

AGM

ANNUAL GENERAL MEETING

When: 18 September 2019

Time: 7pm (doors open from 6.30pm)

**Where: TMO Office, 1 Living Space,
Coral St, SE1 7BE**

Our 4th Annual General Meeting is taking place on **Wednesday 18th September 2019**, and all residents are invited to attend. The Chair of the National Federation of TMO will be speaking about how TMO's work and what's in it for residents. Southwark Council's Homeownership have also been invited and there will be general progress updates; TMO estate office update; as well as launching of the new bike locker policy and garden use.

Want to become a member? Board elections will also take place at the AGM but only members can vote. If you wish to become a member, please complete the enclosed form and return it to the TMO Office or bring it along to the AGM with the £1 fee. We are keen to ensure a strong balance in our membership in terms of tenure, age, gender, ethnic background, disability. We are therefore particularly keen to see applications from tenants, younger people, BAME and disabled residents.

Chairs Report: *The TMO is governed by a board of 12 elected residents who live on the estate or who are co-opted for the skills we lack. Training on Safeguarding, Community Hall hire and TMO Governance has been delivered during 2018-19. With 4 vacancies, we are looking now for more secretarial, employment and governance skills. Board meetings are bi-monthly and in the*

Our annual report for 2018-19 and our full audited financial accounts will be available on the website before the AGM so that you can study them at leisure and ask any questions of the auditor on the day. Our TMO office will also have some printed copies in case you wish to collect one to read at home before the AGM. Please ring the office beforehand to arrange collection. Our TMO Manager has drafted and the Board has approved a new Equality and Diversity Policy. This reflects the TMO commitment to aim for a TMO Board which truly represents the mix of backgrounds of all our residents. With more tenants becoming Board members in 2018, we are on our way but we still need a wider diversity. As the Board sets the direction of the TMO and its priorities and policies, and approves our estate annual budget, a good cross section of residents making those decisions is key. Training is provided free by Southwark Council and the TMO and each board member has a pack of information provided before each meeting to allow the manager to answer any individual queries that might need clarification. It is a supportive and empowering role that in turn provides personal development in running a small not for profit company and working as a team for the common benefit of our estate.



Jill Goddard,
Chair of TMO

Our First Year Has Been A Success Story

Key achievements in 2018/19 (Apr 2018 to March 2019) - Our first year has been very challenging but in terms of achieving results in key areas of work and areas we are monitored on by Southwark Council, it's been very positive and we achieved targets in all but two areas;

- ✓ *Rent: Income Collection for the year was 100 %+.*
- ✓ *Overall improved Cleaning and Gardening: We achieved more than 80% 'excellent' or 'good' results during monthly estate inspections by Board Members*
- ✓ *131 Repairs were issued during the year and we met our target of 90% + repairs delivering on time.*
- ✓ *Formal Complaints and Members Enquiries: Responded to all complaints and councillors enquires within target times.*
- ✓ *Anti- Social Behaviour Complaints: Dealt with all ASB complaints swiftly and within target times.*
- *Re-letting of Empty Properties: Not met target on VOID turnaround times due to unexpected high volume of VOIDS. We are in target so far this year.*
- *Biannual Tenancy Audits: Target not met in carrying out tenancy audits. This is a priority area for this year, and we are asking Tenants to be more cooperative and allow access to TMO staff to assist with any changes in your circumstances and to update tenancy records, ensuring that the property still meets your needs.*



<http://webberandquentintmo.org>

Our new website was launched earlier this year. You can now log on the website and report non-emergency repairs; read about the TMO & services we offer. The website will also have all our Board minutes, annual accounts and reports.

Bike Locker Policy Change;

- Only one bike locker per person and a maximum of two biker lockers per household.
- Random checks will be done to ensure bike lockers are used appropriately.
- A new bike locker will be installed next year and lockers offered to waiting list applicants.

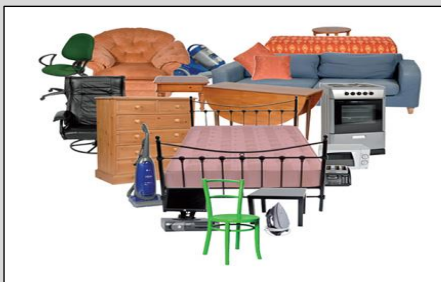




You may have received communications from the TMO about fire risk items on your balconies & landings; outside your front door or giving access to utility rooms. This is not a TMO initiative but a requirement from Southwark Council, which we must action. Please assist your TMO and comply with these requests and remove any items outside your front doors/landings and communal areas that constitutes a fire hazard and / or obstruction, for example;

- Bicycles, tables, chairs, plant pots (*you may install planters that can be attached to the railings*).
- Combustible and flammable items such as paint, wood, paper
- White goods (washing machines, fridges, freezers)
- Rubbish or recycling bags – (must be deposited in chutes, bins or recycling bins)
- Washing/ washing lines (only use a clothes horse/stand and kindly take your washing inside overnight).

House Keeping Reminders



Bulk Rubbish & Rubbish Dumping:

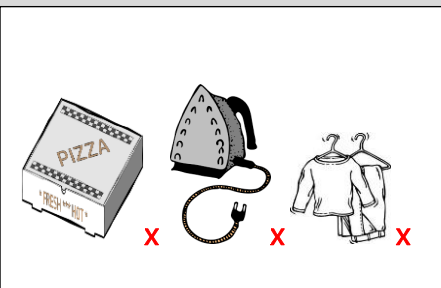
Please respect your neighbourhood and do not dump bulk rubbish on your estates. Southwark Council operates a Bulk Collection Service for up to 10 items. The cost for this service is £16 and should be booked via the website:

www.southwark.gov.uk/bins-and-recycling/bulky-waste-collections



Recycling:

Please use Recycling Bins provided in the courtyards on Webber Row and at the bottom of the block at 1-8 Quentin House. They are clearly marked for recycling and **MUST NOT** be used for food waste or non-recyclable items. Recycling sacks are also collected from outside your front door on Monday AM, but you must put the recycling in the clear sacks provided by the Council the night before or by 6am Monday morning. You can order free recycling sacks online – www.southwark.gov.uk



Blocked Chutes:

Chutes are not to be used for large items nor overfilled with Rubbish Bags. Please use the waste bins provided on the Estate for these. If you discover a blocked chute please report it to the office on [020 7620 3001](tel:02076203001)



You Said to liaise with Southwark and ensure the door entry in 9-36 Quentin House is working properly. **We carried out** a joint site inspection with senior council officers and got them to raise a number of repairs. Please report any **door entry problems** in future to **Southwark Council directly on 020 7525-2600**.

You said to produce newsletters to keep residents informed and share information. **We agreed** to produce six monthly newsletters as well as keeping residents informed via our website.

Webber & Quentin TMO

Address: Living Space, 1 Coral St, SE1 7BE. **Website:** <http://webberandquentintmo.org>

Tel: 020 7620-3001 **Email:** contact@wqtmo.org

	Normal Office Opening Hours (TMO officers available by appointments only)	Walk-in surgery times (no appointments required)
Monday	10am to 5pm	10.30 am to 1.00pm
Tuesday	10am to 5pm	2.30pm to 4.30pm
Wednesday	10am to 5pm (Telephone only)	None
Thursday	10am to 5pm	2.30pm to 4.30pm
Friday	10am to 5pm	10.30am to 12.30pm

Reporting repairs – Please call the TMO Office or email contact@wqtmo.org for any daytime repairs. **All emergency and urgent repairs** must be reported by phone on **020 7620-3001**. In case there is no one to answer your call and you have an emergency repair (e.g. W.C back surging, water pen, burst pipes or no power in the house), you can call our contractor **Elkins directly on 0203 887 6864**.

Out of Hours Emergency; Heating & Hot Water; Door Entry - Only for emergency repairs out of hours 5pm to 8am Monday to Friday and during weekends & bank holidays; as well as heating & hot water repairs (tenants only), door entry, stacks pipes or communal drains or lighting issues during normal hours. Please call Southwark Council; **0800 952 4444 or 020 7525 2600** (email: repairs@southwark.gov.uk)

Bulk rubbish collections , recycling or missed collections, please visit www.southwark.gov.uk or **020 7525-2600**

Housing Benefit/ Universal Credit: please call 020 7525-1880

Pest control: please call 020 7525-2600 or 0800 952 4444

Parking permits: please call 020 7525-3587 or parking@southwark.gov.uk

Keys for intake cupboard: please email communalkeyrequests@southwark.gov.uk

Gas/ carbon monoxide leak: National Grid 0800 111 999.