

A Date with W&Q

Item	Date
W&Q TRA annual general meeting TRA Hall, basement of Quentin House, Gray Street	Wednesday 3 June 7pm to 8.30pm
Quentin House event Car park next to Quentin House / chat, snacks and your views	Saturday 6 June 12pm to 2pm
TMO training session to agree rules TRA Hall, basement of Quentin House, Gray Street	Saturday 13 June 10am to 2pm
Webber Row event Webber courtyards on Webber Row	Saturday 27 June 12pm to 2pm
Serve RTM Notice on Southwark	Late July 2015
Move to development stage of TMO	October 2015
All residents vote in TMO ballot	November 2016

John Morris from **SCOFF** will be door knocking residents between **18 and 27 June** to ask if you want to join up as a TMO member. You can phone us on 07990 510515 or email susy@scoffpr.com.



The story so far...

Webber and Quentin TRA is working with SCOFF, our Lead Advisor, to explore how we can improve the management of our homes. During June we are holding a series of events to talk to residents about the possibility of setting up a **Tenant Management Organisation** (TMO for short) to give us more control over some of the housing management services which are currently provided by Southwark Council.

Serving a Notice on the council

The next step is to serve a **Right to Manage Notice** (RTM Notice for short) on the Council. This Notice allows us, as council tenants and leaseholders, to get more information from the council so we can make a decision about the future management of our homes and negotiate an offer which we will then ask you to vote on in a secret ballot. A tenant management organisation can only be set up if a majority of tenants and leaseholders voting in a ballot, vote yes to the offer.

Incorporating as a company

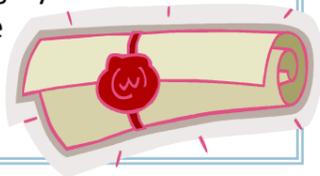
We have set up a special company just for Webber and Quentin. This means any financial liability is limited to the £1 share you pay for membership. It also means we have a legal identity and can enter into contracts with Southwark Council to manage the estate.

- TRA annual general meeting on Wednesday 3 June at 7pm.
- A fun TMO consultation event in Quentin carpark on Saturday 6 June, from 12pm to 2pm!
- TMO training day on Saturday 13 June from 10am to 2pm in the TRA Hall in the basement under Quentin block.
- Door knocking all residents from 18th June to 27 June to see who wants to be a member of our new TMO.
- A TMO consultation event on Saturday 27 June in Webber courtyards, from 12pm to 2pm!
- Serve RTM Notice on Southwark council in late July 2015 so we can look further into TMO management
- General meeting in September 2015 to update everyone about what is happening
- Start negotiations with Southwark in late 2015

Become a member of W&Q for just £1!

All residents of Webber and Quentin will be asked to become members of our new TMO. There will be one share for each resident, and each share will cost £1. It's great value for money, so have your £1 ready!

Over the coming weeks, we will be approaching and door knocking residents to sign you up as members. If you have any questions you can speak to Jill or Susy.



Shares

Your share will not pay dividends but it will give you a say in how the estate is run. Shareholders (or members) can stand for election to the Board and vote at all general meetings. The £1 you pay for a share is not refundable and non transferable. If you stop being a resident, you can no longer be a member.

W&Q TRA ANNUAL GENERAL MEETING ...

Webber and Quentin AGM

Wednesday 3 June
7pm
W&Q TRA Hall

Update on TMO project

You can sign up as a member
of the new TMO at the meeting

Q&A session with Susy from Scoff and
Richard from Southwark Council

Courtyard drop-in events

hotdogs, cakes and drinks

Saturday 6 June

Quentin carpark
and

Saturday 27 June

Webber Row courtyards

12pm to 2pm
DON'T MISS IT!

Your chance to chat to neighbours
and sign up as a TMO member

Consultation and Door Knock

Can we improve service delivery - what do you think?

- What improvements would you like to see to the repairs service?
- Can we improve the grounds maintenance and cleaning?
- How can we improve the look of the communal areas?
- Would you like a repairs manager and office on the estate?

Taking on services: A Quick Guide

Services we could deliver

We are talking to Southwark Council about some of the services the TMO could deliver

- Grounds maintenance
- Gardening
- Cleaning
- Caretaking
- Day to day repairs service
- Planned maintenance
- Manage our own estate office

The council could continue to be responsible for items such as heating and hot water, out of hours emergency service and rent arrears. This is because there is little opportunity to save money on these items.

Employing our own staff

The TMO would have its own dedicated staff who would be responsible for the day to day management of services. We could employ an estate manager and a full time caretaker and maintenance officer who would be based in an office on the estate, where you can drop in and talk to them face to face.

The role of the TMO manager will be to ensure the efficient and effective delivery of services and to advocate for residents in all dealings with the council and other bodies. The role of the caretaker/maintenance officer is to ensure responsive, efficient and effective repairs, cleaning and caretaking services.

Our own TMO Office

We would need an office on site with proper facilities for our staff and residents. This is something we will consult residents about if we are successful in serving the RTM Notice. The consultation events are your opportunity to tell us what you think.

The process for setting up our TMO

Overview

Residents form a company. All tenants and lessees can become members of the company and elect between 7—12 residents onto a Board to oversee the day to day management. Money for training comes from the government and a government Approved Assessor will judge if the Board is competent to take over management of the estate.

If the Approved Assessor judges that the Board is competent, then all residents vote in a secret ballot over whether or not the TMO should go ahead.

STEP 1

Exploring the Options

Webber and Quentin Residents Association have appointed a Lead Adviser, Scoff, to work with us. We have grant funding from government. We are consulting you now about joining us and serving a 'Right To Manage Notice' on Southwark Council in July 2015.

STEP 2

Development

If we successfully serve a RTM Notice on the council we can then look more closely at which services we would deliver and the services we would leave with the council. The TMO would be run democratically, for the benefit of the residents. We will negotiate a management agreement with Southwark Council.

At the end of STEP 2 Ballot of all residents

In late autumn 2016, there will be a ballot of all Webber & Quentin tenants and leaseholders to see if you are in favour of the TMO going ahead. The vote will be by secret ballot and be overseen by Southwark Council.