

W&Q July 2021 Newsletter



Our new TMO office is now open and fully operational. Residents can now walk in and report repairs and housing matters to TMO staff in person.

Office will be closed on Fridays to enable our two officers to have more crossover time but tenants can report emergency repairs directly to our repair contractor – see below.

COVID19 – visit to the office – When making visits to the office, you must wear a face mask and observe social distancing rules. If you are displaying any of the coronavirus symptoms, please do not visit the TMO office:

Webber & Quentin TMO

Address: The Portacabin, Gray St, SE1 8UY. **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	9.30am to 5pm	10.30 am to 12.30pm
Tuesday	9.30am to 5pm	2.30pm to 4.30pm
Wednesday	9.30am to 5pm	None
Thursday	9.30am to 5pm	10.30 am to 12.30pm
Friday: closed	For emergency repairs please call our contractor – see below	

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 during day times (**or during Fridays**), and you have an emergency repair (e.g. toilet/ bath/ sink back surging, flooding, leak/ water penetrations, burst pipes or no power in the house), you can call our repair contractor Elkins directly on **0203 887 6864**. If the repair is not an emergency, you'll be advised to call the TMO Office on Monday.

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)



ANNUAL GENERAL MEETING

2021 AGM will take place virtually and physically – we will send more information and text/email alerts nearer the time.

When is AGM: 15th September 2021

Time: 7pm (doors open from 6.30)

Where: 1 Living Space, Coral St, SE1 7BE & via zoom

2020/21 has been a success: The year has been an incredibly challenging one for TMO's across the borough but in terms of achieving results in key areas of work and we are monitored on by Southwark Council, it's been a positive year for our TMO – we are delighted to report we have achieved or exceeded all our key targets;



Rent: Income Collection for the year was 99.68 %+ - target achieved.



Overall improved Cleaning and Gardening: We achieved more than 80% 'excellent' or 'good' results during monthly estate inspections by Board Members



148 Repairs were issued during the year and we met our target of 92% + 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.



Tenancy Audits: This was paused due to coronavirus pandemic but it will re-start this year.

*We feel we are doing a good job and providing a good service to our residents but your views and feedback are important to us as well. Please find enclosed our yearly service review and feedback form. Kindly complete the form below and return it the **new TMO Office by 31st July 2021** or complete it online www.webberandquentinTMO.org*

Please use this feedback form and give us your views about TMO services or any ideas you might

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?

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How would you rate the overall ground maintenance & gardening service?

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

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

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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 Good 3. Good 4. Poor

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

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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?

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Do you use our website (www.webberandquentintmo.org) for anything, and if so, how would rate it:

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

Please state what you use the website for and if you have any comments or suggestions for improvements?

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Do you have any other comment, suggestions, or ideas for the TMO?

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If you are not a member of the TMO already, would you like to become one?

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want to share. * Please be assured any information shared will be kept private and confidential.*

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 31st July 2021 – The Portacabin Gray Street, London SE1 8UY