

D'EYNSFORD



BY THE RESIDENTS, FOR THE RESIDENTS

D'Eynsford Estate Newsletter July 2016

Contact the TMO:

Estate Office, 38 Mary Datchelor Close,
London SE5 7AX

Tel: 020 7525 0745

Website: www.deynsford.org

 [deynsford](https://www.facebook.com/deynsford)

 [@deynsford](https://twitter.com/deynsford)

Concerned about drug dealing on our estate?

TMO General Meeting, Monday 18 July, 7pm-9pm

in the sheltered unit community room (door 50-75 Don Phelan Close)

Come and discuss the issue with neighbours and our local police team.

Plus Have your say about the estate's garden and grounds

A chance to look at plans for the fenced off area by Datchelor Place, meet our two new community gardeners who'll be working with our Secret Garden volunteers and helping other residents to get gardening (thanks to a grant from Southwark Council), and share ideas for planting up the beds across the estate.

Elect two new board members

We have two vacancies on the TMO board (the group of volunteer residents who lead the TMO). TMO members can vote for candidates and stand for election. If you're interested in standing, contact James, the chair, for a chat about what's involved, tel: 07740 047 477.

Free
snacks and
drinks!

Proxy votes and help to attend

TMO members who can't make the meeting can appoint someone to vote on your behalf (a proxy). Everyone who lives on the D'Eynsford Estate (plus non-resident leaseholders) can be a member. If you look after someone in the evening, we can pay carer costs. Or let us know if there are other ways we can help you take part, for example a translator.

Contact Kate D for details, tel: 07811 864 209, email:

deynsford@gmail.com or join the TMO online:

www.deynsford.org/member-registration

TMO office opening hours and phone number

The office is open Monday-Friday 9am-5pm
(except bank holidays)

Tel: 020 7525 0745



Our friendly staff team are ready to help any time during opening hours. Plus, see our comments and complaints process overleaf.



International Sharing Table Feast

Saturday 23 July, 4pm-7pm

Next to the Secret Garden (by the
Kimpton Road walkway)



Bring your favourite traditional food to share with your neighbours at this special international feast. There'll also be music and a flag competition! For information, contact Tasha, tel: 07960 072 036.

Meet our new caretaker

We welcome **Devon Nicholas** to our TMO staff team.

Devon joined us in May and works with Gary and Kelly, keeping our estate clean and dealing with day-to-day repairs.

We also welcome back **Annelie Sernevall**, who will be acting as Interim TMO Manager while Darren Kidson is on extended leave. Annelie was our adviser when we were setting up the TMO.



Comments and complaints

We always welcome feedback on our services, as it helps us to know when things are working well and to make improvements where they are needed.

Who to talk to

You can give comments or raise concerns about any aspect of our services to the TMO manager either in person or in writing. If your feedback is about the manager or a member of the TMO board (residents who have been elected to lead the TMO), please contact the TMO chair through the office.

We will work with you to resolve any issues.

However, if you are unhappy with the TMO's response, please use our complaints procedure outlined below.

Complaints procedure

Step 1: Please make your complaint in writing for the attention of the TMO manager. We can help with this. If the complaint is about the manager please write to the secretary.

Step 2: Your complaint will be investigated within 15 days.

Step 3: We will tell you the result of the investigation and, if the complaint is upheld, what action will be taken.

The full complaints procedure is available from the TMO office and on our website:

www.deynsford.org/comments-and-complaints

Satisfaction survey postponed

We have had to delay the resident satisfaction survey we planned for April, due to staff shortages. But we hope to run the survey soon.

In the meantime, if you have anything to feed back about the TMO, we'd love to hear from you.

Coach trip to Clacton-on-Sea

Wednesday 17 August



Sign up for our annual trip to the seaside! This year we are heading to Clacton-on-Sea in Essex, which has a beach, a pier, seafront gardens and the Martello Tower art gallery.

Tickets

Cost: £3 for residents and £6 for non-resident family and friends coming with you. Tickets will be on sale at the TMO office on: Wednesday 20 July 10-11.30am, Thursday 21 July 6.30-7.30pm and Wednesday 27 July, 10-11.30am.

Secret Garden opening hours

This summer, the Secret Garden is open **Wednesdays 4pm-5.30pm** and **Sundays 11am-1pm**.

Pop in to help with a bit of planting and watering, or simply sit and enjoy the tranquillity. All welcome!

Advice surgeries at the TMO office

Over the summer, Advising London will run **free** advice surgeries on the estate. You can get help with money, employment and immigration issues. Sessions will be on the **second Tuesday of each month 10am-12pm**, starting on **12 July**. This is a drop-in service so no need to book.

To request this newsletter in large print or another language, contact Kate, tel: 07811 864 209

Please don't feed the pigeons

Did you know?

Putting out food for the birds attracts other pests such as rats and cockroaches.

It is also a breach of your tenancy or lease.

Please help us to keep the estate clean and pest free.



Spring clean for the bins

The caretakers are currently jet-washing all the bins across the estate to keep bad smells at bay.



Caretakers Gary (left) and Kelly in action.

Next TMO board meeting

Monday 11 July, 7pm-9pm, in the TMO office. All meetings are open.

Next estate walkabout

Friday 5 August, 10am-12pm, meet at the TMO office. All welcome.