



Tustin Estate Newsletter

March 2024

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 first phase of new homes are now being built and will be ready in 2025

Pre-allocation Process

If you have any issues or concerns regarding the process, we are available 24/7 hours a day so please contact the Major Estate Team on **0207 732 2886/2757** or email tustin@southwark.gov.uk.

Tustin Towers Registration

This is just a gentle reminder to say that we have not forgotten you. We have now finalised the pre-allocation process. You can contact us directly now, on **0207 732 2886/2757** or email tustin@southwark.gov.uk.

Ensuring that you have a My Southwark account and an up to date housing application. If you need assistance with this please contact, us on the number and email address above.

Receiving the Newsletters

If you would like to receive your newsletters via email please just email your request to tustin@southwark.gov.uk.

Contacting Bouygues

Our team is available to answer any queries or concerns you may have and are only too pleased to hear from you, please contact the site team below.



Nicolas Amice - Project Manager
E: nicolas.amice@bouygues-uk.com



Amanda Harrison - Social Value Advisor
E: amanda.harrison@bouygues-uk.com
M: 07917418923
T: 0800 0830003 (24/7)

Standard construction hours

Noisy building work is only carried out between the following hours:

- Monday to Friday 8am to 6pm
- Saturdays 9am to 2pm
- No works on Sundays and Bank Holidays

Construction video:



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

Reporting 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 & Fix it at home videos

If you are a Southwark Council tenant with damp or mould in your home, 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.

You can also view our Fix It At Home **videos** on the council's website at **www.southwark.gov.uk/housing/repairs**

Pest control

Pest Control – If you need assistance in getting rid of pests, please ensure your property is inspected and treated. Visit **www.southwark.gov.uk/pest-control** to schedule a visit to your home. Call the Ledbury TRA team on **020 7732 2757** or **020 7732 2886** for support.

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. 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: **077783 85603**
- Email: **tustintca02@hotmail.com**
- Residents Hall, Windermere Point, London SE15 1DY.

Do not dump rubbish on the estate

Any resident found disposing of their rubbish in this way will have action taken against them, as it is against their tenancy agreement. Any non-resident found disposing of rubbish on the estate will have action taken against them. If you spot anything happening like this, please let your Resident Services Officer, Andrew Johnson know. You can contact Andrew on **07535 541329** and his email address **andrew.johnson@southwark.gov.uk**

Concierge

Tustin Estate Concierge Team is open based in the Concierge Office, which is on the Ground Floor of Windermere Point.

Douglas Livingston: 07940 006768

Mark Williamson: 07523 503824

Forarin Maxwell:

Tustin.Concierge@southwark.gov.uk

The opening hours for the Concierge Office (subject to leave) are 6am to 12am 7 days a week. The new intercom system within your property can also connect you directly to the concierge office.

Mayor of London's Online Survey on Estate Regeneration

The Mayor of London is interested in learning more about Londoner's experiences of estate regeneration. As residents of the Tustin Estate while there is a regeneration project going on, the Mayor would like to hear from you, by answering this survey. The survey should take around 10-15 minutes to complete. All your answers will remain confidential and will not be shared with Southwark Council. You will not be asked to provide your name or any other information that could identify you.

Please use this link:

<https://survey.alchemer.eu/s3/90667587/GLA-Estate-regeneration-survey>

Or the QR Code:



Get Election Ready

The London Mayor and GLA elections will be taking place on Thursday 2 May this year, and a general election will be happening at some point in 2024 too.

Make sure you are in a position to vote on Election Day by:

- Checking you are registered to vote
- Making sure you have the right photo ID, which is now needed to vote at a polling station
- Applying for a postal vote if you can't make it to your polling station on election day

Find out more at
Southwark Vote

Temporary Accommodation Residents

Abu Conteh is your Resident Services Officer for the Tustin Estate.

Abu can be contacted on 079 2534 5806 and his email is abu.conteh@southwark.gov.uk

For any issues or concerns you may have on the estate.

Maternity Commission.

Women from black ethnic groups are four times more likely to die in pregnancy than those from white groups, and women from Asian ethnic backgrounds almost twice as likely.

This startling statistic from a 2023 national report has prompted Southwark Council to establish a maternity commission to explore and highlight the extent of these issues in south London.

The Commission will capture local experiences of women and add qualitative research to supplement national statistics.

Southwark is one of the most diverse boroughs in the country, with 40 per cent of its population born outside the UK.

The Commission will facilitate a series of panel meetings, face-to-face listening exercises and online options to share experiences of maternity care. It aims to raise awareness about having a safe pregnancy and birth and improve services to reduce inequalities in maternal outcomes.

The panel, chaired by Councillor Akoto, Cabinet Member for Health and Wellbeing, and co-chaired by Professor Dame Donna Kinnair.

Please click on the link below for more information about the maternity commission

[Childcare and Parenting - Advice and Support for Families](#)

Resident's Suggestions

One of our Ambleside Point residents has asked for the following information to be put into the newsletter for this month.

Ageing Well Southwark

Older Persons and Physical Disabilities Service :

Call the duty line on 0207 525 3324 (option 5)

For emergency/Out-of-Hours support call 020 7525 5000.

Walking Aids or Wheelchairs:

If you require a mobility assessment, walking aid (repair or replacement) or a wheelchair, please speak with your GP. Adult Social Care do not provide these services.

Community Equipment Queries:

If you need to report a repair of community equipment, i.e. a profiling bed, hoist, slings please contact NRS:

enquiries@london.nrs-uk.net or 0300 100 0253

Southwark Local Support can help you check that you are receiving all the benefits you are entitled to, and can help you apply for them. Call 020 7525 2434 or Contact them [here](#).

Cold Calling/Door Scams

How to stay safe

Doorstep scams happen when someone comes to your door and tries to scam you out of your money or gain access to your home. They can take the form of door-to-door sales, someone pretending to be a trader, charity collector, or even pretending to be an operative claiming they are part of the regeneration works that is taking place in the estate. Doorstep scammers aren't always pushy and persuasive, and may even seem polite or friendly, but that doesn't always mean you can trust them.

Our general advice around these callers is:

1. Not to answer the door unless you know who it is.
2. Stop and think: Have they made an appointment with you? No one should turn up to your home without a pre-arranged appointment.
3. Don't buy any goods or services at the door or allow them in without checking their ID and if necessary confirming with Bouygues's site office or LBS if they claim that the work for these organisations.
4. Never give anyone your personal information – in particular bank details – in person or on the phone.”
5. Are they actually who they say they are? It's okay to close the door. Only criminals or fraudsters will try to rush or panic you.
6. Call the police if you feel scared or threatened.

Essential work over the Easter school holidays

Bouygues will be carrying out essential work over the Easter school holidays and it will be necessary to close part of Pilgrims Way and work outside of normal working hours, temporarily. Please read the contractors newsletter carefully for more details.

Topping out ceremony

On Thursday 7 March 2, we celebrated building works reaching the highest point with London's Deputy Mayor for Housing and Residential Development, Tom Copley, and residents, councillors and contractors Bouygues. Bouygues hope to share photos in next month's newsletter.

Help with your mental health

If you're struggling with your mental health you can get advice on how to improve your wellbeing, and details of organisations at: **Southwark Council - Mental Health**. If you, or someone you know, is in a mental health crisis, contact the local NHS 24-hour health support line on **0800 731 2864** (option 1).

Help for private renters

Citizens Advice Southwark, based at 8 Westmoreland Road, SE17 2AY, has been developing a website for private renters. The website provides information about tenants' rights and also local and national sources of help for people with problems relating to their private tenancy. Website [Southwark Private Renters](#)

Free Photo ID available so you can Vote in Upcoming Elections

The law has changed and now everyone needs photo ID to vote in all UK elections.

Registered individuals who do not have a valid photo ID and want to vote at the polling station can apply for a free Voter Authority Certificate. This is a photographic identification document that can only be used for voting purposes.

Visit the GOV.UK website to apply for a Voter Authority Certificate: [Apply for Photo ID Voter Authority Certificate](#)

If you need help filling out the online form, please visit one of our libraries where a member of staff will be happy to help you: [Find a Library](#)

You can also apply by filling out a paper application form. Visit the GOV.UK website to download the application form to apply for a Voter Authority Certificate by post: [Apply for a Voter Authority Certificate By Post](#)

Send the completed application form to us at:

Electoral services
Southwark Council
PO Box 64529
London
SE1P 5LX

If you need any help applying for a Voter Authority Certificate, please email electoral.enquiries@southwark.gov.uk or call us on 020 7525 7373.

Pension scams: an ongoing issue

Pension scams remain a major problem, with millions of pounds being lost to scammers each year. Scammers use websites and social media to lure possible targets. Pension scams can be hard to spot, but warning signs often include:

- Free pension reviews or high-pressure sales tactics
 - Higher returns, unusual investments
 - Complicated structures or remote access
 - An offer to release pension before age 55
- you can find out how pension scams work, how to avoid them and what to do if you suspect a scam on the Financial Conduct Authority's Scam Smart website at www.fca.org.uk/scamsmart/how-avoid-pension-scams.

Prostate cancer: speak to your GP if you're a Black man over 45

One in eight men in the UK will get prostate cancer. But, it's even more common in Black men – with one in four being diagnosed with the condition in their lifetime. The NHS recommends that Black men over the age of 45 speak to their GP about their risk of prostate cancer, even if you are not experiencing symptoms.



REGISTERING TO VOTE IS NOW EASIER THAN EVER!



REGISTER TO VOTE

Go to www.gov.uk/register-to-vote
It only takes a few minutes to apply
online.



APPLY TO VOTE BY POST

You can choose to vote by post.
It's quick and easy to apply online.

Go to www.gov.uk/apply-postal-vote



APPLY FOR VOTER ID

The law has changed. You now need
approved photo ID to vote in person.

Go to www.gov.uk/apply-for-photo-id-voter-authority-certificate



YOUR VOTE MATTERS!

Contact Electoral Services for more information

Online: www.southwark.gov.uk/vote

Email: electoral.enquiries@southwark.gov.uk

Southwark
Council





Supporting Older People in Southwark

Southwark Pensioners Centre
305-307 Camberwell Road
London, SE5 0HQ
020 7708 4556

info@southwarkpensioners.org.uk
www.southwarkpensioners.org.uk

Social Thursdays!

Lunch and a chat from 12.30pm to 2.00pm

Different activities every week from 2pm to 4pm



See other page for dates - January to March 2024

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 even more people to get involved. If you are interested in joining the group, please contact Jen Pepper on Freephone **0800 @opencommunities.org**

Got an idea for the next newsletter? Please let us know as we'd love to include suggestion and ideas from residents for our March edition.

Contact Sharon Burrell on 07432 738 774

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

murselin.islam@opencommunities.org and Freephone **0800 073 105**



Jen Pepper



Murselin Islam

What's Happening This Month

Diary Date	What's the event	Where is it?
Thursday 14 Mar 2024 6pm-8pm	RPG Meeting	TCA Resident Hall Windermere Point
Thursday 21 Mar 2024 7pm-9pm 3pm -	TCA Meeting General Meeting Site visit with Bouygues	TCA Resident Hall Windermere Point
Thursday 28 Mar 2024 3pm-7pm	Tustin Estate Drop-in Open Day Job Fair with Bouygues	TCA Resident Hall Windermere Point

Useful Numbers

Repairs/ Pest Control	To report a repair to your property, block or estate please call 0800 952 4444 or 0207 525 2600 or if it is not an emergency email Repairs@southwark.gov.uk or visit www.southwark.gov.uk/repairs
Thames Water	Customer services: 0800 980 8800
Gas	Emergency Services 0800 111 999
Housing Solutions	Housing options/advice service 0207 525 5950 . Homeseach account https://www.southwarkhomeseach.org.uk/EHOWizard/Add Email: housing.options@southwark.gov.uk
Rent	If you are a tenant and have any queries about your rent or you are having problems paying your rent you can contact the Rent Team on 0207 525 1317 or 020 7525 1737 Email: incomehousing@southwark.gov.uk
ASB/Noise	Reporting antisocial behaviour or to report noise nuisances you can call 0207 525 5777 . Remember, if you are in immediate danger call 999 .
Bulk refuse	If you need to get rid of any large items such as furniture you can arrange this by completing an online form at www.southwark.gov.uk . Alternatively you can call our environmental services helpline on 0207 525 2000 and collection will be arranged within five to ten days. There is a charge of £16 for up to 10 items.
Resident Services	Northhousing@southwark.gov.uk Tel: 0207 525 2600
Welfare benefits advice services	Southwark local support service - 0207 525 2434 localsupport@southwark.gov.uk
Complaints	020 7525 0042 Complaints@southwark.gov.uk

GENERAL MEETING

Thursday 21st Mar 2024,

7.00 pm – 9.00 pm

To held at,

Tustin Residents Hall, Windermere Point, SE15 1DY

Have your say about the

Concierge!

- Do residents feel they have been treated fairly?
- What happened to our refund of average £3,500.00?
- Should the service be rolled out to the new homes?
- What about safety concerns?
- Why build a new concierge office only to close it down months later?

Come and tell your local councillors what you really want.

Easter eggs for the early attendees!!!

For all other enquiries, contact Tustin Community Association (TCA) via email at tustintca02@hotmail.com
or on mobile number 07778 385603