



**Thank You** for attending the 29<sup>th</sup> September Zoom AGM. Some members and residents raised questions about purpose of the TMO and some of you were not happy with where the new TMO Office is being located. We will address these two pertinent issues in this Newsletter.

**Purpose of TMO – Why are we here?** In summary, the main reason for running a TMO is for the residents to take over certain services from the Council in order to be able to deliver these in a manner tailored for our estate, to provide better services than the Council, and ultimately, if we can deliver these services efficiently, to be able to save towards making long-term improvements to the estate for the benefit of all residents.

How does it work in practice? There is a lengthy legal agreement in place between the Council and the TMO that outlines the areas that the TMO must cover. These include rent collection, estate inspections, estate cleaning and ground maintenance, most tenant repairs, tenancy checks, reports of anti-social behaviour or complaints, and so on. The Council provides the TMO with an annual allowance and the TMO employs its permanent office staff and various contractors to carry out these tasks and services.

Unlike with Council services, if contractors do not perform to the standard expected by residents, the TMO can move to new contractors to improve the services that residents receive. Most of all, having permanent staff that work around the estate gives residents a dedicated resource and a familiar point of contact to go to report repairs or other issues and to speak to for advice. It should not be underestimated how valuable having permanent TMO staff is, compared to dealing with the various online forms, call centres and disconnected services from the Council.

**Rent:** Income Collection for the year was 101.51%

**Estate Inspections:** Achieved 100% 'excellent' or 'good' results during monthly estate.

**Repairs:** 224 Repairs (compared to 114 in 18/19) were issued during the year and we met our target of 95% + repairs delivering on time.

**Re-letting of Empty Properties:** Target of reletting within 20 days were also met.

**Anti- Social Behaviour Complaints:** Dealt with all ASB complaints swiftly and within target times set by Council.

Performance on the important day-to-day business of the TMO is encouraging. The TMO staff have met or exceeded our Council targets, earning more income allowance for the TMO by doing so. Feedback so far is that residents have noticed the improvements to estate cleanliness and to repairs. Where repairs are not satisfactory, it is easy to follow-up with the TMO office staff. The TMO has spent far more on repairs in the last two years than the Council would have, so there is evidence that residents are flagging more issues and having these addressed. Having been somewhat disappointed with the work of our gardening contractor, the TMO used a recent performance review to ensure that a new supervisor with more experience will work on our account, and expect to see an improvement over the next few months.

In summary, the TMO hopes that it has established a strong foundation on its day-to-day services. From here, more time and money can now be spent on making improvements to the spaces around the estate and engaging more with residents. Residents are always encouraged to provide feedback to the TMO office. Any residents interested in becoming a member of the TMO Board and getting more involved should also speak to the TMO office for more information.



**Update on the TMO office:** Since the idea of a TMO on the estate was first suggested, one of the greatest challenges has been the creation of an office as a base for the TMO staff and an area where they can meet privately with residents. Ongoing discussions and actions have taken place since about 2015. Unfortunately, our shared dream of having an office in one of the commercial spaces on Waterloo Road, or in a flat like most TMOs located in an urban environment do, has not been agreed by the council.

Board members met with the Council at the highest level, and when a ground floor flat became available on the estate, we even pursued the issue with our local MP Neil Coyle by meeting with him in person, all to no avail. Our alternative plan, developed with a local architect and agreed following a lengthy, in-depth estate consultation, of a small yet beautiful building on a corner of the estate was also knocked off course when *after* we achieved planning permission the council discovered asbestos nearby and cabling in the way. Having rejected all our suggested alternative options, the council has determined that the location will be the Quentin House parking lot as was stated at the AGM this September.

Each member of the TMO board is very disappointed with this outcome, which does not reflect the hard work and dedicated effort so many residents have put in, in particular our former Chair, Jill Goddard. At the same time, the council and we on the Board are of the view that without an office on the estate, which is something all other TMOs have as a matter of course, the TMO would not be able to function and fulfil the duties as laid out in the Management Agreement. As the current temporary office will not be available for much longer, and the Council told the Board in no uncertain terms, and our local councillors confirmed to us, that the funds allocated to our office would be removed if we did not agree to this final option, we reluctantly accepted.

We are very aware that some residents, especially those living in Quentin House, are unhappy with the idea of having a portacabin office in the Quentin House parking lot. We hope that the benefits of having an office, which will allow the TMO to operate more effectively, and hopefully to grow into the vision which led us to work so hard for so many years now to set it up, will eventually outweigh the potential negatives. The four parking spaces on Barons Place will remain and the three parking spaces allowed for outside 1-8 Quentin House will be covered by the Portacabin but the Council's Parking Department will allow up to three cars to park in the remaining spaces.

We would like to take this opportunity also to note that we are aware that the minutes of the 2019 TMO Annual General Meeting the Council stated a working party would be formed and residents in attendance expressed an interest in being part of the working party in due course. However, due to the Board's continued efforts to find an alternative to the parking lot option, which only stopped in July this year when the council indicated that in their view this process had come to an end, the council did not come to the Board to assist them in setting up the working party. The purpose of the working party was to work with the council around the exterior of the building. This decision was made at the AGM, and various other siting issues were quite quickly resolved and all that remains is for the interior of the office to be fitted out, which is the remit of the TMO's staff. Therefore, there is now no need for a working party. We will continue to post news about the office implementation on the news section of the website, and residents will be alerted to new posts by email or text. Information about the office will also be in the board meeting minutes which are also posted on the website.



Afternoon tea event organised by GSC in September. Please check our website for full report of GSC work and activities.

### **Update from our Garden & Social Committee (GSC)**

So far, we've had a strong turnout and lots of positive feedback on our recent Afternoon Tea at the end of September, which is very encouraging considering the Covid-19 restrictions. To reassure you, we are constantly monitoring all Government updates and reacting swiftly to accommodate any new safety measures required of the TMO and the venues.

As we are going into a new Lockdown from November 5th to December 2nd, the 2 Afternoon Teas we had planned for November are now cancelled. We are still planning to go ahead with the following December dates:

#### **Get These Dates In Your Diary:**

**December 7th (time TBC) - Christmas Lunch - Venue TBC**

**December 21st (time TBC) - Afternoon Coffee - Venue TBC**

**Members of the Garden & Social Committee (GSC) will meet everyone on the estate at a designated time and place and we will all walk to the venue together.**

We will confirm dates, times and locations by email and text message to your mobile. If you have not provided us with your email or mobile number to get reminders, please contact the TMO Office on 020 7620-3001 or email [contact@wqtm.org](mailto:contact@wqtm.org). A member of staff will be happy to add your details to our contacts list, so you *never miss out on future events*. If you do not have email or a mobile, please visit the TMO Office and let the staff know. We will find other ways to let you know what events are happening.

Going forward into next year, we have lots of great ideas for events for the Spring and Summer, but we want to hear your ideas too. Please register on the online FORUM [www.webberandquentin.org](http://www.webberandquentin.org) if you have internet access, or you can contact TMO staff directly and they can pass your ideas on to the Garden & Social Committee (GSC). We are really looking forward to seeing both new and regular faces and getting to know our neighbours better. Together we are more connected and having fun is always better when shared.

**News Flash!** The GSC is now providing 6 lots of £50 small Plants Grants across both estate sites. If you wish to apply please call the Office for a form or apply online [www.webberandquentintmo.org](http://www.webberandquentintmo.org)

**Log on to our website and join our new resident's forum.....**[www.webberandquentintmo.org](http://www.webberandquentintmo.org)

Our website now contains minutes of AGM, Board & Committee meetings and many other documents such as policies.

It also contains information about upcoming events, information about TMO and emergency services during covid-19.

We have also launched TMO residents-only online forum which is now open for residents of the estate to join.

### **Important Gas Safety Works in Quentin House:**

SGN will shortly be carrying out essential works to replace the gas pipes within the block to new external gas risers. Before any works commences, SGN's contractor will issue notices providing further information and contact numbers regarding the work. The interruption for the gas supply will be minimal providing suitable access is granted, when required. Before any disconnections are made a further notice will be issued five days prior to works.

***\*Please note this is deemed as critical safety work, of which is required to upgrade the gas network to continue to provide a safe supply of gas.***

## **Webber & Quentin TMO OFFICE:**

**Tel:** 020 7620-3001 **Email:** [contact@wqtmo.org](mailto:contact@wqtmo.org)

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

**COVID-19 TMO Office Opening Hours Update:** TMO Office will be shut during new Lockdown from 5<sup>th</sup> November but we will continue to provide emergency repairs. We will have restricted office opening hours (**Tue 10am to 4pm; Thu 10am to 4pm & Fri 10am to 4pm**) after the Lockdown is over. However, TMO staff are working from home and are available on the phone 9.30am to 5pm Mon to Fri. We advise residents to contact the TMO via phone or email but if you must make a visit to the TMO office, then please call us first on 020 7620-3001 and you will be given an appointment. You must wear a face mask and observe social distancing rules when in the office. If you are displaying any of the coronavirus symptoms, please do not visit the TMO office.

**Reporting repairs** – Please call the TMO Office or email [contact@wqtmo.org](mailto: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 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](mailto:repairs@southwark.gov.uk))

**Bulk rubbish** collections , recycling or missed collections, please visit [www.southwark.gov.uk](http://www.southwark.gov.uk) or call **020 7525-2600**

**Housing Benefit/ Universal Credit:** please call 020 7525-1880 or contact **Citizens Advise Bureau:** Tel. 0800 144 8 444 or [citizensadvice.org.uk/helptoclaim](http://citizensadvice.org.uk/helptoclaim)

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

**Parking permits:** please call 020 7525-3587 or [parking@southwark.gov.uk](mailto:parking@southwark.gov.uk)

**Keys for electrical intake cupboard or any other communal keys:** please email [communalkeyrequests@southwark.gov.uk](mailto:communalkeyrequests@southwark.gov.uk). The TMO can also assist you with access to **electrical intake cupboards** for installing smart meters but the key will only be handed to an authorised contractor and 10 days' notice will be required.

**Gas/ carbon monoxide leak:** National Grid 0800 111 999. **Power cut in your home:** UK Power Networks 0800 316 3105.

**Financial Help:** If you have been effected financially due to covid-19 and require advise, please contact the TMO Office or log on to our website [www.webberandquentin.org](http://www.webberandquentin.org)

**Help for vulnerable residents during covid-19:** 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](http://www.southwark.gov.uk)

**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**.