on the residents and what are/can be the interim arrangements during construction time. **AE said he will discuss the matter directly with SW.**

- Works Update by Tiga

3.5 T informed for block G slabs are in for level five, ground floor scaffolding is in progress, hoist for core base to be installed end of the month, show flat installation and brick work. For Block C its slab works on level three, ground floor almost complete, and district heating works in progress. Some sub base and tarmac works around the side will soon take place. On Block D there are some delays in block work that involved sub-contractor but in two weeks' time the fence should be moved to enable the deliveries. Block works started on D1, ground works almost completed on D1 and D2 and steel frame contractor is on site now.

3.6 There is a need to extend the forming on Block G to take a little amount of space from Phase Two area to create more storage. The will be labelling works with tarmacking and may start in a week time. AD added that the site has been accepted by council to be used for delivery and storage and thanked LBS for the permission and also requested residents to raise any concerns for the arrangements. This should not have any extra impact on any current arrangement or lead to any closure of any specific part of the construction sites or access. AD informed all the necessary works for district heating are taking place now including pipe works as well as major pipe works for Phase Four is getting done so that there will be no need to dig up in the future.

3.7 PK informed that yesterday cement poured on work base very late in the day and workers were rushing which may lead to poor quality of finishing, how the site managers are ensuring that it is not the case and who is/are responsible for those quality control of workmanship. T informed there were some delays delivery the concrete from the plant. PK wanted to know whether there is a system in place to report such situation and then how the process ensures that the quality is not compromised for whatever the reason is.

3.8 AD informed all site managers have their work list that includes the quality checks, sub-contractors also provide tickets on quality control, every third delivery of concrete gets tested on site, cube results from concrete suppliers, design guardians carries out site inspection, council's Clerk of Works onsite every week and there are individual certifier for completed works. There is also employers agent appointed by Link City who also check quality of works as well as Bouygues, who has its own quality control and records. PK said she is concerned whether anyone from quality control was there onsite at the time of that work carried out to ensure its done properly and may be it will be too late if any of the

quality control process takes place after certain time passed, there might be another layer of works on top of this work.

3.9 KM informed occasionally there are works being carried out after 6pm which should not be the case. AE said being a Considerate Constructor Bouygues must ensure that there is no work to be carried out after 6pm as promised to residents. If work time standard is not maintained, then residents will take necessary steps to escalate the matter beyond the council's parameter.

- Residents Engagement by JJ

3.10 JJ informed coffee mornings are taking place once a month but not well attended at present. Newsletter, door knocking, notice boards have been used to promote the option so far. There have been on average three/four residents attending each session and queries are more about housing rather than construction issues. There should be more residents engagement and this need to be looked at.

3.11 Social Value programme going well. 56 people are engaged so far in NVQs from Southwark and Tustin Estate, one apprentice involved as a QS from Southwark, 25 local residents from the borough working towards NVQs, 16 hours of volunteering works from Bouygues doing good deeds with charities etc. On 20<sup>th</sup> September there is a job fair in Millwall football ground. Where people want to certain jobs and that are not possible on Bouygues site then they will be signposted to other contractors who are operating in and around Old Kent Rd. There will be a joint event by these contractor by October and they can share jobs available in the area. Three residents secured painting jobs with OHOB and currently 23 residents are on training course at Southwark Skills Centre.

3.12 There will be a Halloween event on 25<sup>th</sup> October and Amanada Harrison will be discussing the event with AE next week and this will give further opportunity to be engaged with more residents from the estate. KM informed that majority children who go to Pilgrims Way School are not from the estate and engagement efforts need to take this into account. KM suggested to change the October event name from Halloween Party to something different due to community is very diverse and also advised the outreach team needs to be more social rather than corporate which will allow residents to express themselves and may get engaged. KM also suggested to move the location of coffee mornings around the estate to reach out the elderly and residents with mobility issues. RC added some residents may be low in confidence coming out to these events and only way to reach them is at their door step. **JJ will discuss with council's team and TCA members separately to shake up the engagement efforts.** AE said notice boards and shopfronts are not being utilised properly to display information and that need to improve.

- Urban Symbiotics by SE

3.13 SE introduced Urban Symbiotics who are the Phase Two engagement consultant. SE informed that they have been working over few weeks doing the background works meeting TCA members, council team, OC, attending estate walkabout and drop-in sessions and will

be attending TCA meeting to understand what engagement works need to take place to make residents' involvement more successful. SE shared some of their experiences in co-designing parks assets, master planning, home design guidance etc. SE also emphasised on the Residents Manifesto and the importance of residents engagement throughout the design and construction phases. SE informed the meeting of what they have heard/learned so far and discussed the draft event plan and engagement methods. The themed events are as follows:

- Elevations, Materials and Landscapes Event – SAT 14.10.23 – 10AM to 4PM
- Resident Journey – MON 23.10.23/ 25.10.23 - 4PM TO 7PM (TBC)
- The Home Event (Home, Communal Spaces) – WED 08.11.23 – 3.30pm to 7.30pm
- December Festive Event – SAT 02.12.23 - 10AM to 4PM (TBC)

**A copy of the presentation will be shared soon.**

#### 4. Update from LBS

- Re-housing

4.1 CJ informed the team are quality checking the re-housing plans including the residents who are to move in phase two as well as the residents who are planning to move out of the estate. **CJ informed this process should be completing very soon.**

4.2 AE informed residents have suspect that Bouygues operatives are putting out cones on parking bays at Manor Grove, these were removed several times and it come back again. He advised all parties to work together and reduce the inconvenience for residents rather than adding more to their problem. TCA will take action if this does not stop and some of these issues have already been discussed at the estate walkabout. **AD to address this.**

4.3 AE wanted to know when the extra disabled bays will be starting in front Heversham. AJ informed it has been instructed for four bays already and should be completed soon. **AD added he will check on the progress as nothing happened yet.**

4.4 KM asked that whether the layout of Phase Two for more two-bedroom homes will be looked at since Urban Symbiotic are in place for design consultation. CJ informed it is still possible as only outline planning permission has been granted from council. KM also wanted to know about when the band status will be given for residents for phase two and for the residents who are moving out, it was supposed to be July/August. **CJ informed LBS is working on the issues and will be concluding the process soon and are aware of the feedback of more two-bedroom homes.**

- Manor Grove

4.5 CJ informed last Manor Grove meeting took place on 24<sup>th</sup> August where Osama Shoush presented answers to the questions those were raised at previous meetings and took new questions. **LBC is currently updating the FAQs and will be posted to those residents.** Residents will be given two months' notice to make their housing move and will have support from LBC addressing issues and concerns.

4.6 AC asked an update on the technical IT issue that was preventing Pulse Consult to access the condition surveys of freeholders at Manor Grove. CJ said there is no specific update and she expects the problem to be resolved by this time, **CJ will seek an update from David Banfield.**

4.7 AC said he has made a number of comments at the 8<sup>th</sup> June RPG about the impact of vibration on many residents and he believes this has caused a crack to his kitchen wall which has been reported to Pulse Consult and LBS on 31<sup>st</sup> March 2023. He had a meeting on site on 27<sup>th</sup> July to discuss the issue and he was told he would receive a feedback from Pulse within couple of days. He did not hear anything for six weeks until he followed up by email on 8<sup>th</sup> Sept and then received an email very vague and without a clear resolution. Now it has been seven weeks since that meeting and in two weeks' time it will be six months since initial reporting of the issue. Andy and his wife are keen to find an amicable solution to this, but their patience is running out. They are not at the stage to take legal action yet but over the last two years he has had few meetings with Harriett Harman MP and Sian Berry at GLA who has asked him to keep them updated on any issues. He has started collating contact information for senior Bouygues management as well. Until this point, he's always made an effort to give people in the meeting the courtesy of his intent to escalate but if there isn't any progress soon this courtesy will stop. **CJ will inform the team for follow up.**

- Block naming

4.8 CJ informed the short-listed names were put forward to emergency services for their views and have not heard back yet, LBS is following up and will update residents once a feedback being received.

## 5. Newsletter

5.1 Newsletter by LBS – CJ informed the newsletter has been circulated with the meeting papers and requested any comment from the meeting. AE will send couple of issues to Sharon Burrell. PK said Coffee Morning date needs to be 10<sup>th</sup> Oct rather than 3<sup>rd</sup> Oct.

5.2 Newsletter by Bouygues - JJ informed previously issue with bigger font has been addressed. RC wanted to add OC's details to Bouygues **newsletter, this issue will be discussed with Jen Pepper upon her return.**

## 6. Matters arising

6.1 (3.4) LBS to have discussion with relevant parties to ensure changes in design are communicated with residents effectively – CJ informed the discussion has taken place and SW will update in the future of any changes in design. Completed. KCA also working with dRMM on all design issues and are attending RPG meetings.

6.2 (3.4) Noise level, work timing and duration – Andy Murfin's has now left Bouygues, CJ informed LBS will work closely with Bouygues to resolve the issues and explanatory notes will be given to residents. **RC suggested CJ to have the relevant information available by next meeting.** AD asked whether anyone have experienced any high noise level at site G as they are constantly monitoring the situation. KM informed the noise standards and working

hours mentioned by Bouygues in the past are not maintained by Bouygues. Workers working after 6pm, continuous noise without breaks in the works are common. JJ said information on the newsletter regarding the 'two hours on two hours off' will be amended as there are continuous works will take place. PK asked when will be the data for the vibration level shared with residents? AC added he was shown data showing vibration level spikes four times the level of the red line in the charts, but that information was not shared in terms of email or hard copy, if challenged legally this will be required to be published. AD informed the vibration level data is being shared with Pulse and LBS. **CJ said explanatory notes need to be in place before sharing such data as it may lead to misinterpretation.**

6.3 (4.2) SB and DD to discuss the design/colour option separately to make progress quickly – Meeting took place. Completed.

## 7. Challengers tracker

7.1 AC informed WR12 that says vibration was reported in June 2023 is supposed to be in March 2023 when he reported the issue first. He also said in the past he requested to add the task for putting up safety signage stopping motorcycles/scooters passing by Pilgrims Way school which is not on the tracker list. CJ said that this item had been closed and AC would like to know why. **CJ will follow up.**

7.2 CJ updated on the following:

- WR13 – fly-tipping issue is an ongoing issue, and it is an open continuous task on tracker.
- RPG 03 – Block naming process is on-going and an open item.
- WR 08 – Dust suppression process on going.
- WR 12 – Vibration and Noise – discussed earlier.
- WR 11 – CCTV and related signage – a specialist/consultant will be appointed to look into the matter may be within a month or so. This is estate wise issue.
- WR 15 – additional 4 disabled bay at Haversham House has been instructed and will be completed imminently.
- WR 16 – Dog fouling signage – the team has requested the signage. There is no separate bin for dog waste and pet owners to pick up the waste.
- RPG 17 - Residents' request for updated version of design progress – dRMM will be updating at each meeting.
- RPG 18 – Residents visiting site – MA from Bouygues is organising the visit (Tustin under construction blocks) that is starting on 29<sup>th</sup> Sept and residents are encouraged to register.
- RPG 20 – Continuous discussion on residents engagement – There are weekly meetings where engagement plan and monthly events are discussed. Urban Symbiotic is on board and will be consulting residents for Phase Two. It is a continuous process.

7.3 AC suggested that when tracker update is shared among residents/RPG it will be better to **have closed item/s for that month listed so that residents can understand how and when exactly items are closed or else it will be difficult to track back. CJ agreed.**

8. Issues, concerns, and feedback – No issue raised

9. Any other business – No issues discussed.

10. Date of the next meeting – 12<sup>th</sup> October 2023.