

Tustin Estate Project Group Meeting (Draft) April 11th 2024, 6pm – Via Zoom and In Person at the TCA Hall

Present:

Residents: Paulette Kelly (PK), Andrew Eke (AE, Chair TCA), Kelsey Mann (KM), Emma Taylor (ET) and Sarah Akua Kyei (SK).

LB Southwark: Andrew Johnson (AJ), Cat Janman (CJ), Osama Shoush (OS), Sharon Burrell (SB).
KCA – Micheal Line (ML).

Pulse Consults: David Robinson (DR), Sonia Yiadom-Hut (SY).

Bouygues and Link City: Aleks Dashi (AD), Manon Smits (MS), Nicolas Amice (NA), Jeff Joseph (JJ), Suzi Mattos (SM)

Open Communities: Jen Pepper (RC) -Chair, Murselin Islam (MI)

Introduction

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

1.2 Apologies- David Banfield and Stephanie Edwards.

Minutes of the last minutes

1.3 Meeting approved the minutes as true records with the following corrections made:

- 6.3, 'ET informed that there was a suggestion from this morning's estate walkabout about option for installing speed humps which will also deter the scooters/motorcycles passing the playground on high speed and David Banfield to explore the option'. 'Playground' previously said 'school'.

Linkcity/Bouygues Update

Works Progress by NA

1.4 Site Progress - Block G1 / Thornhill House – Progress to date 58% and completion by January 2025. Main Activities: Façade works, roof waterproofing, brickwork, internal fit outs and lifts.

1.5 Site Progress - Block C1 / Eaglesfield House – Progress to date 52% and completion by April 2025. Main activities include façade works, roof waterproofing, brickwork, internal fit outs, lifts, and scaffolding (finishing soon).

1.6 Site Progress - Block D1 & D2 / 99-125 Manor Grove – Progress to date 40% and completion by December 2024. Main activities include block work, Level 1 timber floor and external brickwork.

1.7 Temporary Road closure during Easter period (28/03/2024 till 14/04/2024) – NA informed the works are on track to re-open for Monday 15th April. Currently tarmac works are on progress and road marking will be done from tomorrow. All the services are booked in.

Social Value update by SM

1.8 JOB FAIR – BGUK delivered 2 Job Fairs in February and March Drop In Sessions where the Tustin Estates residents had the opportunity to have a 1 2 1 interview with us Bouygues & Linkcity as well Job Centre Plus, Circle Collective, Equans and The Skills Centre. Attendance was low overall but last one was better attended.

1.9 Bouygues participated on the Build UK annual Open Doors event, on March 21st which had 2 site visit sessions where residents and general public had the opportunity to register and attend a visit Tustin construction site. Considerate Construction did a presentation on the visits.

1.10 Pre-employment training with the Skills Centre have started on April 8th with 17 learners registered in total. As part of the training, they will be getting H&S Level 1 certificate and CSS cards. SM is trying to get the traffic marshal works for those trained personnel which is not certain. They will be visiting the current site which is part of the training and will have interviews for allocation of the trainees for various sites.

1.11 April 2nd Bouygues UK invited the children of the Tustin Estate to join our creative workshop. We provided a range of activities including arts & crafts, dancing, games, Lego, and served food & refreshments. The event was a great success, with lots of residents attending with their children.

1.12 Next Coffee morning/afternoon will be held on June 4th between 1pm-3pm. AE asked why there is no plan for May Coffee afternoon, why residents were not consulted and why now residents have been informed at a very late stage. SM informed Amanda Harrison has decided this, since April had a big event, and she wanted to hold another big event in June which requires enough time to arrange. AE reminded this regeneration project is resident led, and anything other than that is not acceptable. Residents are flexible on decisions, but residents must be consulted before changing this type of resident engagement events.

1.13 AE asked how of the 17 learners in the pre-employment training are local residents. **SM informed this information is not currently available but will be obtained and reported back to the group.** AE added whatever the effort is being put in by BGUK, it must ensure local residents are at the heart of it, and he is not accepting this report without the details he asked for in this meeting.

1.14 AE asked when the next site visit by residents will be. NA informed BGUK can arrange one for May but unfortunately not many residents attended the last one. AE informed the event was not advertised in an effective way, it coincided with Estate Walkabout time, registration was difficult, residents on the day were looking for meeting point which was not clarified, and there were no signs around the area. This could have been easily avoided if BGUK team were working closely with residents. SM informed they have provided the information to the residents who originally registered but next time BGUK will discuss with residents in advance of such event planning to ensure it becomes more successful.

1.15 PK informed that she sent emails to Aleks, Amanda and SM regarding the Open-Door event but she did not receive any response. This must improve. AD said they will improve the effort and will discuss with residents before deciding on such event and **will look into a residents only site visit in May**. ET echoed residents' concerns, and said she has been asking for better communication, better signage, more options of engagement for a long time, and BGUK cannot simply blame the residents for not attending events. ET also reported that the temporary bin (for Easter works) were not put out, as a result Kentmere House bin is overflowing. AE informed both the area office and BGUK worked together to rotate the euro bins to manage the situation but the issue of fly tipping and absence of couple of cleaners (due to retirement) also made the situation worse and the new cleaners are just settling in now. AJ informed her he has spoken to the collection service to address the issue which he aspects to be resolved soon.

Design Update (Phase Two) by MS

1.16 Phase Two is progressing in design and hoping to submit application by end of May or beginning of June. The pack is not likely to be ready for April drop-in, but it should be available to share with residents in May. MS will inform JP on preparing the summary document to consult with residents once main application pack is ready. Issues that affecting the current application preparation includes the public realm around the estate with cycle highway works along Ilderton Rd, and its impact on car park between the Towers and the changes in tenures type which includes more council homes for Phase Two.

1.17 MS informed VR will be available at the April drop-in, for residents to experience the Phase Two 3D model as well as Phase One. There will be also information/discussion with residents about various non-construction (Digital creation) related career opportunities in the construction industry.

1.18 AE welcomed the initiative and suggested that building blocks activity for residents (Adults) could make the drop-in sessions more interesting and will help to increase the footfall. **MS will discuss this further with AE.**

LBS Update

Manor Grove works update by CJ

1.19 CJ informed works for two of the three properties already started and the third will be starting as soon as possible.

Pocket Park fronting Old Kent Road

1.20 CJ informed last year Exterior Architects consulted residents on the design aspects of the park. At present logistics for phase two are considered, which also includes avoiding any barriers/blockages to the pocket park area so that once decided to progress with park works there will not be any further delays.

Southwark Construction update

1.21 OS informed the team is looking into the challenges and solutions for the impact of changes in planning for more council homes in Phase Two, which will bring slight changes to council funding. This is one of the reasons planning submission is delayed but it will not change the shape of the blocks or numbers of homes that will be built.

Re-Housing

1.22 OS informed the pre-allocation process is now complete. The team is working on some households' details as some households' numbers have changed. Works continue with resident leaseholders and financial assessment has started.

1.23 AE asked for an update on Sarfraz Hussain's vacant posts. OS informed Robertson Egueye has taken over as Manager of Ledbury and Tustin Team on a temporary basis. A permanent solution is being looked in to at present. RPG will receive a full update by next meeting. AE asked for a void management update. OS informed it is managed by Housing Management Team and there was a squatting issue which has been resolved. LBS is looking into what sensible changes are required to deal with voids situation on the estate, and works are in progress which will ensure such situations will not occur again.

1.24 AE reminded that Local Lettings Policy for Tustin informs that under the Housing Act, if a property has been allocated/presumed to be allocated, and if another person squats in then there is no need for court permission to remove that person and police can get involved directly. There's also law on squatters crime, that can be referred to as well as public disorder law. He expressed his concerns that the Director of Housing Services and the North Area Manager are not aware of the Local Lettings Policy for Tustin and the Residents Manifesto. This may have impact on voids management. BGUK has done voids works but if they refuse to do in the future then they cannot be blamed for not doing so, as LBS is failing to safeguard the voids. OS advised that LBS is working on the issue, taking the situation very seriously, coordinating with the police and the court, and he will be keeping the RPG informed as the matter progresses. OS also requested all to inform him and Andrew Johnson if they notice any suspicious/squatting activities in void properties on the estate. SB added that she has advised voids team and officers that the key safe box not to be put up on the void properties for safety reasons.

1.25 AE informed BGUK went in and did the void works. Squatting never used to take place like this before, and it is interesting the timing of the voids and how squatters knew when to squat in just after the works done. He said it seems that there may be sabotage going on, and he will get to the bottom of the matter. He also asked how some people decided to put scaffolding on before any leak happened. Southwark Construction has taken extra responsibility which should be delivered by other services which is not fair, and those who are involved must stop now or else they will be exposed in due course. Most of the squatting taking place in the major estates which never happened before.

Newsletters

1.26 LBS Newsletter – Newsletter articles have been updated since the first draft has been circulated with RPG information pack. ET informed mayor’s survey link does not work and hoped this will be updated before distribution.

1.27 BGUK Newsletter - Received by all RPG members and wider group. ET informed the construction video is very good, but it would have been better if actual hyperlink had been put in as well since code cannot be reached while looking at it on the phone, or if anyone has an older phone, then the QR code cannot be used. **NA will address the issue.**

Matter arising from last RPG

1.28 (3.4) Temporary Road Closure map is to be updated, and door knocking to inform residents – Completed.

1.29 (3.9) Southwark Works to be invited in future job fairs during drop-in sessions – OS informed they are discussing with the relevant team and it is in progress.

1.30 (3.15) TCA to find four residents for the time capsule interview – AE informed it is progressing with some delays due to original residents who were meant to attend the interview are not available as their circumstances have changed. **JJ informed they will contact AE tomorrow to set up a meeting next week to discuss the matter.**

1.31 (5.1) AE requested AJ to collect Election information leaflet from concierge to put up on the notice board – AJ informed he went there today but there is no leaflet available. **SB will print the information for AJ to collect.**

1.32 (6.3) Safety Signage around the estate – AJ informed due to road closure, estate walkabout with signage contractor did happen. Once the work is done, he will liaise with David Banfield and ET to set up a convenient time to go out to identify the appropriate locations for the signages.

1.33 (6.4) Removal of weeds, growth, and dead pigeons on the Heversham House balcony and door entrances – AJ informed issue of the weeds has been passed on to the repairs team. The dead pigeon is planned to be removed tomorrow.

1.34 (6.5) Heating problem at Kentmere House, and AJ to invite Heating Manager to attend RPG – AJ informed the manager was supposed to attend this RPG but due to a clash with another meeting he couldn't. Heating manager will definitely attend next meeting. AE asked whether AJ can request the heating manager to attend the TCA meeting due next week. **AJ will follow up, and ask the Heating Manager to attend the next meeting.**

1.35 (7.3) Water Damage (ongoing issue) - AJ informed access to the property was due yesterday, and he has no update yet, **he will be able to update during the next week's TCA meeting.** AE

1.36 (8.2) ET advised LBS to have a summary level information available on the council website/Tustin webpage about the Tustin regeneration and CJ to look at what ET suggested- **CJ informed LBS will look into this, but not yet as it is pre-election period.**

1.37 (8.3) Middle stairs in Heversham is very dirty and full of urine smell, AJ to follow up – AJ informed it has been dealt by the cleaning team, he himself visited and did not notice any unattended issues. **AJ will contact Kelsey Mann to see if there are any further issues outstanding.**

1.38 AE informed the bollards removed near 48 Heversham was causing ASB. OS added this was done temporarily to accommodate the heating unit for Kentmere heating problem. AE said some people are taking advantage of the situation and blaming BGUK. This end is now wide enough to turn a car. **OS said they will look into the finding a solution to the problem.** AD informed that bollards at the Heversham will be installed on Monday 15th .

Challenges Tracker (Open items) by DR

1.39 Electrical charging points are still not working – **AJ to contact Beverly or Shaun to invite Chargee to resolve the issue and report back to next TCA and RPG.**

1.40 Heversham House dead pigeon – discussed during this meeting.

1.41 Signage and speed hump for motorbikes/scooter - discussed during this meeting.

1.42 Dog fouling in Manor Grove area – AJ informed there will be signage for this issue. JP advised that dog owners need to be made clear that they need to pick up and put it in the normal bin as LBS policy does not allow specific bin installation for this purpose. **AJ to put an article in the next newsletter on the issue.**

Issues, concerns, and feedback

1.43 AE asked for an update on the data on the low rises resident,s regarding where they are going (which plot, homes etc) in Phase One and Two as residents are still getting mixed messages from some of the officers at the Tustin Ledbury Team. SB informed in regard to Phase One, all residents (including leaseholders) who have made decision on their plots

have received a letter detailing the information. With regard to Phase Two there are not many to be allocated and there is a meeting due soon with OS, to look into that data and then allocation will take place according to the residents' housing needs. She advised residents to contact her directly if there is any confusion or lack of clarity on the allocation or information.

1.44 AE said it is very important for him to meet with the line management of SB and brief them on:

- a) Tustin Residents' Manifesto,
- b) Tustin Local Lettings Policy and
- c) 'Putting Residents First' LBS Policy.

1.45 AE asked an update on Towers' residents in terms of housing register. SB informed some residents contacted her regarding this already as there was a reminder in the newsletter. Residents need to ensure there is a housing application in the system to start with. The team do not have the resources to complete the applications on behalf of the residents as it takes a long time to do so through the new system, she needs to discuss this with Housing Application Manager going forward. **Meeting agreed that residents at the Towers will be sent individual letters advising them on steps they need to take in terms housing application** and other related information. **AE requested a report in the TCA meeting next week, SB agreed.**

1.46 AE said he suspects that all these issues will have an impact on the timeline of the project, probably six months, and if anyone is aware of such impact, then they must advise the residents of such issues. This is a 'live' estate, and any shift in the time line will have a serious impact on residents. He also expressed concerns about mix messages coming out from various sources about major works in Manor Grove. Manor Grove works are not only about internal but also external. Any changes to details of works/timeline must be communicated with residents. AD informed they are committed to go by their contract timeline without any unnecessary delays, and if there are such issues it will be communicated/consulted with the team and the Southwark Construction.

1.47 ET asked about the timeline for freeholders to have information on buying into the scheme and the information on communal works in Manor Grove. OS informed the information should be available by end of May for buying into the scheme and on the communal works, designs were shared previously, but a reminder drop-in session can be arranged for residents' benefit, including a letter to the residents with relevant information.

1.48 AE thanked NA for dealing with the loitering issues which is now resolved. The three worksites have been managed very well with no reports of early start, or late finishing of works/noise issues outside agreed work time. AE reported that during the stormy weather last week there was clanging noise from Block G site and advised BGUK to ensure when the works finishes, there should be a check at the end of the day for safety purpose to avoid any accidents.

8.9 AE thanked Southwark Construction for doing hard work and much better compared to other projects. AE thanked SB who is going the extra mile and ensuring works are on track while going through changes in management. AE thanked Pulse Consultants for maintaining and progressing with the Challenges Tracker which is very important. AE also complemented JJ and his team's works which is improving constantly.

AOB

1.49 SB requested to have some photographs from Topping Out ceremony for LBS newsletter, JJ will arrange.

1.50 AE informed the water leak at the Heversham may not be coming from the accessed property 97, as works were done, but the leak is still there which means the leak/s might be coming from the boiler house or the heating pipes which is next door.

2. Date of the next meeting – 9th May 2024.