



Due to the **coronavirus pandemic (COVID-19)** we had to cancel our planned April resident meeting, but we are hoping to hold our AGM in September. Details of the AGM will be posted on the website and estate notice boards.

To safeguard our staff and to ensure we can continue to provide essential services and support our most vulnerable residents during this period, we took the decision to close the TMO Office from 19th March, but TMO officers are working from home and can be contacted on the phone every day.

We are following Southwark Council and Government guidelines on ease down and we hope to partially re-open the TMO office from mid-June.

This has been a difficult time for everyone and being locked down at home and social distancing means not only a big shift in the way in which we are used to living, but people have been affected in many ways. The biggest impact for some of our residents have been loss of income and their mental health and well-being. Help available from TMO, Council and other providers:

- **Financial Help** - If you have been effected financially and require advise, please contact the **TMO Office on 020 7620-3001** or log on to our website www.webberandquentin.org
- **Help for vulnerable residents** - If you are a vulnerable person (or know someone who is) and need help with the delivery of essential supplies, please contact the TMO or phone Southwark Council on 0207 525 5000 and choose option 3 or log on www.southwark.gov.uk
- Taking care of your mind is just as important as taking care of your body. Feeling low, stressed, and anxious are common feelings, and with the COVID-19 pandemic, you might find that you are finding things harder than usual and this might mean that you are feeling overwhelmed with worries about work, money, relationships, or your family's health. You might have feelings that you can't cope; you might be struggling to sleep or carry out normal activities; you might be feeling down about everything and have no energy or feel very lonely and isolated - ***you are not alone, and help is available:***

Southwark's NHS 24-hour mental health telephone support line is available for people who are experiencing mental distress in Southwark on 0800 731 2864.

If you are feeling lonely and isolated and need a friendly chat, call the **Samaritans on 116 123.**

Do you want to be involved in managing your estate?

We are looking for new board members to serve on our Board, particularly from BAME group to reflect TMO's commitment to truly represent the mix of backgrounds of all our residents. With more tenants becoming TMO members last year, we are on our way but we still need a wider diversity in the Board and our sub-committees.

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 these 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 prepare and enable effective contribution or to raise 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 and all residents.

*If you are interested, please call **Siraj (TMO Manager)** on **020 7620-3001** for an informal chat.*



Jill

We say goodbye to Jill after many years of being involved with the TRA and the TMO. Jill resigned from the Board in April but will continue to serve on TMO sub-committees. She served as chair twice in the TRA and was elected chair for the first 6 years in the TMO since the company was created in October 2015. She led the TRA development of the TMO and her energy was the local face of the TMO going live in 2018. We wish her all the best and want to thank her for the selfless service over the years.

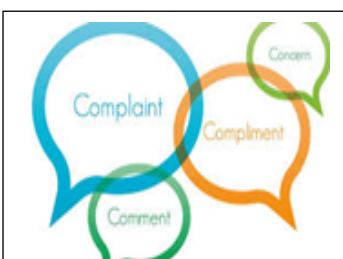


Umran

***Umran Malik** has been elected as the new chair of Webber and Quentin TMO. Umran has been residing in Dauncey House for over 15 years and has been actively involved with the TMO for past 4 years, serving on the Website and Communication Subcommittee.*

Gardening and Bike Locker Consultations – we will be consulting everyone separately (online - and door-to-door) on gardening and use of the gated garden between Algar House and Delarch House, as well as seeking your views on new bike locker locations. Please look out for this and give your valuable comments and views.

TMO Office Update – Residents in Quentin House and surrounding areas will shortly be receiving planning notifications from Southwark Council, asking for your views for a porta-cabin TMO office in the small car parking area outside 1-8 Quentin House. Please stay alert and give your views on this important proposal.



TMO Complaint Policy - TMO is committed to providing high quality, services to all its residents and applicants. However, we recognise that from time to time people may have cause to express dissatisfaction. We value all feedback and will respond to all complaints and provide a full response. Please check our website www.webberandquentin.org for more information on complaints policy and procedure.

Webber and Quentin residents survey on services provided by the TMO – May 2020

Please use this feedback form and give us your views about TMO services or any ideas you might want to share. *** Please be assured any information shared will be kept private and confidential.**

How would you rate the overall cleaning service?

1. Excellent 2. Very Good 3. Good 4. Poor

If your answer is poor, please explain why and suggest improvements?

.....
.....
.....
.....

How would you rate the overall ground maintenance service?

1. Excellent 2. Very Good3. Good 4. Poor

If your answer is poor, please explain why and suggest improvements?

.....
.....
.....
.....

For Tenants Only – if you have reported a repair recently or in the last 6 months, how satisfied were you with the way it was dealt with?

1. Excellent 2. Very Good3. Good 4. Poor

If your answer is poor, please explain why and suggest improvements?

.....
.....
.....
.....

If you have contacted the TMO recently or in the last 6 months, how satisfied were you with the way you were dealt with?

1. Excellent 2. Very Good3. Good 4. Poor

If your answer is poor, please explain why and suggest improvements?

.....

.....

.....

.....

.....

Do you have any comments OR any ideas you wish to share about the TMO?



.....

.....

.....

.....

.....

.....

Are you a (please tick); Tenant () Leaseholder () or Renting Privately ()

Your Full Name: Address:

Telephone: Email:

Signature: Date:

Please drop this completed form to the TMO Office by 29th June 2020 – W&Q TMO Office, Living Space (opposite Hampton Hotel), 1 Coral Street, London SE1 7BE, OR you can complete the form online www.webberandquentin.org