

Tustin Estate Residents Manifesto

May 2019

TRA Review November 2020

Proposals to regenerate Tustin Estate will affect all residents who live on the estate, along with the commercial businesses and the school on Tustin estate. We want the estate to be improved, to be a better place to live with a strong sense of community, throughout the regeneration process and into the future.

This Residents Manifesto sets out what Tustin Community Association see as necessary to make sure residents benefit from changes proposed.

1. Tenants

1.1. New Homes

1.1.1. There needs to be sufficient homes to rehouse the existing population and meet their needs. This includes rehoused residents (tenants, leaseholders and freeholders) not being overcrowded, living in homes they can afford, with better facilities and standards than homes now.

June 2019: Any plans proposed by the council for the Tustin, will have existing residents at the heart. This means we want to increase the number of council homes to help ease overcrowding and improve standards, and improve the estate. We will work with residents throughout to ensure the plans give existing residents what they need, as well as providing more new homes for residents on the housing waiting list.

Dec 2020: the final option proposals re-provide homes for all households directly affected by the option according to their needs (tenants and leaseholders). Additional new council homes will be available for households living in overcrowded accommodation in the towers and in Manor Grove as well as homes for residents of the Estate who have been on the housing waiting list for 12 months prior to the ballot. Homes in Manor Grove will be retained. Manor Grove tenants will have the option to move to a new home on the estate. Manor Grove Freeholders will have the option to buy a new home on the estate.

New and refurbished homes will improve housing standards and be affordable. Homes for existing tenants will be offered at Council Rents. Homes for leaseholders on the estate will be offered via outright purchase, shared ownership, shared equity and equity loan.

1.2. Landlord

1.2.1. Residents want new rented homes to be owned and managed by Southwark Council.

June 2019: Southwark Council are happy to commit to all the new and refurbished social rented homes on the estate being owned and managed by Southwark Council.

Dec 2020: As above.

1.3. Rents

1.3.1. All affordable rented homes should have Council rent levels. This should apply to both existing and new homes.

June 2019: Southwark Council can confirm that all the new and improved rented homes on the estate owned and managed by Southwark Council will have Council rent levels.

Dec 2020: All new homes will be at council new build rents. All refurbished homes in Manor Grove will remain on existing rents.

1.4. Service Charges

1.4.1. Southwark's existing policy of pooling service charges for tenants should be kept, rather than setting charges for each individual block.

June 2019: Southwark Council can confirm that the arrangements for the setting of service charges will be the same as any other Southwark owned homes.

Dec 2020: As above. If there are increases in service charge amounts we would agree a phased introduction of the increase over 5 years.

1.5. Compensation

1.5.1. The statutory Home Loss payment (currently £6,500, and increased annually in line with inflation) and the Disturbance

payment (to cover the reasonable costs of moving), what they cover and how they will be paid, need to be set out in writing to every tenant.

June 2020: Southwark Council can confirm that if residents vote for a scheme that involves the demolition of any homes, any Council tenant who lives in a property that is to be demolished will receive the Home Loss Payment and a Disturbance Payment.

Dec 2020: The sum of money is established legally and is reviewed each year on 1st October. The sum of money is currently £6,500.

1.6. Help to Move

1.6.1. All residents need payment of costs to allow them to move to a new home. There are many vulnerable residents who need support and assistance to move including help to bid for new homes, support to deal with utility companies, and a full packing service alongside removals.

June 2020: Southwark Council can confirm that if the residents vote for a scheme that involves the demolition of any homes residents will get the following costs paid:

- *Removals – These are arranged directly by Southwark Council with Harrow Green who carry out removals on behalf of the Council;*
- *Disconnection & Reconnection of cooker/washing machine - This has been arranged directly by Southwark Council with Harrow Green to do this at the same time they move the tenant;*
- *Redirection of mail - Southwark Council will reimburse the tenant on receipt of the receipt from the Post Office.*
- *BT Telephone Installation - Depending on what line is already in a property, if a reconnection fee is payable Southwark Council will pay this on receipt of the bill from BT;*
- *Cable TV / TV Installation*

- *Adjustments to Carpets and Curtains - This is payment of between £100 and £150 depending on the size of the property that tenant is moving from to cover alterations to curtains and carpets.*

Vulnerable residents will receive additional support such as help to bid for new homes, support to deal with utility companies, and a full packing service alongside removals.

Dec 2020: As above.

1.6.2. Tenants should get both Home Loss and Disturbance payments when they move out of their home. If they need to move twice to move into a suitable new home on Tustin, they will receive disturbance payment for the second move.

Dec: 2020 Southwark Council can confirm tenants directly affected by the proposals (ie. in homes demolished) will receive both Home Loss and Disturbance payments when they move out of their homes on Tustin. If they need to move a second time, they will receive disturbance payments only.

1.6.3. Tenants should receive downsizing payments when they move from a larger to a smaller home.

June 2019: Southwark Council can confirm that downsizing payments are payable for any Council tenant moving to smaller accommodation, except if their move means that they receive the Home Loss Payment and a Disturbance Payment.

Dec 2020: As above.

1.7. Size of New Homes

1.7.1. Tenants who have a housing need for a smaller home should be offered the option of one extra bedroom above their housing need.

June 2020: Southwark Council can confirm that we work with every resident who may need to move and if a resident is moving to a smaller home, they can apply for one room more than they require, but we will have to ensure that they are aware that this could affect any benefit entitlement that they may have.

Dec 2020: As above.

1.8. Right to Return

1.8.1. All Council tenants must have a guaranteed right to return to a new home on Tustin Estate to a home with the Council as landlord and a Council rent.

June 2019: Southwark Council can confirm that if demolition takes place there will be an option to return to any new homes built on the Tustin Estate, if a resident has to move temporarily off the Estate.

Dec 2020: It is not anticipated that any tenant will need to move off the estate. If a tenant has to move off the estate temporarily, they will have the option to return to a council home at a council rent on the Tustin estate.

1.8.2. As far as possible tenants should only have to make a single move straight into their new home.

June 2019: Southwark Council can confirm that we will work with residents on the design of the new build homes if residents vote for an option that includes demolition. As part of the design, the aim will be to ensure that the existing residents only have to move once. The mix of new homes will be subject to consultation with the Resident Project Group.

Dec 2020: Southwark Council will ensure one move for the majority of households, unless residents request two moves. Residents from Bowness, Heversham and Kentmere will have the option to move directly to a newly built home. Residents from Hillbeck will 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. Residents in Hillbeck can move twice if they want to move into one of the newly built homes. Residents who want to move into Over 55's accommodation will need to move twice.

1.8.3. Tenants who live in ground floor homes will be able to move to a ground floor home where they have a need for it. Family, care and support needs to be considered in allocation of ground floor homes.

Dec 2020: Southwark Council can confirm there will be a dedicated Tustin local lettings system that will look at existing housing arrangements such as gardens or location within a block so that residents on the ground floor will be able to have a home on the ground floor except where those who require one bed accommodation as planning policy means that no bedrooms, and therefore no 1 bedroom flats, can be at ground floor level due to flood risks in the area.

1.8.4. Adult children should be re-housed separately from their existing household if they wish.

June 2019: Southwark Council can confirm that this will be discussed as part of the detailed housing needs survey. However it is generally not an option that is available, due to the severe shortage of housing in the area .

Dec 2020: Adult children who are on the housing waiting list 12 months prior to the ballot will be eligible for a Council home on the estate.

1.8.5. There should be a local lettings policy for the estate to guarantee existing residents can remain as part of the community on Tustin.

June 2019: Southwark Council can confirm that there will be a local lettings policy for the estate for whatever options include new build homes. If all the low rise homes were to be included in a demolition option, the details of the mix of new homes will go before the Resident Project Group and they will then be able to influence the mix and consider the Lettings Plan. If the agreement is for infill homes a local lettings plan will be developed for them which at the moment, 50% will be for Tustin tenants in local needs; however the Council are currently considering a report that will increase this to 100%.

Dec 2020: A local lettings policy for Tustin Estate will be confirmed subject to a majority 'yes' vote in the Resident Ballot and consulted on with residents Principles include:

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

2. Process of Moving

2.1. Help to Move

2.1.1. There will need to be enhanced packages to support elderly, frail and vulnerable residents.

June 2019: Southwark Council can confirm that vulnerable residents will receive additional support such as help to bid for new homes, support to deal with utility companies, and a full packing service alongside removals, if a demolition option is chosen.

Dec 2020: A dedicated team will be available to support residents with the moving process.

2.1.2. Dedicated Housing Officers should be involved in the liaison with estate residents throughout the redevelopment.

June 2019: Southwark Council can confirm that a dedicated Tustin team will be established which will focus on resident engagement.

Dec 2020: as above.

2.1.3 Where Council tenants currently live in a house, they should be offered the option to move to a house in the new development.

Dec 2020: Council tenants who currently live in a house will be offered the option to move to a new home in the development after those directly affected by the proposals are re-housed.

3. Leaseholders and Freeholders

3.1. Options to stay on the estate

3.1.1. Resident homeowners should have a right to move directly to, or return to one of the new homes on the Tustin Estate.

June 2019: Southwark Council can confirm that proposals would be developed with the freeholders on the Estate in order to produce an option which enables them to move into a new home on the Estate.

Dec 2020: Freeholder properties are not directly affected by the option. Leaseholders will have the option to move to a new home on the Estate. If a leaseholder can't afford a new property or doesn't have enough equity to buy a new home on the Estate, we will conduct a financial appraisal and we will work with you to find a solution that enables you to stay on the estate in homeownership or a council tenancy if there is an affordability issue.

3.1.2. There needs to be a variety of options including new shared equity homes on the estate, to allow flexibility so that all homeowners who want to stay on the estate can do so. For freeholders, the options must include being able to move to a new home as a freeholder. Where there are joint owners of existing homes, the resident joint owner should be offered options to stay on Tustin Estate as a homeowner or a Council Tenant.

June 2019: Southwark Council can confirm that they will want to see a variety of options for residents who want to stay on the estate if a demolition option is chosen, and that one of these options would be for developing shared equity homes for existing homeowners. All the new rented homes on the estate owned and managed by Southwark Council will have Council rent levels.

Dec 2020: Southwark Council can confirm freeholders will be eligible to buy a new home on the estate. Home Loss and Disturbance Payments will not apply in this instance as freeholders are not

subject to demolition. Where appropriate and subject to a financial appraisal, homeowners will be offered a Council home with council tenancy.

3.1.3. Shared equity schemes may help some owners afford a new home, but arrangements must take account of the differing circumstances of individual households including the ability for homeowners to become Council tenants on the estate.

June 2019: Southwark Council can confirm that one rehousing option for freeholders and leaseholders would be consideration of rehousing as a Council tenant.

Dec 2020: If a leaseholder can't afford a new property or doesn't have enough equity to buy a new home on the Estate, we will conduct a financial appraisal and we will work with you to find a solution that enables you to stay on the estate and in homeownership and / or offer of a council tenancy where this is your preference.

3.1.4 Where resident homeowners live in a house on Tustin they should be offered a house in the new homes on Tustin. If a temporary move is needed to make this possible it could be on or off the estate.

Dec 2020: Southwark Council can confirm this. Freeholders will be eligible to buy a new home on the estate.

Options to move from the estate

3.1.4. There must be the option of an early buyback with the statutory compensation package to allow homeowners who want to leave the estate to do so early in the regeneration process. This option should be in place when the resident ballot confirms the option that will become the planning application.

June 2019: Southwark Council can confirm that an early buyback scheme would apply. The Council is prepared to acquire properties currently in order to make properties available for Council rent.

Dec 2020: This option will be available on confirmation of a decision to proceed with the redevelopment proposals subject to a positive Ballot result in favour of redevelopment proposals.

3.2. Compensation

3.2.1. The statutory compensation should be offered and explained to all homeowners:

- (a) the market value of the home, ignoring the impact of any regeneration;**

June 2019: Southwark Council can confirm that if a demolition option is chosen, any homes bought back from homeowners will be at the market value of the home, ignoring the impact of regeneration.

Dec 2020: as above.

- (b) a Home Loss payment of an additional 10% of the market value for resident homeowners, and 7.5% for non-resident owners, and**

June 2020: Southwark Council can confirm that these levels of Home Loss payments would apply.

Dec 2020: as above. Homeloss payments apply to homes subject to demolition only.

- (c) the reasonable costs of moving, which could include solicitors' and estate agents' fees, stamp duty, mortgage fees etc.**

June 2019: Southwark Council can confirm that these costs would be covered.

Dec 2020: Reasonable costs, those costs incurred as a result of moving properties, include survey fee and costs in connection with the redemption/transfer of an existing mortgage or raising a new one and stamp Duty Land Tax for the purchase of a new property (to the value of your Tustin home).

3.2.2. The Council should pay for an independent valuation and for independent legal advice for homeowners, including specialist advice on options, process and valuations.

June 2019: Southwark Council can confirm that the costs of the homeowner obtaining an independent valuation would be funded. The council would also fund the legal costs associated with conveyancing.

Dec 2020: Legal costs in relation to the sale of their existing property to the council and the onward purchase of a replacement property will be available.

4. All Homes

4.1. Size of homes

4.1.1. Need for sufficient family-sized homes with 3 / 4 bedrooms to relieve the overcrowding and meet the housing need on the estate.

June 2019: Southwark Council can confirm that if a new build option is chosen by residents, the mix of new homes on the estate will take account of current needs of existing residents on the estate, especially to ensure that overcrowding is tackled where possible. The mix of new homes will be subject to consultation with the Resident Project Group.

Dec 2020: The proposals provide for housing need recorded in Winter 2019/20 and includes provision of family homes of up to 4+ bedrooms. Housing need from all blocks including the towers has been recorded. As part of the next steps following a positive ballot, the Council will undertake a detailed rehousing survey of households in properties affected by the option.

4.1.2. There should not be any new bedsits built.

June 2019: Southwark Council can confirm that there is no intention to build any bedsit properties on the estate if a new build option is chosen. The mix of new homes will be subject to consultation with the Resident Project Group.

Dec 2020: The proposals do not include any bedsit or studio flats for Council Homes.

4.1.3. There should be a Housing Needs Assessment before the size mix is agreed. This needs to be updated at key stages in the process to make sure that as housing need changes, the proposals for new homes have taken account of the changing housing need on the estate.

June 2019: Southwark Council can confirm that a Housing Needs Assessment will be carried out at an early stage and will inform the bed mix.

Dec 2020: The results of the first Housing Needs Assessment carried out in Autumn / Winter 2019/20 have informed the designs of the estate. Another Housing Needs Assessment will be carried out prior to securing planning permission. During the allocation of new homes after securing planning permission residents housing needs will be matched to a new home of the estate and allocated accordingly.

4.2. Mix of homes

4.2.1. Residents should have a say on the density of any redevelopment.

June 2020: Southwark Council can confirm that density of the development will be part of the design consultation with residents.

Dec 2020: The density of the proposals has been one of many design issues consulted on.

4.2.2. There need to be sufficient replacement homes to allow single moves for existing Council tenants and residents during the first phase.

June 2019: Southwark Council can confirm that we will work with residents on the design of the new build homes if residents vote for an option that includes demolition. As part of the design the aim will be to ensure that the existing residents only have to move once. In the first phase there may be a need for residents to move to nearby council homes off the Estate. The mix of new homes will be subject to consultation with the Resident Project Group.

Dec 2020: Southwark Council will ensure one move for the majority of households, unless residents request two moves. A dedicated Tustin local lettings system, subject to resident consultation, will be used to prioritise moves based on housing need, medical need and existing housing arrangements such as gardens or location within a block. The first phase of the proposals allows for a single move for residents from Heversham, Bowness and Kentmere. Residents from Hillbeck will 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.. Residents who want to move into Over 55's accommodation will need to move twice.

4.2.3. Design to consider clusters of housing reserved for older people without children. This is a popular option among elderly residents and the number and design of new homes built for older people should be reviewed at each phase of the development. Where homes are designated as Older Person's Dwellings, the designation should be permanent. There is a need for consultation on the height of any proposed new homes for older people.

June 2019: As an age-friendly borough, Southwark Council can confirm that we will consider the varying needs of different groups of existing residents as part of the design consultation.

Dec 2020: A dedicated Over 55's housing block of 11 storeys is proposed. This block has 1 and 2 bedroom homes for tenants and leaseholders. The proposals will be consulted on and reviewed at each phase of the development. Homes in the over 55's block will remain dedicated to over 55's indefinitely.

4.3. Design of homes

4.3.1. Residents must be involved collectively and individually in the design of new homes at all stages, so residents have a realistic idea, and can influence what the new homes and the area will be like.

June 2019: Southwark Council can confirm that an extensive design consultation will take place.

Dec 2020: Residents will continue to be engaged in the design and delivery of a redevelopment scheme, subject to a majority 'yes' vote in the ballot.

4.3.2. Residents need information early in the regeneration process about the location of the new school, which will take a lot of estate land.

June 2019: Southwark Council can confirm that the location of the school will be a key part of the design consultation at an early stage.

Dec 2020: Pilgrims Way Primary School is to remain at the heart of the estate, in a location to the north of the existing school.

4.3.3. There is a need to explore whether it is possible to develop new low rise blocks with GLA subsidy.

June 2019: Southwark Council can confirm that discussions will take place with the GLA over potential subsidy for the scheme. The results of these discussions will be reported as part of the design consultation.

Dec 2020: As above. Discussions with the GLA are underway about grant subsidy.

4.3.4. All buildings should have pitched roofs, not flat ones.

June 2019: Southwark Council can confirm that the design of the new homes will be subject to an extensive design consultation. The roofing structures will form part of this process.

Dec 2020: This will be considered further as part of detailed design proposals ahead of a planning application.

4.3.5. All bathrooms and toilets should have a window for natural light and ventilation.

June 2019: In accordance with Southwark Council design guidance, it is preferable for all bathrooms and toilets to have natural ventilation. The individual flat layouts will be the subject of extensive resident consultation.

Dec 2020: The majority of homes will be have natural light and ventilation in the bathrooms. Individual flat layouts will be discussed in detail with residents prior to the allocations process.

4.3.6. All homes should have some outside space (which could be a balcony, patio or roof terrace).

June 2019: Southwark Council can confirm that all new homes will have access to a balcony, patio or roof terrace in accordance with Southwark design standards.

Dec 2020: as above.

4.3.7. Residents will need support to understand the process of design and construction. The Council must provide resources to promote meaningful resident involvement in decision making.

June 2019: Southwark Council can confirm that it will fund independent resident advice which will include training and support in design and construction.

Dec 2020: as above.

4.3.8 Residents should be informed where new homes will be available on the estate, to give residents opportunities to have detailed input into the design of the block and the individual home they are likely to be able to move to.

Dec 2020: Information of the final option is being consulted with feedback informing the designs. This will continue at each phase of the development.

4.3.9 Residents are concerned about security around the estate, and within their homes. Design needs to improve security for blocks, and address security in open spaces. There needs to be a security concious approach to the design and management of building work on the estate throughout construction.

Dec 2020: Design development is looking at providing safe and secure walking routes through the estate and to block and homes alongside housing management issues. The approach to security and safety will continue at each phase of the development.

4.4. Heating Systems

4.4.1. At the moment not all homes have district heating. For example the towers are not connected to it.

June 2019: Through the masterplanning process Southwark will explore the most efficient heating systems which also reduce CO2 emissions. This will include a district heating system.

Dec 2020: New Low Rise Blocks will be connected to South East London Combined Heat and Power (SELCHP) network provides heat and hot water from heat would otherwise be wasted. This provides low carbon heating as additional gas is no longer needed to provide this heat. It is anticipated Manor Grove refurbished homes will be connected and that freeholders will have the option to connect. It is not planned to connect the towers.

4.4.2. District heating is seen as convenient by those who have it, and residents appreciate the way the cost is included in the rent.

June 2019: Southwark Council can confirm that communal heating systems will be explored as part of the design consultation.

Dec 2020: In accordance with legal requirements individual meters will be installed in each new homes to measure the amount of heating and hot water that is consumed in each residential dwelling in this block. As new homes will be much more efficient, it is expected that what residents will pay will reduce.

4.4.3. Where there are problems with district heating this results in many households affected. So any District Heating design should be as robust and flexible as possible to prevent mass outages.

June 2019: Southwark Council can confirm that effective communal heating systems will be explored as part of the design consultation.

Dec 2020: Tustin Estate will be added to the existing network which has proved reliable. The system will be newer and allow for improved isolation of problems and better back up is available.

4.4.4. A new boiler house should be built early in the scheme, so it can heat the existing homes while the regeneration is taking place.

June 2019: Southwark Council can confirm that the timing of construction and location of any new boiler house will be part of the

resident design consultation. The impact on the existing heating system will be a factor in these discussions.

Dec 2020: Consultation on this will continue throughout the design and delivery steps.

4.4.5. If district heating is provided it should not have any vents that can allow pest infestations.

June 2019: Southwark Council can confirm that the design of any communal heating system will be subject to resident consultation.

Dec 2020: Consultation on this will continue throughout the design and delivery steps.

4.4.6. The works should consider green measures such as solar panels, and reductions in water and fuel use, and improved energy efficiency.

June 2019: Southwark Council can confirm that sustainability measures will be included in any redevelopment or refurbishment options for the Estate. Planning policies currently require minimising CO2 emissions through using renewable forms of energy. The Old Kent Road AAP also requires development to reduce run-off water to "greenfield" standards.

Dec 2020: Consultation on this will continue throughout the design and delivery steps. This includes improved energy efficiency in homes and across the estate as well as the supply of low carbon energy.

4.5. Private space and privacy

4.5.1. All new homes must have private space to meet the needs of the household size. This could be a patio, garden, balcony or roof terrace.

June 2019: Southwark Council can confirm that all new homes will have access to a balcony, patio or roof terrace in accordance with Southwark planning policies.

Dec 2020: As above. In addition, residents will have access to a shared communal garden in their block.

4.5.2 Design must take into account the need for privacy for existing homes and new homes, to make sure residents are not

overlooked. This is a particular issue for existing residents in the Towers.

Dec 2020: Design takes account of the need for privacy in each home, existing and new. Homes will be designed so that residents are not looking directly into bedrooms or living rooms.

4.6 Refuse Disposal

4.6.1 Refuse Disposal is not effective on the estate at present and has led to problems with infestations. The refuse disposal for new blocks needs to be designed to take the amount of refuse and recycling households generate, and to store it safely and securely.

Dec 2020: designs will include improved refuse and recycling arrangements to improve health, safety and security on the estate.

5. Community Development

5.1. Job Training for residents

5.1.1. The Council should ensure at least one apprenticeship is provided for every one million pounds spent.

June 2019. Southwark Council can confirm that an apprenticeship programme will be developed in consultation with residents.

Dec 2020: As above.

5.1.2. The apprenticeships should reflect the full range of opportunities in the area, not just construction. Apprenticeships should include retail, catering, health and social care, sports and leisure, etc. The recruitment and training of apprentices needs to begin when the planning application is submitted to allow residents to be available for work before works begin.

June 2019. Southwark Council can confirm that an apprenticeship programme will be developed in consultation with residents. This programme will link to these types of opportunities in both the local area and London wide.

Dec 2020: Recruitment and training will be considered with residents prior to a planning application being submitted.

5.1.3. Some of the training should be provided on the estate, e.g. in the TCA Hall.

June 2019: Southwark Council can confirm that the potential for training provision in space on the Estate will be explored. Currently LBS policies require 25% of jobs to be sourced locally. We would work with residents to ensure we meet this target on the estate.

Dec 2020: Training in the TRA Hall is supported.

5.2. Real jobs for residents

5.2.1. All jobs created through the Tustin Regeneration Process, by the Council, Contractors, sub contractors and partners should be advertised to residents on the estate first, before being advertised more widely. Tustin residents should be able to apply for jobs that are based on Tustin Estate.

June 2019: Southwark Council can confirm that a local employment programme will be developed in consultation with residents. We will make sure that all jobs are advertised locally on the estate.

Dec 2020: As above.

5.3. Community Building as the population changes

5.3.1. The TCA will hold social events at the end of each construction phase to help new residents meet people and settle in.

June 2019: Southwark Council welcomes this important commitment.

Dec 2020: As above.

5.3.2. We expect the Council to support these social events, and provide resources, as they will prevent “us-and-them” divisions and integrate new residents to our community.

June 2019: Southwark Council can confirm that it will support these events.

June 2020: As above.

5.4. Community Space

5.4.1. The estate requires a space that is large enough to hold events and activities when the population has been increased by any redevelopment.

June 2019: Southwark Council can confirm that the community spaces in any redevelopment or refurbishment option will be the subject of extensive resident consultation.

Dec 2020: As above.

5.4.2. The TCA have experience and expect to manage the Hall and Community Space on Tustin Estate.

June 2019: Southwark Council can confirm that the management of community spaces will be the subject of resident consultation and will look at the best ways of integrating new and existing residents.

Dec 2020: Additional space dedicated to community use and enterprise will be provided.

6. Space on the estate

6.1. *Space for play*

6.1.1. There should be more play space for all ages and the additional population that will be living on the estate after redevelopment.

June 2019: Southwark Council can confirm that the provision of play spaces for all ages will be the subject of resident consultation.

Dec 2020: Dedicated public, communal and private outdoor will be provided to accommodate the existing and new populations.

6.2. *Space to relax*

6.2.1. The estate will need more and better organised outdoor space to meet the needs of an increased population of a variety of different ages.

June 2019: Southwark Council can confirm that the provision of high quality outdoor space will be the subject of resident consultation. A redevelopment option will contain public green space.

Dec 2020: The new park will provide high quality, accessible outdoor space for all age groups.

6.2.2. The provision of new open spaces should be informed by the housing needs survey, to capture needs of the current households.

June 2019: Southwark Council can confirm that the results of the housing needs survey will inform open space provision.

Dec 2020: The use of private, communal and public outdoor spaces responds to housing needs.

6.2.3. Residents and the TCA should be involved in the design, and discussions on the ongoing management of the open space.

June 2019: Southwark Council can confirm that there will be consultation with residents and the TCA over management of the open space.

Dec 2020: as above.

6.3. Parking

6.3.1. Parking has been a difficult issue on Tustin Estate for many years.

June 2019: Southwark Council acknowledge and note this.

Dec 2020: as above.

6.3.2. There should be continuity of parking throughout any redevelopment process with no loss of parking spaces.

June 2019: Southwark Council can confirm that parking provision will be the subject of resident consultation.

Dec 2020: Southwark Council can confirm all existing households who currently have a parking permit can have a parking permit in a redeveloped estate. Temporary parking arrangements will be the subject of consultation.

6.3.3. There needs to be better design and enforcement of parking on the estate.

June 2019: Southwark Council can confirm that the design and enforcement of parking will be the subject of resident consultation on all design options.

Dec 2020: The detailed design and management of parking will be subject to resident consultation prior to securing planning permission.

6.3.4. An integrated parking strategy to meet the needs of residents and businesses on the estate is needed.

June 2019: Southwark Council can confirm that it is in agreement with this point and will work with residents and masterplanners on an integrated parking strategy that looks at current levels of parking, parking needs, the impact of phasing on parking and parking levels as well as environmental considerations in any redevelopment.

Dec 2020: as above.

6.3.5. Control of parking may need a rising barrier or similar to ensure residents can use the parking spaces allocated to them.

June 2019: Southwark Council will work with residents to ensure parking management is considered in the plans. Dec 2020: The detailed design and management of parking will be subject to resident consultation prior to securing planning permission.

6.3.6. Measures should be designed to discourage pizza delivery drivers, church attendees etc from taking shortcuts across the estate.

June 2019: Southwark Council will work with residents to make sure new routes are safe and there is an appropriate area for deliveries.

Dec 2020: The detailed design and management of parking will be subject to resident consultation prior to securing planning permission.

Note: while the estate's PTAL scores will rise if a tube station is built, there are existing proposals to reduce the number of buses e.g. on route

6.3.7. Seventeen garages could be lost if the estate is redeveloped. Any undercroft or podium parking spaces would need to be designed and managed to prevent any anti-social behaviour.

June 2019: Southwark Council can confirm that these measures will be considered as part of the design consultation with residents.

Dec 2020: The detailed design and management of parking will be subject to resident consultation prior to securing planning permission. This includes on street parking provision and podium parking.

6.4. Community Facilities

See Section 4.4 above.

6.5. Trees/Green space

6.5.1. Residents want to keep as many mature trees as possible. It is part of the character of Tustin Estate.

June 2019: Southwark Council has carried out a tree survey and will look to retain as many trees as possible.

Dec 2020: Designs protect trees on Manor Grove, in front of Bowness House and as many healthy trees as possible across the estate.

6.5.2. Any trees that are removed should be replaced by new ones.

June 2019: Southwark Council can confirm that the existing and future provision of trees will be part of the redesign consultation.

Dec 2020: As above. Trees will be protected in the first instance and where trees need to be removed they will be replaced.

6.5.3. Homes should be designed to give views onto green open spaces.

June 2019: Southwark Council can confirm that this will be part of the design consultation with residents.

Dec 2020: Views onto the open spaces have been maximised in the designs to improve enjoyment of the estate as well as security.

6.5.4. There is already an existing need for more benches around the estate.

June 2019: Southwark Council can confirm that in the short and long term this will be considered as part of the design consultation and the public realm options.

Dec 2020: This will be subject to detailed design consultation with residents prior to securing planning permission.

6.5.5. Landscaping should take account of the needs of residents. At present there is a need for better lighting of the open spaces, and more benches on the estate.

June 2019: Southwark Council can confirm that in the short and long term these issues will be considered as part of the design consultation and the public realm options.

Dec 2020: This will be subject to detailed design consultation with residents prior to securing planning permission. Ensuring safety on the estate will be key design principle.

6.5.6. The estate needs designated dog walking areas.

Southwark Council can confirm that this issue will be taken into account as part of the design consultation and the open space and public realm options.

Dec 2020: This will be subject to detailed design consultation with residents prior to securing planning permission.

6.5.7 Residents would like to see more high quality and useable green space on the estate to meet the needs of an increasing population.

Dec 2020: The amount of open space on the estate will increase by approximately 400sqm. Open spaces will be more accessible than existing arrangements. It will be high quality allowing for more opportunities for play and relaxation.

6.6. School

6.6.1. The school will need a larger building, not least due to the change to two-class entry.

June 2019: Southwark Council can confirm that the redesign of the school is an integral part of any design option for the Estate.

Dec 2020: A new school will be built that allows for expansion of the school in the future where needed.

6.6.2. Provision may need to be made for extra cars during schools runs to an enlarged school.

June 2019: Southwark Council can confirm that this issue will be considered as part of the design consultation process. This will include looking at how parents and children access the school. The emphasis will be on walking and cycling.

Dec 2020: The school will be located at the heart of the estate with access predominately on pedestrian routes.

6.7. Shops and restaurants

6.7.1. Existing homes above shops and restaurants need improved sound insulation. If new homes are proposed above commercial premises, the design needs to take account of privacy, noise nuisance, parking and ventilation. These are some of the problems with the current design.

June 2019: Southwark Council can confirm that these issues will be taken into account as part of the resident design consultation.

Dec 2020: This will be subject to detailed design consultation with residents prior to securing planning permission.

6.7.2. Pop-up shops could allow some businesses to stay on the estate throughout the redevelopment. This should be planned at the point the phasing programme is clear.

June 2019: Southwark Council can confirm that interim uses will be considered as part of the resident and business consultation.

Dec 2020: There are opportunities for pop-up shops and these opportunities will be offered to support existing businesses on the estate as well as other estate stakeholders.

6.7.3. Residents would like to see new shops encouraged onto the estate include a bank, post office, chemist, and fish and chip shop.

June 2019: Southwark Council can confirm that the mix of commercial properties will be part of the resident design consultation process. The Council will try and ensure that the designs of shops are fit for purpose and flexible to change over time. We also need to consider how existing tenants are affected to help them stay if they wish to.

Dec 2020: Existing businesses will be supported and protected as a priority. Additional commercial space will be delivered providing new opportunities for new uses.

6.7.4. Low rent units (shops and offices) aimed at community organisations and charities could encourage socially useful businesses to locate to the estate, alongside business start ups. This should be on a temporary and a permanent basis.

June 2019: Southwark Council can confirm that the rental levels and management of commercial properties will be part of the resident and business consultation.

Dec 2020: This will be subject to detailed discussions prior to securing planning permission.

6.7.5. There should be provision for a community café. This could be part of the TCA managed Community Facility.

June 2019: Southwark Council can confirm that the mix of commercial and community facilities will be part of the resident consultation.

Dec 2020: Additional space dedicated to community use and enterprise will be provided.

6.7.6. The nearby petrol station may disappear. Residents are concerned that there needs to be sufficient local petrol stations when Old Kent Road is redeveloped.

June 2019: Southwark Council can confirm that this issue will be considered as part of the Old Kent Road regeneration.

Dec 2020: as above.

7. During the works period

7.1. Management of the estate

7.1.1. All residents should be entitled to a safe, comfortable home throughout the redevelopment.

June 2019: Southwark Council can confirm that it will continue to meet its obligations to residents throughout any redevelopment.

Dec 2020: As above.

7.1.2. Major Repairs and Decent Homes work should continue for blocks that are not in Phase One of any proposed redevelopment.

June 2019: Southwark Council can confirm that a discussion will take place as part of the resident consultation about future investment in repairs and decent homes.

Dec 2020: as above.

7.1.3. The TCA should have regular meetings with the council and contractors to monitor all aspects of estate management throughout the redevelopment.

June 2019: Southwark Council can confirm that regular meetings will be established to ensure good estate management throughout works.

Dec 2020: As above

7.1.4. There should be a dedicated Tustin central co-ordinator or team to hold contractors and sub-contractors to account during the work. This Co-ordinator should be recruited when the February 2021 Ballot has chosen the regeneration option.

June 2020: Southwark Council can confirm that a dedicated Tustin team will be established to perform this role.

Dec 2020: A dedicated co-ordinator role will be established. This role will include establishing a Resident Design and Delivery Panel.

7.2. Open Spaces

7.2.1. During the redevelopment the provision of open space might be maintained by the use of meanwhile and pop-up spaces.

June 2019: Southwark Council can confirm that this issue will be considered as part of the design consultation.

Dec 2020: as above.

7.2.2. There should always be some open space available for residents recreation on the estate throughout the redevelopment.

June 2019: Southwark Council can confirm that this issue will be considered as part of the design consultation.

Dec 2020: As above.

7.3. Noise and Disruption from Building Works

7.3.1. Procedures need to be in place to ensure all sub-contractors follow work protocols on hours, and code of conduct. A regular meeting of Contractors, Council and TCA should monitor the progress and issues of the building works. This will include input to the planning and management of disruption to residents, from noise, dirt, and changes to access routes to blocks and the estate.

June 2019: Southwark Council can confirm that these procedures will be written into all contracts and that regular meetings will take place to monitor and resolve any issues.

Dec 2020: As above.

7.4. Repairs to the blocks during period of regeneration

7.4.1. Lessons need to be learned from the refurbishment of the tower blocks. When the tower block external works are close to completion, there should be a workshop involving Council, TCA and contractors to develop a local Code of Conduct for major building work on the Tustin Estate.

June 2019: Southwark Council can confirm that this will take place.

Dec 2020: As above.

7.5 Support for Resident Involvement in Decision Making

7.5.1 LBS to provide resources to support resident involvement in the design and development process, and to develop long term monitoring of all LBS, contractors and partners working on the Tustin Estate.

June 2019: Southwark Council can confirm that these resources will be provided including resident training and visits to other housing schemes. The Tustin Team will monitor contracts and partners working on the Estate.

Dec 2020: As above.

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