

# FUTURE OF TUSTIN ESTATE

The Final Option -  
Landlord Offer Document

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# FOREWORD

Hello and welcome. Thank you for taking the time to read through this Landlord Offer document. It is important that all residents on the Tustin Estate are familiar with the offer being put before them before we go to a vote in February.

Following many months of consultations and conversations with people living on the Tustin Estate the council has agreed the final option to be put to a ballot. We have agreed to move forward with Option 5, which is for the redevelopment of the low-rise homes with the retention of the houses in Manor Grove with improvements to the tenanted homes. Homes in the Towers will not be subject to further work as they are already subject to a major works contract.

This Option includes building hundreds of new council homes in addition to the replacement homes, plus the creation of dedicated Over 55s housing, a new park at the centre of the estate, a new Pilgrims’ Way Primary School and new retail and business spaces on the Old Kent Road and Ilderton Road.

This means the redevelopment of the estate will bring with it a raft of benefits for people living on and around Tustin Estate from bigger and better quality homes to a safer, greener and more attractive landscape around the estate.

However, the final decision is yours. This Landlord Offer document lays out exactly what Southwark Council is proposing for the Tustin Estate and what this will mean for each tenant and leaseholder affected – including what support will be available.

The final decision will be made in February 2021 when you will have the chance to vote ‘Yes’ in favour of the proposals, or ‘No’ against them. Consultation is continuing and council officers and independent community advisers will be in touch and on hand from now until then to answer any questions you have about the proposals so please do get in touch.

Cllr Leo Pollak  
Cabinet Member for Housing

It has been great working so closely with council officers and residents from the estate to get to this point. We are pleased to support these proposals for the estate. We believe the Tustin Estate has a bright future. We look forward to continuing our work with Southwark Council and making the Tustin an even better place to live.

Andrew Eke,  
Chair of the Tustin Community Association (TCA)

# INTRODUCTION

This booklet contains details of the 'Landlord Offer', Southwark Council's offer to you, the Tustin Estate residents. It includes:

- commitments to you
- plans and designs
- details of how to vote

Please read this booklet carefully so that you fully understand the proposals before you vote. This booklet has been designed to contain the information you need to make an informed decision about whether you are in favour of the redevelopment of the Tustin Estate or not.

## The Final Option

Redevelopment of the low-rise homes with:

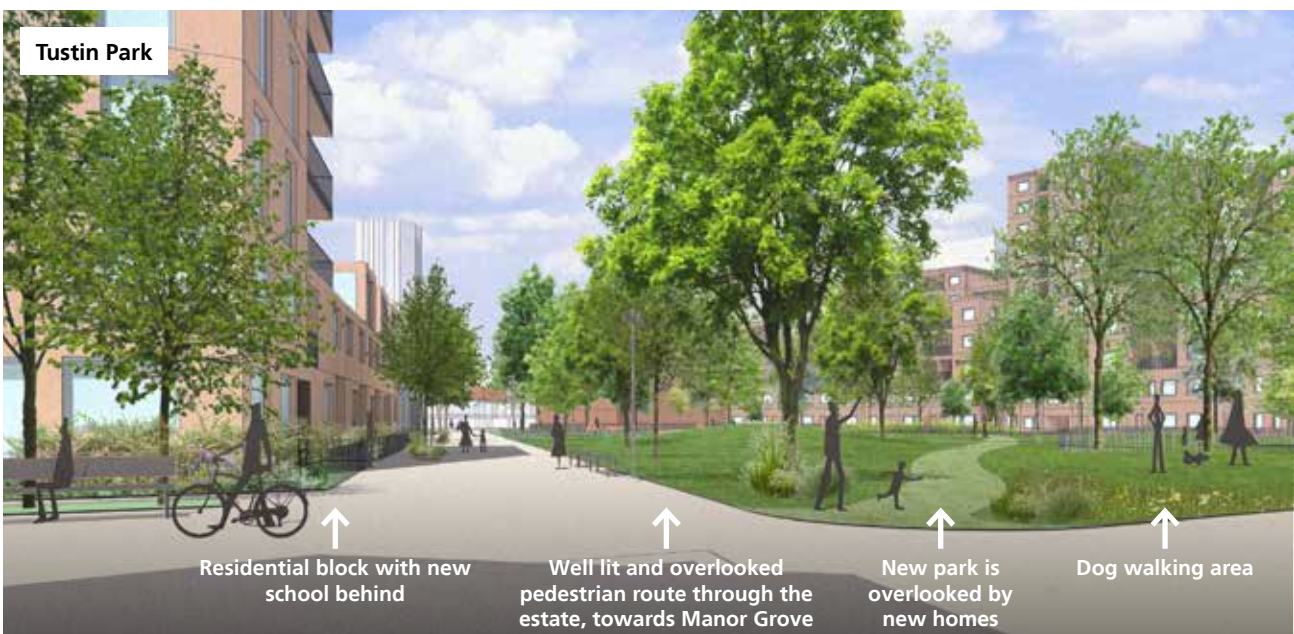
- The demolition and replacement with new homes of Bowness House, Heversham House, Hilbeck Close, Kentmere House & Ullswater House;
- Retention of the houses in Manor Grove with improvements to the tenanted homes;
- New houses in between the houses on Manor Grove;
- A new park in the centre of the estate;
- A new Pilgrims' Way School;
- New retail and business spaces on the Old Kent Road and Ilderton Road.

This option will result in the replacement of all existing homes subject to demolition, both council homes and resident leaseholder homes (249 homes), and an estimated additional 440 new homes will be built. At least 50% of the additional homes will be council homes with the remainder being for private sale. This option will include dedicated housing for the over 55s.

The COVID-19 response has had a significant impact on the council's finances. Like other councils across the country, and Central Government, Southwark Council has had to divert funds to help support our local community and businesses during the pandemic. As a result we know we will have to look at a range of funding to provide the additional new homes, park and school. This could be made up of loans, the sale of half of the additional new homes, financial contributions from private developments on the Old Kent Road and grants from the Greater London Authority (GLA). Therefore, we currently have a team of officers looking into all these sources of funding to try and ensure that the money is in place by summer 2021 so that we can start to move to the next stage.

## Your questions

If you have questions about the Landlord Offer or anything else that you feel would help you decide, then please contact either Southwark Council on **020 7732 2886** or email **tustin@southwark.gov.uk** or your Independent Tenant and Homeowner Advisor, Neal Purvis from Open Communities on Freephone **0800 073 1051** or at **neal.purvis1@btinternet.com**.



# SUMMARY OF COMMITMENTS TO RESIDENTS OF THE ESTATE

## The council's commitments to you

These commitments to you are based on the Tustin Manifesto, drawn up by the Tustin Community Association, and discussions with the Resident Project Group and resident input from across the estate. These commitments represent a guarantee from the council for these policies. They apply to all residents who have been resident on the estate 12 months before the Resident Ballot.

- **Dedicated support team:** We will help you to understand the proposals, the best options for you and support you move home. This team will support vulnerable residents with all aspects of their move and liaise with family members as necessary.
- **A new home for households subject to replacement:** If you want to remain on the estate we will offer you a new home in the new development that meets your housing needs. You will have your own private outdoor space.
- **A permanent move away if you want it:** If you would prefer to move away from the Tustin Estate, we will support you to find a permanent home among the council's existing properties in Southwark.
- **A commitment to council ownership:** All the new rented homes on the estate will be owned and managed by Southwark Council.
- **Your rent will be a council rent:** All the new and improved rented homes on the estate will have council rent levels. The levels of rent are determined by property values, and as the new builds will be of higher value, the rent will be proportionally higher.
- **Your tenancy will stay the same:** Your tenancy rights will be the same in existing or new homes.
- **A fair and flexible offer to homeowners:** We are committed to ensuring no homeowners are worse off financially as a result of this offer. We will offer residents the option to sell your homes to us at an independently verified price plus a regulatory home loss payment up to the point that a contract is let to build the replacement homes. Homeowners will be eligible to buy a new property on the estate on a leasehold basis. Ownership options for homeowners include shared ownership, shared equity and equity loan. We will cover all reasonable costs incurred as a result of sale/shared equity arrangements. If homeowners don't have enough equity to buy a new home on the Estate, we will work with you to find a solution that enables you to stay on the estate.
- **Adaptable Homes in Over 55s Block.** A commitment that tenants and homeowners will be able to move into a dedicated Over 55s Block or move directly into their new home in one move.
- **A commitment to high standards and high quality:** Southwark Council is committed to maintaining the estate in line with Southwark Council's Great Estates Programme. All new homes will be built to the latest standards as set out in current Building Regulations, planning policy and Southwark New Homes Design Guide. For existing residents all new homes will be as big, or bigger, than your current home and it will also have a large outdoor private space. All homes will be energy efficient.
- **Help when moving:** We will also pay all reasonable removal expenses (as part of a 'disturbance fee') and help with arranging your move and setting up your home.
- **We will minimise disruption:** We will make every effort to limit disruption to you and your household.

- **You will receive compensation:** We will pay you a home loss payment for the loss of your home plus actual costs incurred as a result of moving.
- **Compensation for home improvements:** If you are a council tenant and have made improvements to your home, we will compensate you for these providing they were carried out with Southwark Council's permission.
- **Provision of parking:** Resident car owners who currently have a parking permit will have a parking permit for the redeveloped estate.
- **Tackling overcrowding:** Tenants who are overcrowded will be offered homes to meet their housing need as part of this regeneration.
- **Protecting the community:** There will be a dedicated local lettings policy for the Tustin Estate so that after re-housing all those residents whose homes are replaced, the additional new homes developed will in the first place be for all Tustin tenants in local needs, and those who are resident on the estate and have been on the housing list for more than 12 months prior to the date of the ballot. This includes re-housing adult children. We will consult residents on the local lettings policy before confirming the policy.
- **Meeting your housing need:** Council homes will be allocated according to need. Your need will be discussed and confirmed with you after planning permission has been agreed. If your need changes after this time this can be updated with the dedicated support team.
- **Dedicated Tustin design review panel:** We want residents to develop the designs and the delivery of homes with the design team and builders.
- **Ongoing consultation and communication:** We will consult you on proposals for the new development throughout the process, using a range of methods so you can influence the delivery.



## COMMITMENTS TO COUNCIL TENANTS IN BOWNESS, HEVERSHAM, HILLBECK AND KENTMERE



- You will be **offered** a new council home on the estate.
- We will work with you to **pre-allocate** a home based on your needs.
- Your **tenancy** will not change. Your tenancy rights will remain the same and be with Southwark Council.
- Your **rent** will remain a Southwark Council rent. New council rents for new homes will apply. This is consistent with the approach across Southwark. We are committed to making sure rents stay as low as possible. The rents for the new homes will be shared with residents, so that you know what it will be when it comes to you choosing your new home.
- Your **service charges** are based on the cost of providing services. We are committed to making sure service charges stay as low as possible and any increases will be phased over a number of years.
- Your **council tax** is based on the value of your property. As the value of the property is likely to be higher your council tax band will likely be higher resulting in higher council tax costs.
- If you move into a new home, your **energy bills** will be based on what you use and an energy meter will be installed inside your home. It is reasonable to suggest that homes connected to the new district heating system and built to new building standards will have lower energy bills for the average user.
- If you move into a new home, your **water bills** will be based on what you use and a water meter will be installed inside your home. Water use will be reduced through the provision of low flow fittings and appliances. This usually means smaller **bills** for smaller householders and larger bills for bigger households.
- You are entitled to **home loss compensation**. This is a statutory payment set in law. Tenants get a payment of £6,500 (this is reviewed annually).
- You are entitled to **disturbance costs**. Residents will be reimbursed for reasonable costs related to removals costs, adjustments to curtains and carpets and disconnection and connection of services such as phones, TV and the redirection of post.
- Resident **right to buy** will apply when you move to your new home.

## COMMITMENTS TO RESIDENTS ON THE HOUSING WAITING LIST OR TENANTS IN THE TOWERS AND MANOR GROVE WHO ARE LIVING IN OVERCROWDED ACCOMMODATION OR IN HOUSING NEED, INCLUDING THOSE WHO WANT TO DOWNSIZE.



- You will be **offered** a Southwark Council home on the estate.
- Your **tenancy** will be a Southwark Council tenancy.
- Your **rent** will be a Southwark Council rent consistent with council homes across Southwark. We are committed to making sure rents stay as low as possible.
- Your **service charges** are based on the cost of providing services. We are committed to making sure service charges stay as low as possible.
- Your **council tax** is based on the value of your property. If the value of the property is higher, your council tax band will likely be higher resulting in a higher council tax costs.
- If you move into a new home, your **energy bills** will be based on what you use and an energy meter will be installed inside your home. It is reasonable to suggest that homes connected to the new district heating system and built to new building standards will have lower energy bills for the average user.
- If you move into a new home, your **water bills** will be based on what you use and a water meter will be installed inside your home. Water use will be reduced through the provision of low flow fittings and appliances. This usually means smaller bills for smaller householders and larger **bills** for bigger households.
- If you are currently in a larger property than you need, you will be eligible for a property with one more bedroom than your need, however if you want to downsize you can.

## COMMITMENTS TO RESIDENT LEASEHOLDERS

- You will be offered a new leasehold **home** on the estate. Homes can be bought via shared ownership, shared equity, or equity loan with the council. If there is an affordability issue, a council tenancy may be offered. That will happen once the new homes are built and at that point there will be a new replacement 125 year lease granted for your new home in exchange for your current lease.
- You can **sell** your home to us as soon as you are ready. Leaseholders can take up the offer to sell their homes up to the point of Southwark Council entering a contract to build the new homes. It is planned that the homes will be built to the bespoke needs of the leaseholders and any change to the specification of a particular home after the contract is let could lead to additional costs for the council.
- You will be given a **home loss payment** of 10% of the market value of your home.
- You are entitled to **disturbance costs**. Residents will be reimbursed for reasonable costs related to legal fees, stamp duty tax (for the purchase of a new property to the value of your Tustin home), surveyors fees and costs (in connection with the redemption/transfer of an existing mortgage or raising a new one), specialist adaptations, removals costs, adjustments to curtains and carpets and disconnection and connection of services such as phones, TV and the redirection of post.
- You will be offered an **independent market valuation** of your home. Homeowners are encouraged to obtain their own valuation completed by a chartered surveyor who will act for you. Southwark Council will pay for the surveyor, where costs are reasonable.
- The **value of your home** will be considered by an independent chartered surveyor. The surveyor will carry out a market evaluation on behalf of you for your property. The market valuation offered to homeowners will be based upon what the home might be expected to realise if sold in the open market by a willing seller. In assessing the open market value of your home you are assumed to be a willing seller. It is assumed that you would only be willing to sell at the best price which you could reasonably achieve in the open market. In coming to the market value of the property the surveyor will have considered:
  - The internal condition
  - Any internal improvements to the property such as new bathrooms and kitchens
  - The location of the property and aspect of the property within the area
  - Anything else that in the reasonable opinion of the council's external surveyor has a material impact on the value of the property.

Decisions acknowledge that the redevelopment of the estate has an impact on values and made adjustments to compensate homeowners for any effect this might have. These adjustments are therefore reflected in the values offered by the council.
- If the valuations of the independent and council surveyors differ significantly and there is no prospect of reaching an agreement, then with the agreement of all owners of the property, and Southwark Council, the parties can seek to resolve the dispute through alternative dispute resolution (ADR).
- We aim to **negotiate** the buy back of your property by agreement, but if this is not possible Southwark Council has the ability to purchase your home under a Compulsory Purchase Order (CPO) subject to confirmation by the Minister for Housing, Communities and Local Government.
- Leaseholders will have the right to buy a new home in any phase of the development. If leaseholders need to move to a temporary home before their home their new property is ready, they will be offered a home on the estate to rent.
- All the new homes will be of the same **standards and fittings**. If a homeowner wants a higher standard, before the works commence, an agreement can be made to only finish the home without the final fit out works undertaken, so that the homeowner can finish the new home off at their own expense, which will be reflected in the valuation.
- All new homes will receive a National House Builders' Council **certificate**.



- Leaseholders will have the right to buy a new home in any phase of the development. If leaseholders need to move to a temporary home before their new property is ready, they will be offered a home on the estate to rent.
- If you can't **afford** a new property or don't have enough equity to buy a new home on the Estate, we will conduct a financial appraisal and work with you to find a solution that enables you to stay on the estate and in homeownership and / or offer a council tenancy where this is your preference.
- **Service charges** are based on the cost of providing services that are delivered. If additional services are provided within the new blocks, service charges may change. We are committed to making sure service charges are kept as low as possible. If there are increases in service charge amounts we would agree a phased introduction of the increase over a period of five years. With all parts of homes, blocks and estate being new costs associated with repairs or works to the roof, lifts or other parts being in good condition, service charges could be expected to be lower than they currently are.
- Your **council tax** is based on the value of your property. If the value of the property is higher, your council tax band will likely be higher resulting in higher council tax costs.
- If you move into a new home, your **energy bills** will be based on what you use and an energy meter will be installed inside your home. It is reasonable to suggest that homes connected to the new district heating system and built to new building standards will have lower energy bills.
- If you move into a new home, your **water bills** will be based on what you use and a water meter will be installed inside your home. This usually means smaller bills for smaller householders and larger bills for bigger households.



## COMMITMENTS TO RESIDENT FREEHOLDERS

- The proposals will not change your home or status as freeholders on the estate.
- Your **service charges** (where applicable) are based on the cost of providing services. We are committed to making sure service charges stay as low as possible and any increases will be phased over a number of years.
- The estimated costs in the Stock Condition Survey (SCS) of works to the wider estate are £844 over 30 years. This cost relates to repair and maintenance only. Additional costs for freeholders resulting from the works to the wider estate as well as costs related to landscaping, shared spaces, services and utilities will be set out in detail as the earliest opportunity after further consultation.
- The option for freeholders to buy into refurbishment works for their properties will be explored. This could relate to windows, doors and other building parts and works.



# VOTING – FAQs



The council is following Greater London Authority (GLA) Resident Ballot requirements for holding a ballot. This means there is no minimum turnout needed and the result will be based on a simple majority – in other words whichever vote (yes or no) receives the highest number of votes will decide if the scheme goes ahead or not. It also means:

- the ballot will be run by an independent organisation;
- you can vote anonymously either in favour of our proposals or against them;
- voter eligibility is established by the GLA

## Who will be running the independent ballot?

Civica Elections Services, also known as CES. CES is an impartial and independent organisation. Southwark Council will **not** be able to see how individuals have voted. It will manage the ballot process in line with Greater London Authority (GLA) guidance. CES is an independent company with over 100 years' experience of administering ballots and are the UK's leading provider of election services. They will be responsible for:

- Receiving and counting the votes
- Verifying that all votes have been casted legitimately
- Issuing the result

## Who can vote?

Residents who are able to vote on the future of the Tustin Estate are anyone aged 16+ who are:

- Council tenants and any joint tenants who have been named on the secure tenancy agreement.
- Resident leaseholders who are named on the lease and have resided in their home for at least a year prior to the ballot.
- Resident freeholders who are named on the deed and have resided in their home for at least a year prior to the ballot.
- Residents who live on the estate as their principal home and who have been on the council's housing register for at least a year.

## What question will be on the ballot paper?

The question is:

*"Are you in favour of the proposal for the re-development of the low rise homes on the Tustin Estate?"*

### How do I complete the ballot paper?

If you want to vote 'yes' in favour of the proposal place an x in the box marked YES.

If you want to vote 'no' against the proposals, place an x in the box marked NO.

**You may only vote once** - CES checks and verifies every individual ballot paper, telephone vote and online vote to ensure that eligible residents only vote once. If a resident tries to vote more than once, only their first vote will be counted.

### How do I cast a vote?

You will be able to vote using either of the following methods:

- Post the completed ballot paper back to CES in the pre-paid envelope provided.
- Vote online at [www.cesvotes.com/tustin](http://www.cesvotes.com/tustin) and provide the security code listed on your ballot paper.
- Call the Freephone number listed on your ballot paper and provide the security code listed on your ballot paper.

### When can I vote?

You can vote between Wednesday 10 February and Friday 5 March. The vote lasts for 23 days and closes at 5pm on Friday 5 March 2021. If you are voting by post, your postal vote must be received by CES by Tuesday 9 March 2021.

Your ballot paper will be delivered to your door on the day the vote starts. Once you have your ballot paper you can cast your vote using the methods stated above.

If you are voting by post, your ballot paper must have arrived at CES by the deadline to be counted. Please make sure you send your vote back with plenty of time to arrive as any ballot papers received after the close will not be counted under any circumstances.

### When will I find out the result?

The results will be shared via a newsletter as soon as possible after CES issue the results to the council. All residents will also receive a letter within five working days after the results are issued to confirm the results.

### What do the results mean?

#### A 'Yes' vote

If the ballot result is in favour of the final option, we will deliver this option with resident input.

#### A 'No' vote

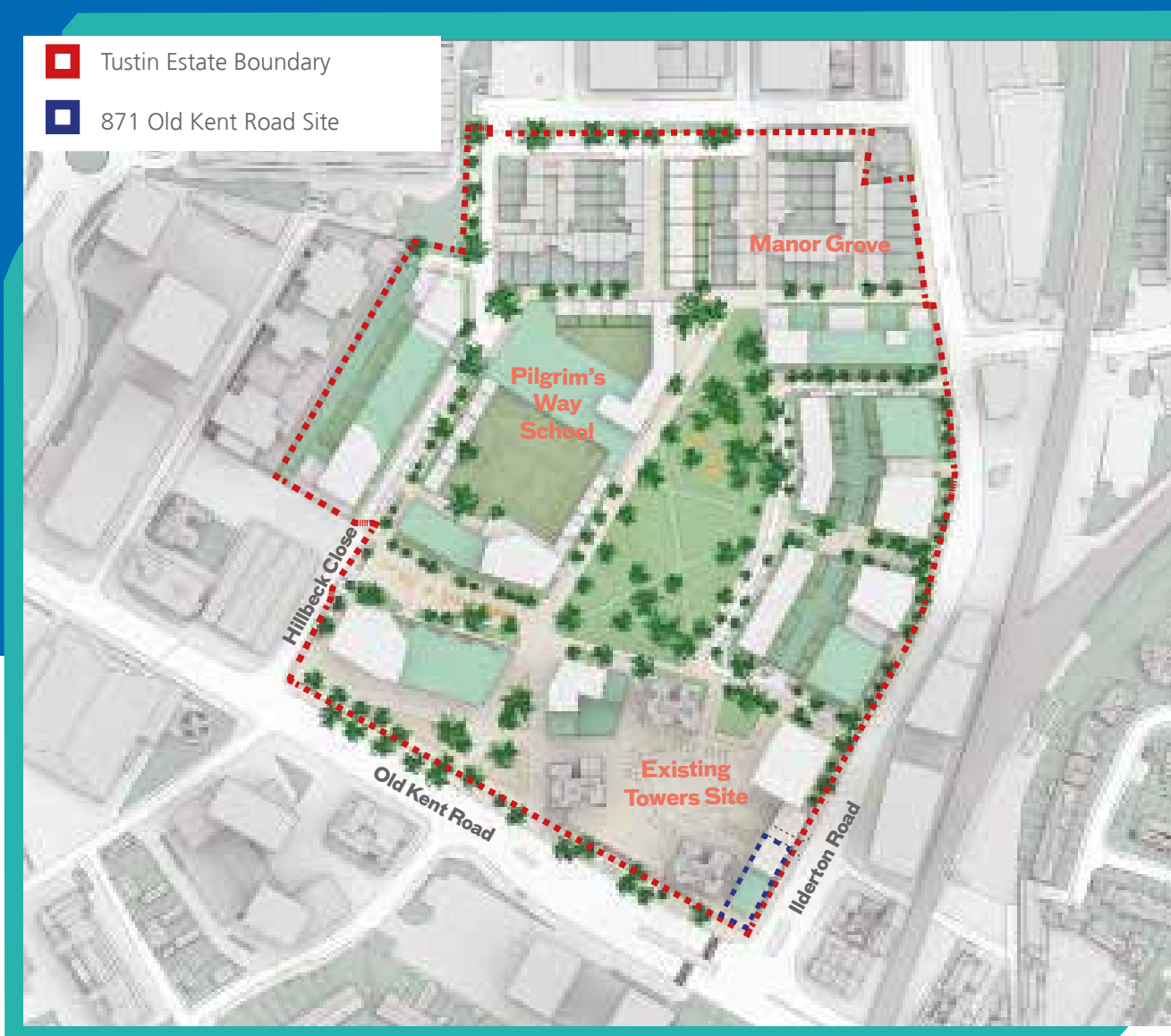
If the ballot result is against the final option, we will continue to manage and maintain the existing homes and the estate in accordance with Option 1.

### What if I have questions about the process or my vote?

If you have any questions about voting, or if you have lost / spoilt your ballot paper and need a replacement, please contact CES on: [support@cesvotes.com](mailto:support@cesvotes.com) or call **020 8889 9203**.

### What happens after the Ballot?

We will continue to work with residents through all aspects of the work on the option that has the majority support from residents. This will include selecting teams to deliver the option, evolving the design and submitting a planning application and confirming housing allocations.



## THE PROPOSAL - OUR OFFER TO YOU

Redevelopment of the low-rise homes with the:

- The demolition and replacement with new homes of Bowness House, Heversham House, Hilbeck Close, Kentmere House & Ullswater House
- Retention of the houses in Manor Grove with improvements to the tenanted homes
- New houses in between the houses on Manor Grove
- A new park in the centre of the estate
- A new Pilgrims' Way School
- New retail and business spaces on the Old Kent Road and Ilderton Road

In consultation with residents the proposals have been developed to this level of detail. These proposals will result in an estimated 690 new homes being built - 200 replacement homes for council tenants and 49 replacement homes for leaseholders. An estimated additional 440 new homes will be built. At least 50% of the additional homes will be council homes with the remainder being for private sale. Subject to a positive ballot, the scheme will be further developed in consultation with residents, as it is taken towards a RIBA Stage 3 design to securing planning permission. Once planning permission is granted, the overall number of homes will be fixed.

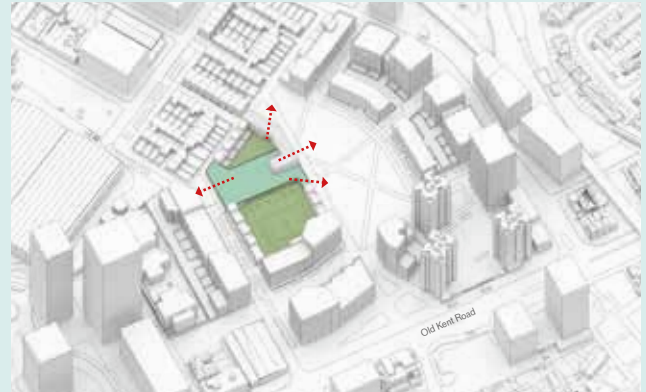
# DESIGN PRINCIPLES

These designs have been based on six agreed principles developed through the Residents' Manifesto and from working with residents on the estate. These principles will remain throughout the design process.



## 01. Improved Street Frontage on Old Kent Road

The buildings are formed in relation to the existing towers and future developments on Old Kent Road with the ambition to create a positive destination on Old Kent Road. At street level this includes improved public space and retail frontages facing Old Kent Road.



## 02. A School at the heart of the estate

The much-loved Pilgrims' Way Primary School is rebuilt and remains at the heart of Tustin Estate with improved access to open space.



## 03. Green at the heart of the estate

Protecting existing nature on the estate and encouraging biodiversity to create a public landscape where paths cross, people meet safely and the communities diverse needs can be met - from playgrounds to quiet sitting-out areas.



## 04. Variety of typology and character

Provide a variety of housing types: houses, flats, maisonettes to make an inter-generational neighbourhood to meet peoples needs over time.

- Houses
- Deck Access
- Core Access
- ✱ GF Maisonettes



### 05. Key pedestrian routes

Clearer and safer pedestrian connections through Tustin Estate.

- Primary routes
- Secondary Routes



### 06. A Network of Green Links

Potential for pedestrian routes through the estate to connect with nearby existing and future green spaces.

## MEETING THE RESIDENT MANIFESTO

The following measures are examples of how the proposals align with the Residents' Manifesto.



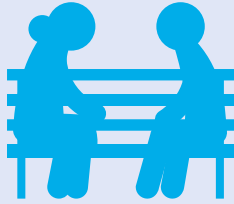
### Housing

- An estimated 690 new homes will be built on the estate. This includes replacing all existing homes subject to replacement (249) and 440 additional homes. 50% of new homes will be council homes and 50% will be for private sale.
- Tenanted homes in Manor Grove will be refurbished. This will include new kitchens and bathrooms as well as improving the energy efficiency of homes.
- A variety of housing types: houses, flats, maisonettes to make an inter-generational neighbourhood that meet peoples needs over time.
- All homes have private space that meets the needs of the household size in the form of gardens and balconies.
- Homes are designed to give views onto green open spaces to reduce opportunities for crime and anti social behaviour.
- Construction phasing will aim to minimise disruption and maximizing single moves.



### Open Space

- New and improved park at the heart of the estate protecting existing nature on the estate and encouraging biodiversity to create a public landscape where paths cross, people meet safely and the communities diverse needs can be met - from playgrounds to quite sitting-out areas.
- Majority of trees are retained including those at Manor Grove and in front of Bowness. Any trees removed will be replaced with new ones.



### Over 55s

- Dedicated flats for the Over 55s located in a block next to Old Kent Road and central green spaces for ease of access to both.
- Over 55s flats will include indoor and outdoor communal spaces.
- Flats for Over 55s will also be available in other buildings across the estate, with access to private gardens.



### Activity Spaces

- Provision of a variety of open spaces with unique character and functions, for use by different age groups and individuals.
- More play space for all ages.
- More spaces to relax.



### Community Safety

- New buildings and spaces are designed to reduce the opportunities for crime and anti-social behaviour.
- Homes are designed to give views onto green open spaces.
- Clearer and secure pedestrian connections through Tustin Estate with better external lighting.
- Prevent delivery drivers using scooters to cross the estate.
- New entry halls to buildings with improved lighting and security.



### Education and Community Facilities

- The much-loved Pilgrims' Way Primary School will be rebuilt and remain at the heart of Tustin Estate with improvised access to open space.
- The estate will provide space that is large enough to hold events and activities.
- A 'Pop Up' space dedicated to community use and community enterprise such as a coffee shop on Old Kent Road.





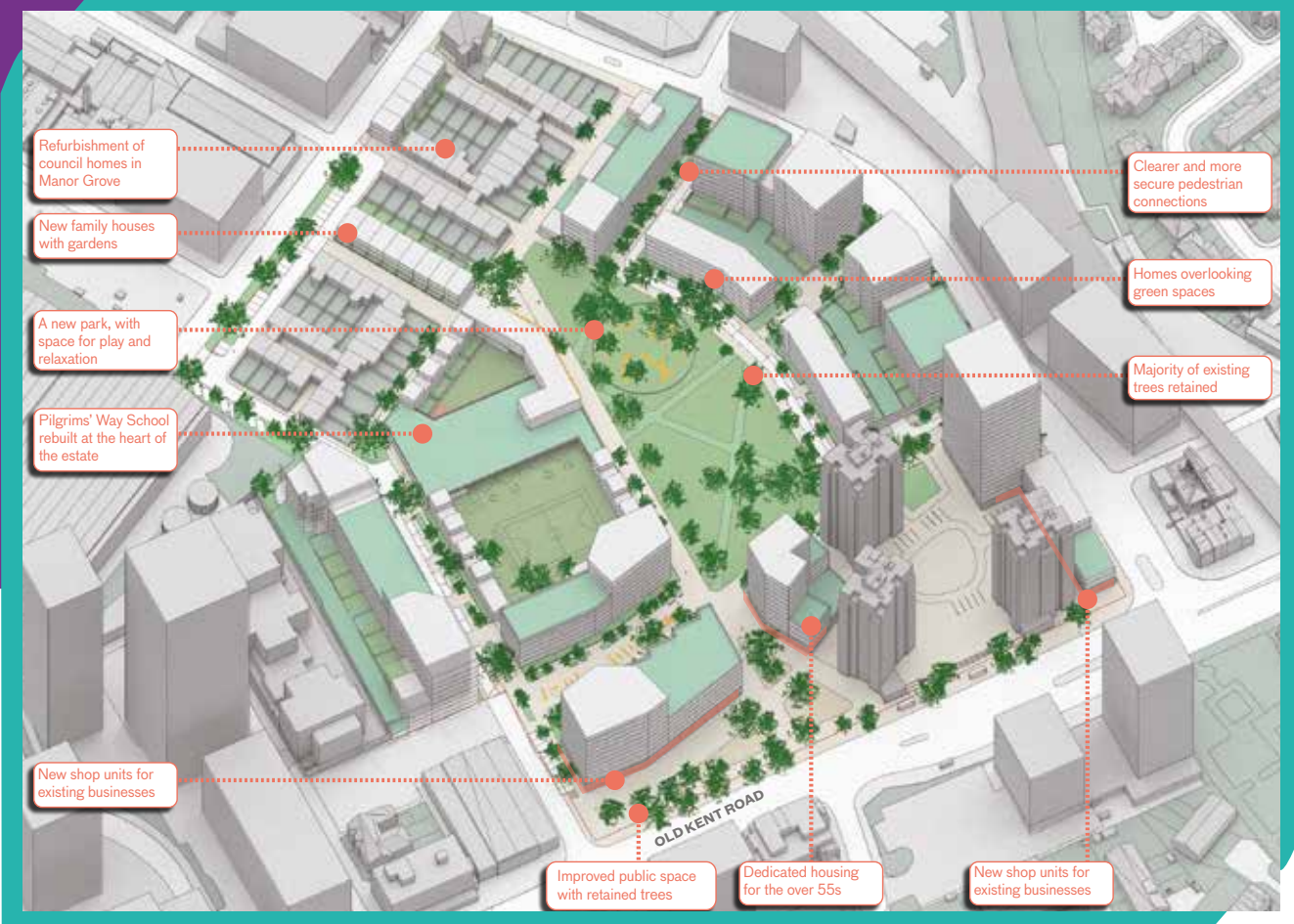
### Car parking

- Better design and enforcement of parking on the estate.
- An integrated parking strategy to meet the needs of residents and businesses on the estate.
- Residents with a parking permit will continue to be able to park their car on the estate.



### Heating and Sustainability

- New homes will be built to zero carbon targets.
- The energy efficiency of refurbished homes will be improved and move towards net zero carbon.
- New estate lighting will be energy efficient.
- New electric charging points for cars and a car club.
- Improved walking and cycling facilities.



## THE ESTATE - KEY BENEFITS

The proposals will provide:

- New replacement homes for all residents, tenants and leaseholders, subject to demolition
- New homes for those living in overcrowded accommodation
- Refurbished council homes for residents in Manor Grove
- Dedicated one and two bed housing for the over 55s
- A new park at the centre of the estate with space for play and relaxation
- Improvement area of public spaces throughout the estate and along Old Kent Road
- A new school at the heart of the estate
- New commercial premises for existing commercial tenants
- More secure walking routes with improved lighting.

## YOUR HOME – KEY BENEFITS

- **There will be a variety of homes to meet resident needs and preferences**

Homes across the estate will have different layouts. Residents moving to new homes will have options for homes with open plan kitchen and living rooms as well as separate living rooms, homes with a ground floor entrance and others with access from a communal walkway or a lobby.

- **Your homes will be bigger**

If you live in Bowness, Heversham, Hillbeck or in a studio flat in Kentmere your home will be bigger. If you live in a one bedroom flat in Kentmere, the interior of your home will be the same size. There will be no bedsit or studio homes built for council tenants.



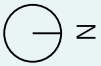
# Example Layouts

## 1Bed 2People

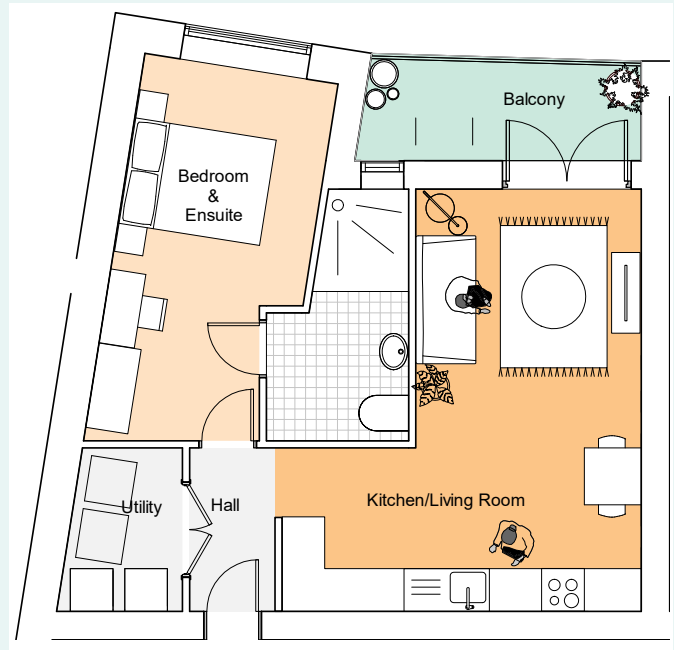
### Example One Bedroom Flat Building G1 (Phase 1)

- Balconies with views to greenery
- Open space kitchen/ living room
- 30% bigger than average 1 Bedsit in the estate

Area: 50sqm/ 527sqf



	Hall	2.7 sqm	29 sqft
	Storage/Utility	3.6 sqm	39 sqft
	Bedroom	20 sqm	215 sqft
	Kitchen/Living	23 sqm	247 sqft
	Bathroom/Toilet	4 sqm	43sqf
	Balcony/Garden	5.6 sqm	60 sqft
Total Internal Area*		50 sqm	527 sqft



Bathroom with window

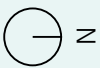
\*Total Internal Area is a gross internal area that is a sum of all listed room areas and internal walls

## 1Bed 2People

### Example One Bedroom Flat Building G1 (Phase 1)

- Balconies with views to greenery
- Dual Aspect
- Open space kitchen/ living room
- 30% bigger than average 1 Bedsit in the estate

Area: 50sqm/ 527sqf



Dual Aspect

	Hall	5 sqm	53 sqft
	Storage/Utility	2.6 sqm	27 sqft
	Bedroom	12 sqm	129 sqft
	Kitchen/Living	25 sqm	269 sqft
	Bathroom/Toilet	4 sqm	43sqf
	Balcony/Garden	sqm	64 sqft
Total Internal Area		50 sqm	527 sqm



\*Total Internal Area is a gross internal area that is a sum of all listed room areas and internal walls

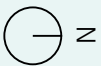
# Example Layouts

## 1Bed 2People

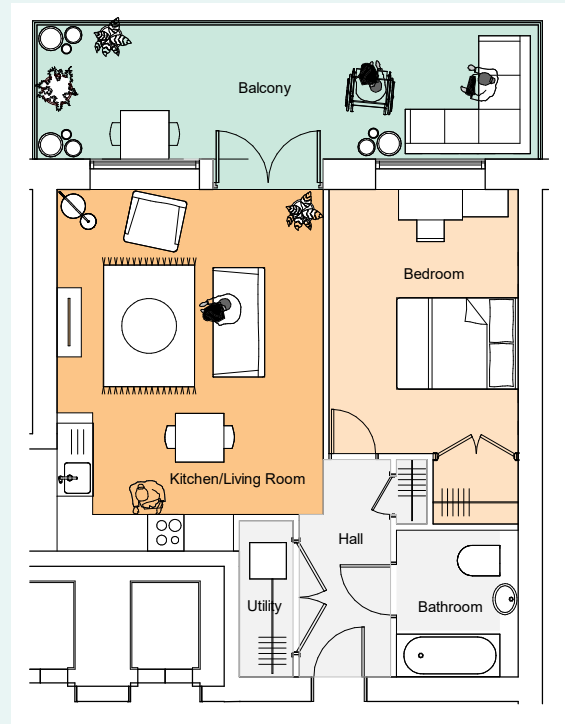
### Example One Bedroom Apartment Over 55 Building K (Phase 2)

- Oversized space designed for wheelchair users
- Oversized balconies with views to greenery
- Large bathrooms
- Open space kitchen/ living room
- 40% bigger than average 1 Bedsit in the estate

Area: 55sqm/ 590sqf



	Hall	4 sqm	43 sqft
	Storage/Utility	4 sqm	43 sqft
	Bedroom	15 sqm	161 sqft
	Kitchen/Living	27 sqm	290 sqft
	Bathroom/Toilet	4 sqm	43sqf
	Balcony/Garden	15 sqm	161 sqft
Total Internal Area		55 sqm	590 sqft



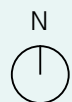
\*Total Internal Area is a gross internal area that is a sum of all listed room areas and internal walls

## 2Bed 4People

### Example Two Bedroom Flat Building G1 (Phase 1)

- Master Bedroom with en-suite
- Double secondary bedroom
- Large bathrooms with windows
- Option with open space kitchen/ living room
- Separate kitchen
- Large Balcony
- 15% bigger than average 2 Bedroom in the estate

Area: 70sqm/ 750sqf



	Hall	6.5 sqm	69 sqft
	Storage/Utility	2 sqm	21 sqft
	Bedroom	26 sqm	280 sqft
	Kitchen/Living	27 sqm	290 sqft
	Bathroom/Toilet	8 sqm	86sqf
	Balcony/Garden	11 sqm	118 sqft
Total Internal Area		70 sqm	750 sqft



Enclosed Kitchen

\*Total Internal Area is a gross internal area that is a sum of all listed room areas and internal walls

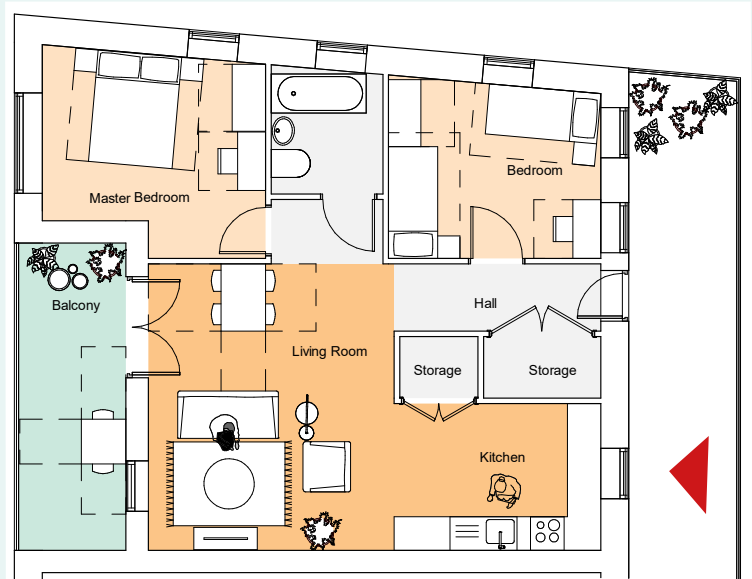
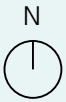
# Example Layouts

## 2Bed 4People

### Example Two Bedroom Flat Building F1 (Phase 3)

- Dual Aspect
- Double secondary bedroom
- Large bathroom with window
- Option with open space kitchen/ living room
- Large Balcony
- 15% bigger than average 2 Bedroom in the estate

Area: 74sqm/ 796sqf



	Hall	5.4 sqm	58 sqft		Bathroom/Toilet	33 sqm	355 sqft
	Storage/Utility	4.4 sqm	47 sqft		Kitchen/Living	4.4 sqm	47sqf
	Bedroom	25 sqm	269 sqft		Balcony/Garden	10 sqm	107 sqft
<b>Total Internal Area</b>						<b>74 sqm</b>	<b>796 sqft</b>

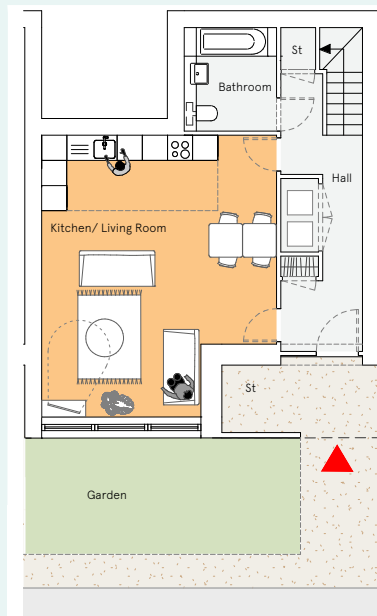
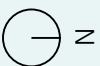
\*Total Internal Area is a gross internal area that is a sum of all listed room areas and internal walls

## 3Bed 5People

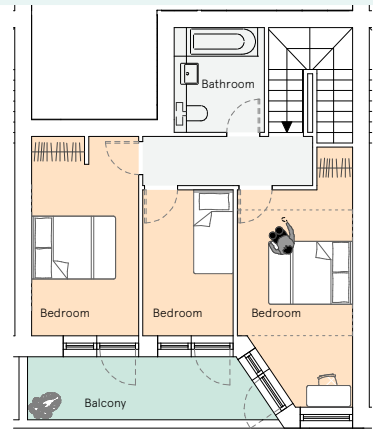
### Example Three Bedroom Maisonettes Building C (Phase 1)

- Open Plan kitchen/ dining
- Large private garden
- First Floor terrace
- Double bedrooms
- 30% bigger than average 3 Bedroom maisonette in the estate

Area: 99 sqm/ 1100sqf



Ground Floor



First Floor

	Hall	16.5 sqm	177 sqft		Bathroom/Toilet	35 sqm	376 sqft
	Storage/Utility	3.5 sqm	37 sqft		Kitchen/Living	8 sqm	86 sqft
	Bedroom	34 sqm	365 sqft		Balcony/Garden	8 sqm	86 sqft
<b>Total Internal Area</b>						<b>99 sqm</b>	<b>1100 sqft</b>

\*Total Internal Area is a gross internal area that is a sum of all listed room areas and internal walls

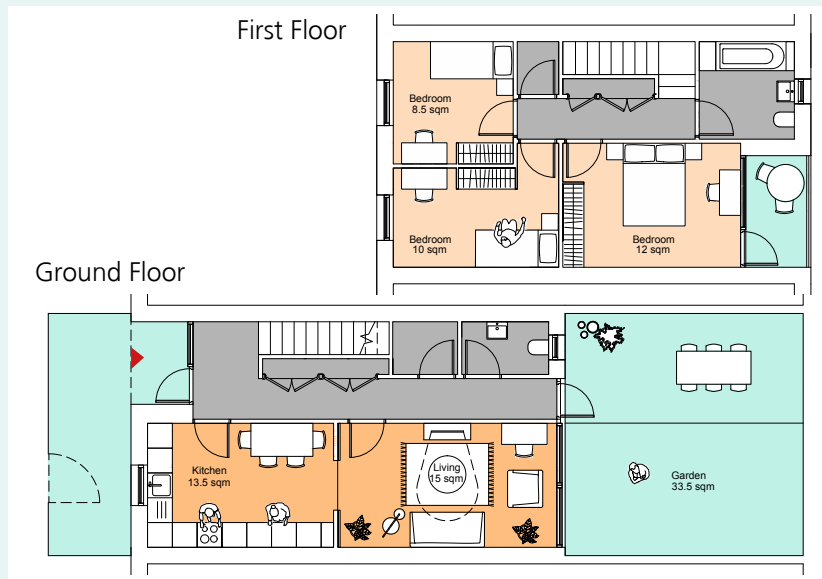
# Example Layouts

## 3Bed 4People

### Example Three Bedroom House Building D Manor Grove (Phase 1)

- Double secondary bedroom
- Bathrooms with windows
- Terrace on each floor
- Separate kitchen
- Large private garden
- Large private front garden
- Dual Aspect

Area: 95sqm/ 1022sqf



	Hall	15.8sqm	170 sqft		Bathroom/Toilet	28.5 sqm	3.7 sqft
	Storage/Utility	7 sqm	75 sqft		Kitchen/Living	8 sqm	86 sqft
	Bedroom	30.5sqm	328 sqft		Balcony/Garden	50 sqm	538 sqft
<b>Total Internal Area</b>						<b>95 sqm</b>	<b>1022 sqft</b>

\*Total Internal Area is a gross internal area that is a sum of all listed room areas and internal walls

## 3Bed 6People

### Example Three Bedroom Maisonettes Building G1 (Phase 1)

- Oversized living space with extra storage
- Master Bedroom with en-suite
- Bathrooms with windows
- Separate kitchen/ dining
- Large private garden
- 40% bigger than average 3 Bedroom maisonette in the estate

Area: 120 sqm/ 1291 sqf



	Hall	14 sqm	150 sqft		Bathroom/Toilet	49 sqm	572 sqft
	Storage/Utility	8.7 sqm	93 sqft		Kitchen/Living	8 sqm	86sqft
	Bedroom	40 sqm	430 sqft		Balcony/Garden	56 sqm	602 sqft
<b>Total Internal Area</b>						<b>120 sqm</b>	<b>1291 sqft</b>







\*Total Internal Area is a gross internal area that is a sum of all listed room areas and internal walls

# Example Layouts

## 4Bed 6People

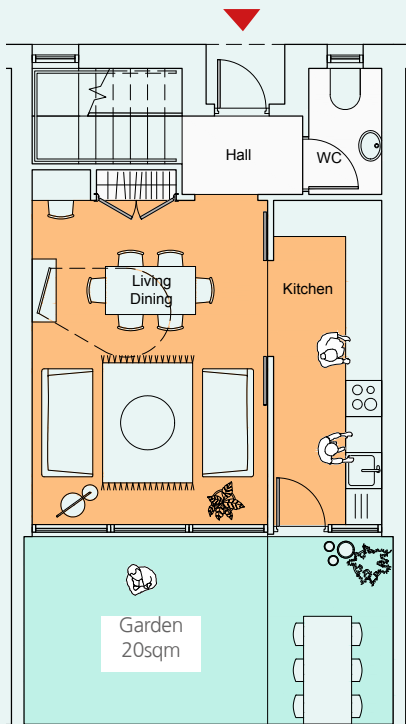
### Example Four Bedroom House Building D Manor Grove (Phase 1)

- Double secondary bedroom
- Bathrooms with windows
- Terrace on each floor
- Separate kitchen
- Large private garden
- Dual Aspect

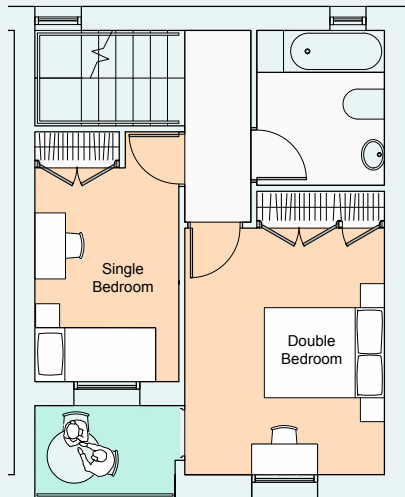
	Hall	7.7 sqm	29 sqft
	Storage/Utility	6 sqm	64 sqft
	Bedroom	42 sqm	387 sqft
	Kitchen/Living	31.5 sqm	339sqft
	Bathroom/Toilet	9 sqm	
	Balcony/Garden	27 sqm	290 sqft
Total Internal Area		110 sqm	1185 sqft

Area: 110sqm/ 1185sqf

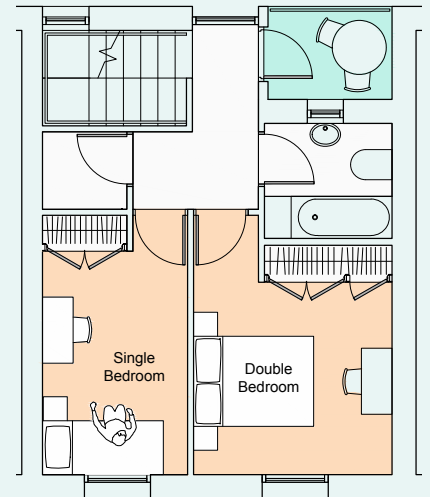
\*Total Internal Area is a gross internal area that is a sum of all listed room areas and internal walls



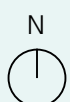
Ground Floor



First Floor



Second Floor





## Your homes will have private outdoor space

All new homes will have a balcony, front garden or rear garden.

In new homes with balconies, the size of your outdoor space depends on the number of bedrooms you have and will be as follows:

- 1 bedroom home you will have a balcony at a minimum of 5+ sqm / 54+ ft.
- 2 bedroom home you will have a balcony at a minimum of 7+sqm / 75+ ft.
- 3 or more bedroom home you will have a balcony at a minimum of 10 sqm / 108+ ft.

The proposals include more homes with gardens than the existing estate. In new homes with gardens, the gardens will be bigger than the above balconies and range in size from approximately 20 sqm / 215 sqft to 50sqm / 538 sqm.

The majority of blocks will have additional communal gardens to be shared with neighbours and some may be used for allotments..



### Old Kent Road Approach and Over 55's Block



Residential block with retail at ground floor replacing Bowness

New public space with generous views through to the park and school

Over 55s block with retail at ground floor

Existing tower block

### Over 55s homes

A mix of 1 and 2 bed homes with balconies will be available for residents, tenants and homeowners, 55 years of age or more. These homes will be

- wheelchair accessible
- adaptable and flexible so that they can change with the residents needs
- have bigger balconies than 1 beds and 2 beds elsewhere
- have communal facilities including communal gardens and communal living rooms.

### New homes will be more energy efficient and reduce carbon emissions

Your homes will be well insulated and connected to a district heating network to be more energy efficient and reduce carbon emissions.

The district heating network will provide a reliable source of heat and hot water. Reliability will improve as the system will be newer than the current system with better back up available.

### Your homes will be safe and secure

Your homes, like your estate, will be designed to improve safety and minimise opportunities for crime. Both the design and management of the estate have been considered in work to date as follows and this work will continue into the next stages of design:

- Clear pedestrian pathways through the estate
- Pathways and open spaces that are 'overlooked' meaning that residents can see what is going on these spaces from their homes
- Improved lighting.
- Homes will be designed and built to 'Secured by Design' Standards and all will have improved access arrangements to blocks and homes.
- New homes will meet the latest fire safety standards.

## Your move

- Southwark Council will ensure one move for the majority of households, unless residents request two moves.
- A dedicated Tustin local lettings system will be used to prioritise moves based on housing need, medical need and existing housing arrangements such as gardens or location within a block.
- Prioritisation will be based on your existing living arrangements for example do you currently have a garden, on housing need, medical need and how long you have lived on the estate.
- Your housing need will be established and confirmed after planning permission has been granted. If your housing need changes before you move into your new home, you can work with the dedicated support team to update your housing need.
- 100% of new council homes will be made available to existing residents in blocks demolished by the proposals, or with a priority status on the housing waiting list. This will apply to residents in the low-rise homes and the towers. Residents must have been living on the estate 12 months prior to the ballot to be eligible. (Residents must have lived on the estate for 12 months prior to the ballot so that we can prioritise protecting the existing residents and keeping the existing community together).
- A dedicated team will support residents through each step of the process.
- If your household moves twice, you will receive disturbance costs for the second move, but not a second homelessness payment.
- The principles of a dedicated Tustin Estate local letting system are as follows and will be confirmed subject to the results of the ballot. The local lettings policy, will be subject to an Equalities and Health Impact Assessment (EHIA).
  - All council tenant households in properties to be demolished (will not need to bid for a new home (under Homesearch).
  - These households will be pre-allocated a new home on the Tustin Estate after planning permission has been granted. Residents will choose from a booklet which home they want to move into in line with their need. This means that ahead of time, households will know: the exact home they will be moving to; they will know the timetable for building that home; and will be able to choose finishes for their new home and meet their neighbours.

- If you are currently in a larger property than you need, you will be eligible for a property with one more bedroom than your need, however if you want to downsize you can.

## Council tenants (in properties to be demolished)

- Council tenants will be guaranteed a newly built council home.
- Council tenants will be pre-allocated a home based on prioritisation of housing need, medical need, how long you have lived on the estate.
- If you are currently on the ground floor, have a garden or both we will work to allocate you a home on a like for like basis meaning if you have a garden we will look to allocate you a home with a garden.
- Council tenants will choose from a booklet the home they would like to move into. This booklet will show the layout and the size of the property and state the rent and council tax of each property.

## Council tenants (in the towers and in Manor Grove)

- A choice based bidding system will apply to those in housing need, including overcrowded households and those residents who have been on the council's housing list for a year before the Resident Ballot. They will have the opportunity to bid for council homes on the estate as the properties will be ring fenced for such Tustin residents first.

## Resident Leaseholders (in properties to be demolished)

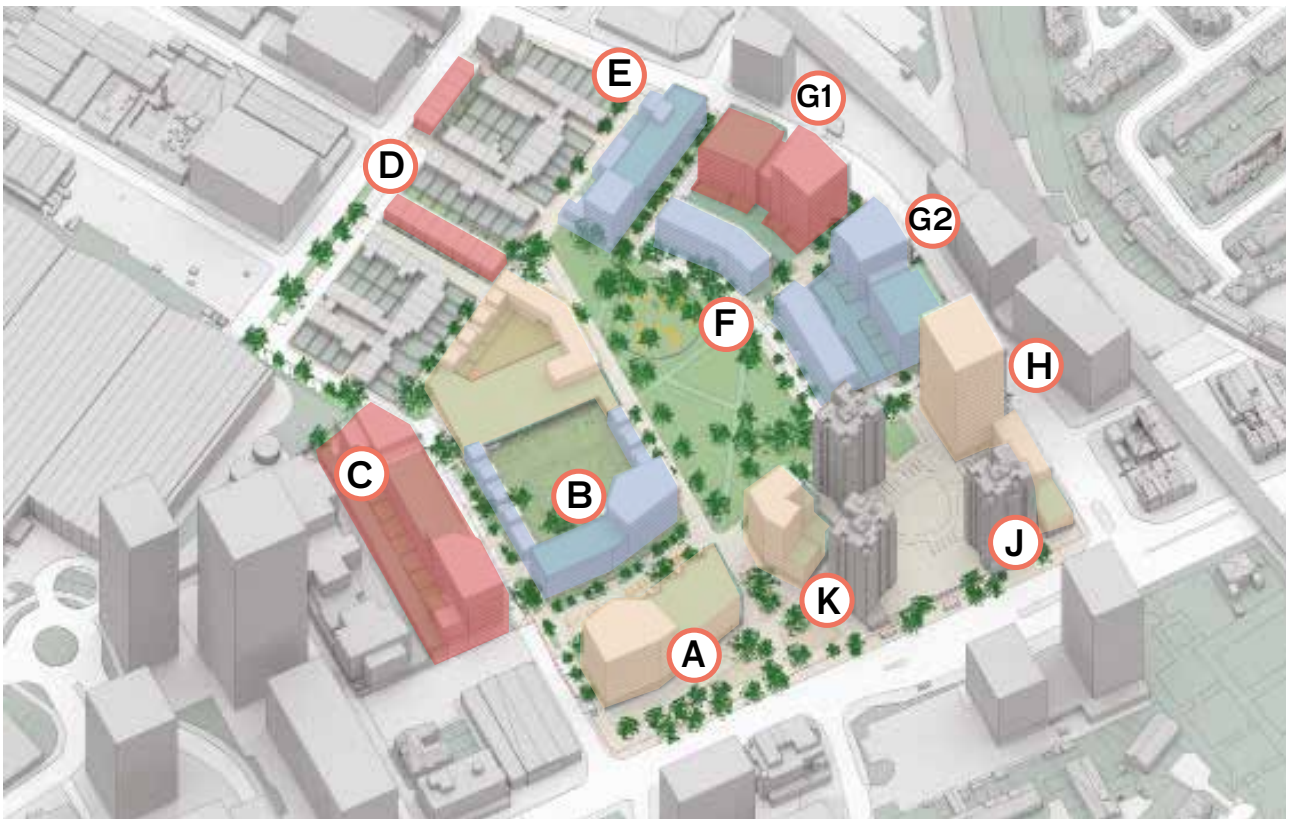
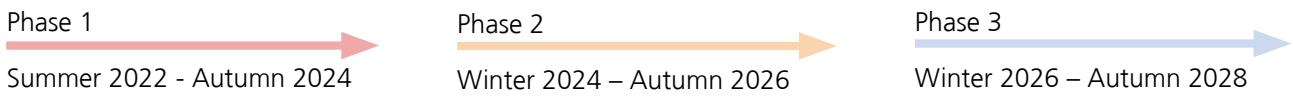
- Leaseholders in properties to be demolished will choose from a booklet the home they would like to move into. This booklet will show the layout and size of the property and state the price and council tax of each property.
- If you are currently on the ground floor, have a garden or both we will work to allocate you a home on a like for like basis meaning if you have a garden we will look to allocate you a home with a garden. This will be based on availability and prioritisation.
- If leaseholders want to move on a temporary basis prior to moving into a property they have bought, the council will assist in this process.

## When will work start

- It is estimated that the physical works will start in autumn 2022 and continue through to autumn 2028.
- The phasing plan seeks to move all existing residents in properties due to be demolished in one phase, meaning the majority of residents could move in one phase by autumn 2024.
- If residents first choice home is in the second phase and they need to move a second time, homes in phase 2 will be available in summer/autumn 2026 and homes in phase 3 will be available in autumn 2028.
- The details of the estimated timetable for the delivery programme are as follows

<b>Preparation</b> Spring 2021 to summer 2022	18 months for: <ul style="list-style-type: none"> <li>• Establish resident design and delivery panel</li> <li>• Secure planning permission</li> <li>• Secure agreement with a builder to be confirmed</li> <li>• Negotiations with leaseholders to commence</li> <li>• pre-allocations discussions begin with all residents in properties due to be demolished</li> </ul>
<b>Phase 1, Residents Move</b> Summer 2021 to Summer 2022	6 months for: <ul style="list-style-type: none"> <li>• Residents from Hillbeck to be moved to the new homes in the towers and existing empty homes on the estate, on a temporary or permanent basis at their discretion.</li> </ul>
<b>Phase 1, Demolition, Rebuild &amp; Refurbish</b> Autumn 2022 to Summer 2024	2 years for: <ul style="list-style-type: none"> <li>• Manor Grove Council properties refurbished</li> <li>• 6 months to demolish to Ullswater, Hillbeck and Manor Grove garages</li> <li>• Build block G1 (in front of Heversham )</li> <li>• Build block D (infill houses in Manor Grove)</li> <li>• Build block C (on site of Ullswater &amp; Hillbeck)</li> </ul>
<b>Phase 2, Residents Move</b> Summer 2024 to Autumn 2024	6 month to move: <ul style="list-style-type: none"> <li>• Residents from Bowness, Heversham, Hillbeck and Kentmere to move into new homes in blocks above (Block G1, D and G1).</li> <li>• Priority residents on the housing waiting list to move to new or existing homes where available.</li> </ul>
<b>Phase 2, Businesses Move</b>	Move 9 businesses into temporary accommodation on the estate or nearby
<b>Phase 2, Demolition and Rebuild</b> Winter 2024 to autumn 2026	2 years for: <ul style="list-style-type: none"> <li>• Demolish Bowness, Heversham, Kentmere &amp; Afriko</li> <li>• Build Block K (over 55s block), Block A (the new Bowness), Block H (the new tower), Block J (on the site of Afriko), Pilgrims Way Primary (to the north of the existing school)</li> </ul>
<b>Phase 3, School Move</b> Winter 2026	3 months: <ul style="list-style-type: none"> <li>• New school opens to staff and pupils</li> </ul>
<b>Phase 3, Businesses Return</b> Winter 2026	<ul style="list-style-type: none"> <li>• Businesses return to Tustin and / or letting of unoccupied spaces begin.</li> </ul>

<p><b>Phase 3 Demolition and Rebuild</b> Winter 2026 to autumn 2028</p>	<p>2 years for:</p> <ul style="list-style-type: none"> <li>• Build Block E, F, G2 (homes around the old Heversham and to the south of the new school)</li> <li>• Demolish Pilgrims Way Primary</li> <li>• Build Block B (houses to south of Pilgrims’ Way Primary School)</li> </ul>
<p><b>Phase 3, Resident Move</b> Autumn to winter 2028</p>	<ul style="list-style-type: none"> <li>• Second move for residents from Bowness, Heversham, Hillbeck and Kentmere where necessary.</li> <li>• Priority residents on the housing waiting list to move to new or existing homes where available.</li> </ul>



# YOUR ESTATE

## Homes

New blocks and homes will be built across the estate to replace all of the existing homes demolished on the estate (249 homes). An estimated 440 additional homes will be built. 50% of the additional homes will be council homes and 50% of the additional homes will be private homes for sale. A mix of 1 bed homes through to 5 and 6 bed homes for families in housing need will be built. Homes will be flats, maisonettes and houses.

Council homes in Manor Grove will be refurbished. As a minimum these homes will meet decent homes standards and new kitchens and bathrooms will be fitted as appropriate. The scope of refurbishment proposals will be subject to further consultation with council tenants of Manor Grove in 2021.

## Open Spaces

A new park will be built at the centre of the estate and to the east of the school alongside a series of improved public spaces will be created across the estate including spaces on the Old Kent Road. These spaces will increase the amount of public open space on the estate as well as increase the amount of play space whilst also providing more space for relaxation. These spaces will support ecology, biodiversity and assist flood risk management. Existing trees will be protected and where trees are lost they will be replaced with species that meet local needs.

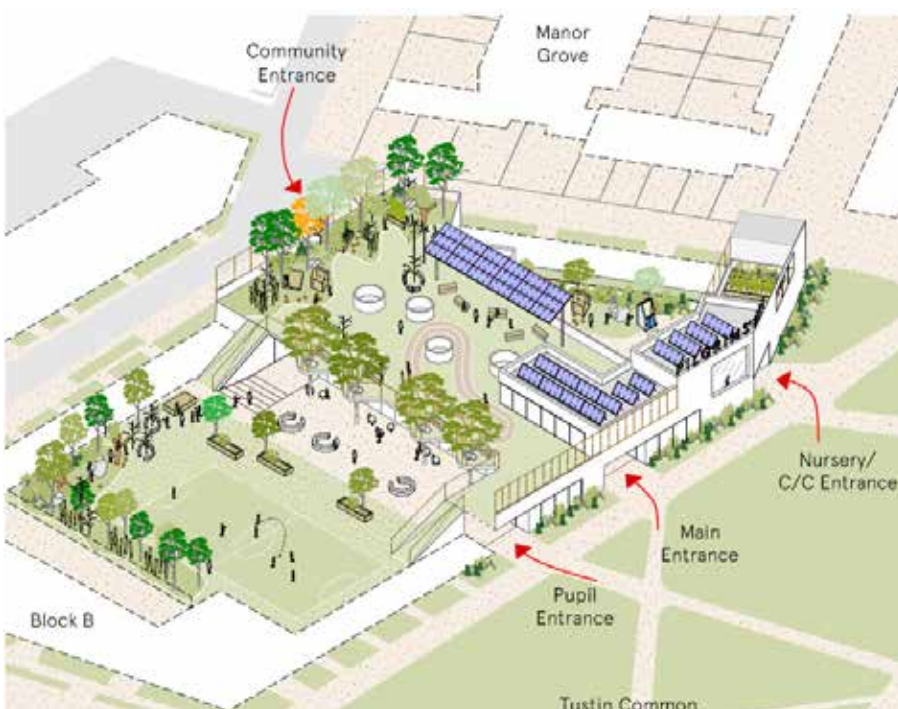
## The School and Community Spaces

A new school will be built to the north of the existing school at the heart of the estate. The new school will include the following:

- Re-provision of accommodation for a 1 Form Entry school (i.e. one that takes in 30 new pupils per year) that could be expanded to become a 2 Form Entry (i.e. one that takes 60 new pupils per year) school to meet local need.
- Re-provision of more play space than the existing school.
- Have entrances that open out on to Tustin Park.
- Have a large outdoor play space that enables children to carry out a range of exercises.
- Provide 'outdoor classrooms' for each year group
- Provide a playground space at first floor level with views towards London and over the Park

The Tustin Community Association Hall at Windermere Point will be extended to provide more space for community activities.

An additional dedicated 'pop-up' space will also be provided for community activities and enterprise.





## Businesses

New business units will be built on the Old Kent Road and Ilderton Road and existing businesses on the estate will be able to move into these improved spaces. The design and build of new businesses units will address the existing issues relating to noise and smells through improved sound insulation, ventilation and extraction. An estate wide parking and waste strategy will address existing issues related to parking and waste.

It is estimated that Phase 2 works, that include the demolition of existing business space, will start in summer 2024 and finish in autumn 2026. This means that businesses will need to move into temporary business space in the months before demolition and re-locate after spaces on Old Kent Road and Ilderton Road are completed. There will be a dedicated support package for businesses to assist with this disturbance as well as consultation with residents on the location of the temporary spaces.

Pop up space dedicated to the community use and community enterprise will be supported through a mix of resourcing from the council and from the delivery of 'social value' through contracts with the builder and the consultation team.

## Parking

Parking spaces will be available across the estate for existing households with a parking permit and for residents, new and existing, who need a disabled parking bay. Spaces will be available on street and in podiums and electric charging points will be provided. Temporary parking provision will be made available for the duration of the works and there will be no net loss of car parking provision.

## Waste

An improved system of waste management will be developed in consultation with residents.

## YOUR COMMUNITY

### Skills and job training for residents

Southwark Council will require that the contractors building the new homes will have:

- A skills and apprenticeship programme that is linked to a wide range of opportunities in both the local area and London wide.
- A local employment programme that means that all jobs are advertised locally on the estate.

### Community participation in the design and delivery process

Southwark Council will support the use of a Tustin Estate Design Review Panel formed of representatives from across the estate alongside of experts to design and deliver the proposals in line with resident needs and preferences. This panel, or multiple different panels, will look at the area of work important to residents including design, works management and sustainability.

Next steps for the panel(s) will be agreed after the results of the Resident Ballot are known. Next steps include:

- Establishing the work areas with the TCA and Resident Project Group (RPG) and the subsequent
- Securing independent expertise to support the panel or panel
- Providing necessary training for residents

### Dedicated support team

Southwark Council will create a dedicated team to help with rehousing; to work with you on the local lettings policy, compensation and other support you may need.

This team will also work with the Tustin Community Association to support residents, existing and new, to meet each other via social events to integrate new residents into the community.

### Community Space

The proposals support existing community spaces on the estate including the primary school and the Tustin Community Association Hall.

New community spaces will be provided for in communal gardens. A dedicated communal space will be provided within the over 55s housing block.

Support will be given for a 'Pop Up' space dedicated to community use and community enterprise such as a coffee shop on Old Kent Road.





## A 'REPAIR AND MAINTAIN' OPTION

If there is not a positive result in favour of the proposals, the council will take forward a 'Repair and Maintain' Option. This was called Option 1 in the Options Survey.

This will mean:

- Homes and blocks are refurbished to a decent homes standard and new kitchens and bathrooms are installed in council properties.
- No new homes will be built
- The open spaces will be repaired and maintained as they currently are
- Pilgrims' Way School will be refurbished
- Existing business premise will be maintained.

As part of the options development, an independent stock condition survey was carried out which identified works needed to maintain the blocks and estate for the next 30 years to a decent homes standard. This document is available on the Tustin Website (<https://tustin.estate>)

The estimated costs within the Stock Condition Survey for leaseholders on a block by block basis are below. These costs are for repairs and maintenance to give the blocks an additional 30 year lifespan.

These costs would be subject to a clarification of section 20 apportionment by the council over a 30 year period. You would not be expected to pay the whole sum of money but a significant proportion of the costs will be required in years 1 to 5 and then years 5 to 10. An option to put a charge on your property will be available where resident leaseholders are not able to pay the section 20 costs. This means the payment will be made on the sale of your property.

Block	Estimated Costs, 1-30 years
Bowness House	£119,665
Heversham House	£92,587
Hillbeck House	£95,857 to £96,687
Kentmere House	£85,282
Manor Grove	£844

These estimated costs exclude cyclical and maintenance costs, Southwark management costs (10%); professional fees (typically 6 – 8%), equality act adaptations; ongoing investigations such as drainage and structure.

### Contact Us

If you require translation services, someone to read this document to you or have any other needs or questions please contact the Southwark Team or the Independent Tenant and Leaseholder Advisor:

**Southwark Tustin Team:**  
**Email:** [tustin@southwark.gov.uk](mailto:tustin@southwark.gov.uk)  
**Telephone:** 020 7732 2757

**The Independent Tenant & Homeowner Advisor:**  
**Email:** [neal.purvis1@btinternet.com](mailto:neal.purvis1@btinternet.com)  
**Telephone (freephone):** 0800 073 1051

# GLOSSARY

**Disturbance payment** – a payment from the landlord to a tenant to cover the reasonable costs of having to move because of housing repairs or improvements.

**Downsizing** – moving to a home with fewer bedrooms than the existing one.

**Home Loss payment** (usually written as “homeloss”) – a payment made to a tenant as compensation for having to move if their home is required for a redevelopment scheme. The current Home Loss payment is £6,500. This is a legal requirement under Part III of the Land Compensation Act 1973.

**‘Open Plan’** - kitchens share a room with the lounge and/or dining area, while a closed plan kitchen is completely self-contained.

**‘Outdoor Classrooms’** – classrooms with access to playspace directly from their classroom.

**‘Pop-Up’ – temporary or transitional space for business and community uses.**

**Pre-allocation** – Allocating a new home to a tenant before construction has been completed. This allows the tenant additional time to plan their move and allows them to make some decisions about the details and the finish of their new home.

**Phasing** – Large estate redevelopment schemes have to be carried out in several stages or “phases”. When everyone has moved out of the homes in the first or earliest Phase, they are demolished and new homes are built in their place. Then the original tenants can move back into some of the new homes and those in the second Phase can also move into one of the new homes (allowing their homes to be demolished, and so on).

**Right To Return** – the right of a tenant (and their household) to return to one of the new homes on a redevelopment scheme.

**Secured by Design** – is an accredited scheme to and is the official police security initiative that works to improve the security of buildings and their immediate surroundings to provide safe places to live, work, shop and visit.

**Service Charge** – a weekly charge for services provided by the landlord such as the costs of maintaining the common areas and the estate. Differs from Rent, which covers the costs of providing and maintaining the home itself.

**Social Value** - at Southwark Council this means getting the 'most' value of its spend with external organisations through considering and seeking to improve the economic, social and environmental well-being benefitting the local area and its residents that is linked to the contractual spend.

**Stock Condition Survey** – a document that sets out estimated costs of maintaining the residential assets across the Tustin Estate over the next 30 years using an inspection of the external and communal areas of each estate block as well as a sample survey of internal areas.

## CONSULTATION EVENTS



## YOUTH WORKSHOPS



## RESIDENTS DAY TRIPS

For more information including  
the consultants studies, please see  
[www.southwark.gov.uk/tustin](http://www.southwark.gov.uk/tustin)