

Newsletter

April 2019 Edition



TMO Contact Details

Webber and Quentin TMO, 1 Living Space, Coral Street, SE1 7BE

Tel: 020 7620 3001

Email: contact@wqtmo.org



Sirajul Islam

Manager

(Mon, Weds PM, Fri)

Siraj filled in when the previous TMO Manager departed in July and he was appointed as the permanent TMO Manager (part-time) from December 2018. Siraj is a highly experienced Social Housing Professional with a Senior Management background, who also has experience of setting up community initiatives and projects.



Linda Knight

TMO Housing Officer

(Mon AM, Tues, Weds, Thurs)

Linda has worked within the Housing Sector for almost six years and has four years' experience working as a Housing Officer with TMO's within the borough.

OPENING HOURS

Monday - Friday 10am -5pm

Walk in Surgery

Monday 10:30am – 1pm

Tuesday 2:30pm – 4:30pm

Wednesday - No Surgery

Thursday 2:30pm – 4:30pm

Friday 10:30am – 12:30pm

Residents will be seen outside of the Walk in Surgery hours by appointment only.

Office Staff

We have changed our staffing Structure from a full time TMO Manager post to two part time posts; a TMO Manager and a TMO Housing Officer. This increases our total staff hours from 35 hours to 42 hours per week enabling more office cover with no additional costs

Repair Contractors Update

Hello Elkins

As of 1st April 2019, Webber and Quentin's Repairs and maintenance will be carried out by A&E Elkins and all repairs should be reported to the Webber and Quentin office.

Elkins is a family run Refurbishment, 'Decent Homes' Maintenance and Roofing Contractor formed in 1963 which is now in its third generation and still offering excellence in workmanship to the social housing sector.

Farewell JMB

As of 31st March 2019, JMB will no longer be processing our repairs. This means that residents should not call JMB for any repair issues proceeding this date. Webber and Quentin and tenants alike are very grateful for their assistance in supplying contractors to maintain our properties and wish them the very best.

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MEET YOUR BOARD



Jill Goddard
Chair
Mawdley House



Sophie Thorpe
Algar House Vice
Vice Chair &
Chair of Social
Sub-Committee
Self-employed -
Hospitality
Catering



Angela Nelson
Cooper Close
Board & Finance Sub
Committee
Member
Chartered
Surveyor



Greame Womack
Quentin House
Treasurer
Compliance



Orenda O'Brien
Dauncey House
Local Government



Julie Lewis
Board Member
Retired



Asaya Zaman
Delarch House
Board Member



Jessey Cudjoe
Delarch House
Board Member



Moni Oladigbolu
Quentin House
Board Member



Umran Malik
Dauncey House
Board member
Entrepreneur



Delight Amatoby
Delarch House
Board Member

Reporting Repairs

Between 9am – 5pm all repairs should be reported to the TMO office on **020 7620 3001** contact@wqtmo.org Please ensure that all emergency and urgent repairs are reported by phone.

If you have an emergency repair and there is no one in the TMO Office please call Elkins directly on: **0203 887 6864**

Emergency repairs between 5pm – 8am Mon-Fri, 24hrs Saturday, Sunday and Bank Holidays should be reported to LBS on 0800 952 4444 or via email repairs@southwark.gov.uk

All Heating, Hot Water, Door Entry Repairs, Balcony and Communal Drainage should be reported to LBS as the TMO are not responsible for carrying out these types or repairs.

Useful Numbers

Collections

Bulk Collections, Recycling or Missed Collections, please visit www.southwark.gov.uk or call 020 7525 2600

Parking Permits

Southwark On street Parking: 0800 138 9081
Estate Parking (Quentin Residents Only): 020 7525 3587 or 020 7525 3363
Email: parking@southwark.gov.uk

Pest Control: 0207 525 2600 or 0800 952 4444

Keys for Intake Cupboard: communalkeyrequests@southwark.gov.uk

Gas / Carbon Monoxide Leak: National Grid 0800 111 999

Power cut in your home: UK Power Networks 0800 316 3105

Universal Credit

You may now have to claim Universal Credit (UC) instead of certain benefits if you're on a low income or out of work. UC replaces the following benefits:

- Jobseeker's Allowance
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Employment and Support Allowance
- Income Support

Find out how UC works and how it applies to you on the government's website:
www.understandinguniversalcredit.gov.uk

The government have made a video explaining how to make a UC claim which you can view at
www.youtube.com/channel/UC7Km4IXfVJB1n8SQUmkJD0Q

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UC will be paid monthly into your bank account, so you'll need to have a bank account, or similar such as a credit union account, to get your UC payments.

You may find it useful to open a separate account to receive and manage your UC payment.

The Money Advice Service provides helpful [tips on paying your rent](#) and having the right bank account. Use their [money manager tool](#) to receive free personal information and advice to help your money go further.

Dates for your Diary

Wednesday 24th April, 7pm – 9pm

On **Wednesday 24th April** Webber and Quentin are holding a Residents Meeting at:
Living Space, 1 Coral Street, SE1 7BE

All residents are welcome to attend.

Key Topics

TMO 2018 Progress and Plans for 2019
Council Fire Risk Assessment decision for Balconies and Communal Spaces
Social Activities – your suggestions welcomed
Meet new Staff and Board members