



# Tustin Estate Newsletter

April 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](mailto:tustin@southwark.gov.uk)**.

## Tustin Towers Registration

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](mailto: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](mailto: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](mailto:nicolas.amice@bouygues-uk.com)



Amanda Harrison - Social Value Advisor  
E: [amanda.harrison@bouygues-uk.com](mailto: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 or try link below.

<https://vimeo.com/showcase/9566619>

## 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, call him on **07535 541329** or email **andrew.johnson@southwark.gov.uk**

## 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

[www.southark.gov.uk/vote](http://www.southark.gov.uk/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](mailto:abu.conteh@southwark.gov.uk)

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

## 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](mailto: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.

## 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:

[www.southwark.gov.uk/mental-health](http://www.southwark.gov.uk/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 Website](#)



Is now open and submission deadline is midnight 31<sup>st</sup> May 2024. The scheme is open to Southwark residents who are under 25 years of age and going to higher education for the first time. [Link to The Southwark Scholarship Scheme Eligibility Criteria](#)

## 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 May 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 over the Next 3 Months?

Diary Date	What's the event	Where is it?
Thursday 18 April 2024 6pm-8pm	TCA Meeting	TCA Resident Hall Windermere Point
Thursday 25 April 2024 3pm-7pm	Residents Drop-In	TCA Resident Hall Windermere Point
Tuesday 7 May 2024 1pm-3pm	Coffee Afternoon	TCA Resident Hall Windermere Point
Thursday 9 May 2024 6pm-8pm	RPG Meeting	TCA Resident Hall Windermere Point
Thursday 16 May 2024 6pm-8pm	TCA Meeting	TCA Resident Hall Windermere Point
Thursday 23 May 2024 3pm-7pm	Residents Drop-In	TCA Resident Hall Windermere Point
Tuesday 4 June 2024 1pm-3pm	Coffee Afternoon	TCA Resident Hall Windermere Point
Thursday 13 June 2024 6pm-8pm	RPG Meeting	TCA Resident Hall Windermere Point
Thursday 20 June 2024 6pm-8pm	TCA Meeting	TCA Resident Hall Windermere Point
Thursday 27 June 2024 3pm-7pm	Residents Drop-in	TCA Resident Hall Windermere Point

# REGISTERING TO VOTE IS NOW EASIER THAN EVER!

Elections are  
taking place on  
2 May 2024



## REGISTER TO VOTE

Go to [www.gov.uk/register-to-vote](https://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](https://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](https://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](https://www.southwark.gov.uk/vote)

Email: [electoral.enquiries@southwark.gov.uk](mailto:electoral.enquiries@southwark.gov.uk)

Telephone: 020 7525 7373

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Council