

D'Eynsford Tenant Management Organisation (TMO)



*By the residents.
For the residents.*

April 2013

INFORMATION PACK

This information pack has been put together by the TMO project group to give all our neighbours on the D'Eynsford Estate the latest information about the project.

What is the Tenant Management Organisation (TMO)?

A TMO is a way for council estate residents to manage housing services for themselves. A TMO is set up as an independent organisation by the residents and run by an elected volunteer committee. TMO committees then hire professional staff to run the estate.

A TMO has a legal management agreement (contract) with the council to run services, but the council still owns the buildings and sets council tenant rents. The TMO is paid annual allowances by the council for each service it takes over. See the 'How the money works' sheet for more information.

Our TMO

We have set up our TMO as a Community Interest Company, which is a not-for-profit organisation that cannot sell off anything it owns. It will be overseen by an elected volunteer board (committee) of residents, with paid professional staff to manage the day-to-day running of our estate and deliver services for us. Our TMO has three key roles:

- to run estate services.
- to represent the interests of estate residents e.g. to the council and police.
- to build community spirit.

Our company rules also commit us to treating everyone fairly and balancing social, environmental and economic issues in all our decisions.

The board for 2013/14 will be elected on **Tuesday 14th May 2013** and the TMO is on track to go live in Summer 2014. (See page 5).

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Where did the idea come from?

In 2010, the Tenants and Residents Association (TRA) started to look into whether a TMO could work for our estate. A sub-committee was set up and after investigating different options for improving things, we voted in a general meeting to set up the TMO. See the progress sheet on page 4 for more information on what we've done so far.

Further information / Get in touch

Visit our website: www.deynsford.org | Follow us on Twitter: [@deynsford](https://twitter.com/deynsford)

Find us on Facebook: www.facebook.com/DEynsford

Or contact Tom Leighton on: m: 07939 250935 | t: 020 7701 5633 | e: tomleighton@gmail.com

5 reasons to support the TMO

1. Better cleaning and services.

We will have staff working on the estate dedicated to making D'Eynsford a better place to live.

2. Quicker repairs, with a better quality of service.

3. Familiar faces and an office on the estate. No more hour-long phone calls to a call centre!

4. Value for money with services being run more efficiently. Leaseholders should see lower bills.

5. A bigger say in what goes on and how the estate is run.



What services are we planning to take over?

We are planning to take over most estate services from next year (2014) including:

- Tenant repairs
- Communal repairs
- Cleaning
- Rent collection
- Grounds maintenance and gardening.

We also want to have the option to be involved in major works (large-scale improvements). And in the long term, would like to look at taking over the heating system too.

handywoman around to help with the smaller repairs will save money, do a better job, and be able to make sure that little breakages don't become big (expensive) problems.

We need someone to look after and maintain the grounds of our estate. The plan is to have someone who can also help develop the Secret Garden and also to get people involved all around the estate planting and growing.

Why do we want a TMO?

We believe taking control of services ourselves will improve things for all residents and save money, which we can reinvest in the estate. Everyone who lives here will be able to have a say on how the estate is managed.

Who will look after the estate and run the services?

We will have a dedicated team of paid professional staff based on the estate, who will look after it for us.

There will be an estate manager, who will have overall responsibility for the running of the estate, along with a housing officer, administration staff and / or receptionist, cleaners and repairs staff, as well as other part time staff to deal with the financial matters, and other contracted staff to deal with larger repairs and maintenance.

We think having a handyman or

Another option we are looking at is to contract some staff from other TMOs in London. For example, we may use the services of another local TMO to run and look after the out of hours emergency telephones and services.



Frequently Asked Questions

1. What is a Tenant Management Organisation (TMO)?

TMOs are groups of tenants and leaseholders who manage housing services for their homes on behalf of the council. The group becomes an independent legal body with a volunteer board (committee) of residents to manage the organisation.

2. What are the benefits of a TMO?

There is a lot of evidence that resident management can lead to a high quality service and well run estate. For example, faster repairs can be delivered at significantly reduced costs. This can, and usually does, result in savings. These savings can then be used to carry out improvements which otherwise might not have happened.

3. Does this mean we will be doing the cleaning and repairs ourselves?

No, we'll employ a team of professional staff and contractors to do the work, with an estate manager to oversee the day-to-day running of the estate. The staff will be accountable to the board. Residents can apply for TMO jobs if they want to (except board members).

4. I'm a council tenant: does the TMO affect my tenancy?

No, you will remain a council tenant and the conditions of tenancy remain unaffected.

...and will my rent go up?

No, your rent will still be set by Southwark Council. In addition, a TMO will not affect any benefit claims you may make.

5. I'm a leaseholder: does the TMO affect my leasehold?

No, the Council stays the freeholder of all leasehold properties managed by a TMO and the conditions of tenancy remain unaffected.

...and will my service charge go up?

You will still only be charged for your property's share of the actual cost of estate services. Most TMOs make savings so existing service charge bills are likely to go down.

When the TMO decides to make extra improvements to blocks e.g. decorating hallways, leaseholders will pay their share. However, leaseholders won't be charged for some estate-wide improvements e.g. cycle stands. See 'How the money works' on page 4.

6. I'm a tenant of a leaseholder: what does this mean for me?

Your rent and conditions of tenancy will still be set by the leaseholder. As an estate resident, you can join the TMO and get involved in estate activities.

7. Who can join the TMO?

Anyone over 18 who lives on the D'Eynsford Estate or is a non-resident leaseholder can become a member of the TMO. This includes council tenants leaseholders, tenants of leaseholders, and other household members. It's free to join and gives you a vote on key decisions.

8. What if I don't support a TMO?

Every council tenant and leaseholder will be able to vote on the TMO plan in a ballot run by the Council in autumn 2013. There must be a majority in favour of it (including a majority of council tenants). If the TMO goes ahead and you disagree with TMO decisions, members can vote against proposals at general meetings – or even sack the board. If a TMO fails, the Council takes back control of services.

9. Will my neighbours know my business?

No, data protection legislation protects the inappropriate sharing of information.

Opportunities for you

There are lots of ways you can get involved in the TMO and estate activities, now and in the future.

1. Join the TMO. Every estate resident and non-resident leaseholder can join the TMO at any time. Just fill in the form in this pack or online: www.deynsford.org/member-registration

What can you do as a TMO member and why will it help you?

- Have a vote and help make decisions on the running of the estate.
- Shape the future of the estate. How do you want things to improve?
- Stand for election and become a member of the TMO board (committee).
- Help improve living standards for everyone here.
- Get free training and hands on experience of running an organisation.

2. Take part in estate social activities and trips – or help run them.

3. Attend meetings – we have monthly TMO and TRA meetings open to everyone including four general meetings a year when all members can vote on issues.

4. Get involved with setting up the TMO. You don't need any previous experience and there are lots of training opportunities. Tasks at the moment include: developing the website, putting the business plan together, creating posters.

What will happen to the Tenants and Residents Association (TRA)?

The TRA will continue at least until the TMO is fully up and running (Hopefully in Summer 2014). However, the roles of the TRA and the TMO are very similar so it may not make sense to keep both organisations going in the longer term. We'll need to work together to find the best solution.

Where is the money coming from?

The Council has worked out how much it spends on each estate service and it will give the TMO the money it would have spent on services for tenants on the estate. The rest of the money comes directly from leaseholder bills. It is up to us to decide how much to spend on services.

Will this change how much I pay?

Council tenants: No, your rent will continue to be set by the Council and will be the same as the rest of Southwark.

Leaseholders: You will still pay the actual cost of the services, though some estate improvements may be free.

Tenants of leaseholders: Your landlord will still set your rent.



How the money works

Take a look at this example of an imaginary estate with 20 households.

10 of the flats or houses are council tenants and the other ten are leaseholders. Before the TMO started, the council spent £120 per property every year on estate services.

The TMO takes over the running of the estate, and delivers the same services but cheaper and better. It spends £100 per property instead.

The leaseholders will pay £100 (the actual cost of the services), but the council still give the TMO £120 per council property. (see diagram on the right).

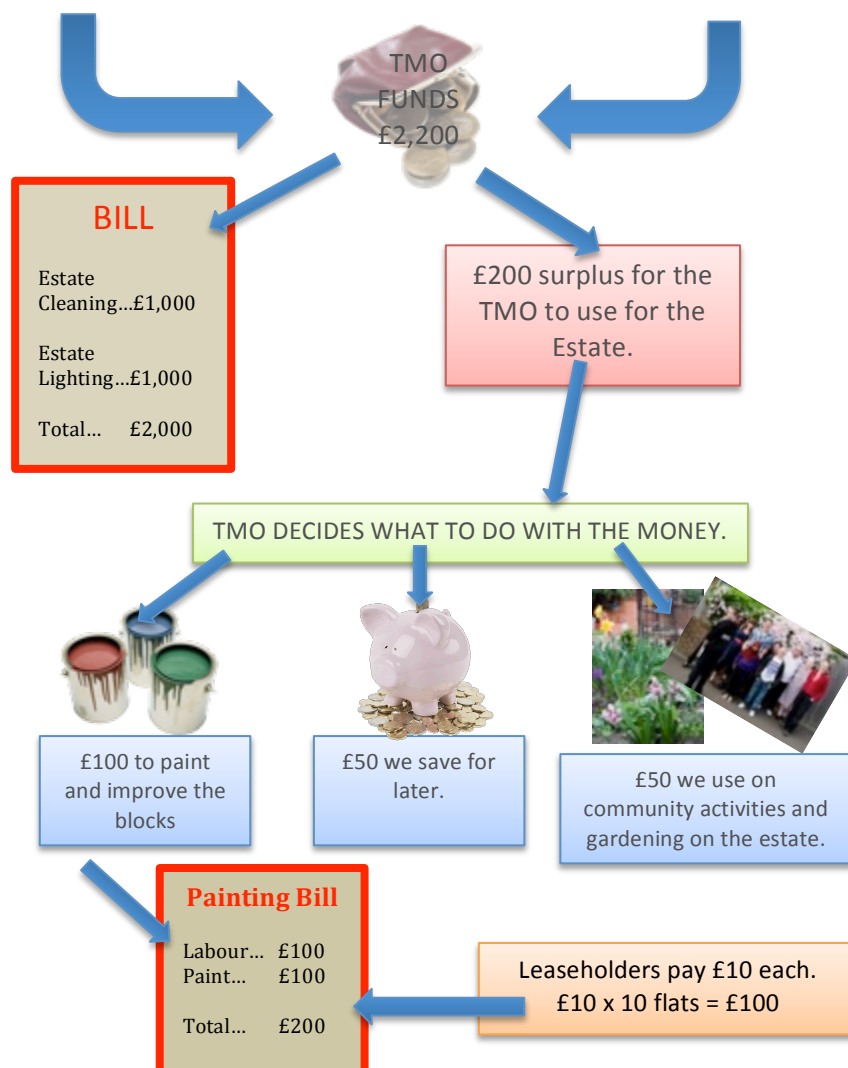
This gives the TMO a total income of £2,200, but the total cost of running the services is £2,000 so we have a surplus of £200.

The TMO decides what to do with the surplus. We decide to spend £50 on community activities, save £50 and then put £100 towards painting the communal areas.

The total cost for painting the block is £200. The cost per property is £10 (£10 x 20 flats). Leaseholders pay their share of the bill as usual. This means that the total service charge is £110. This is still lower than when the council ran the estate, but with better service and more repairs. Council tenants pay nothing extra.

Money from Leaseholders
10 x £100 = £1,000

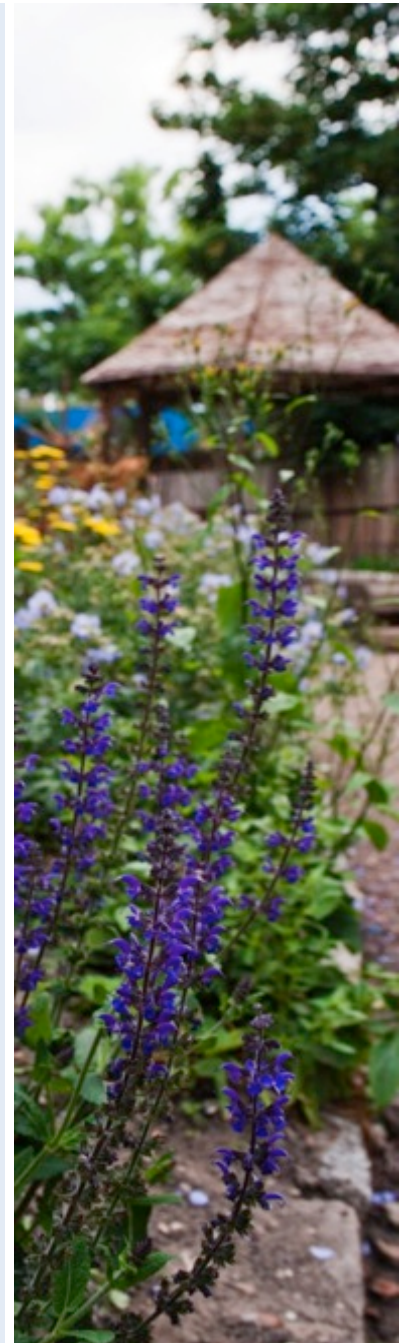
Money from Council for tenants
10 x £120 = 1,200



PROGRESS SO FAR AND TIMETABLE OF EVENTS

What has happened so far, and what can you expect in the coming months?

Spring 2010	We appointed an independent advisor for our project.
Summer / autumn 2010	We explored different options for improving our estate.
January 2011	Door-to-door survey about living on the estate and the services we receive – 40% of households took part.
Spring 2011	We talked to the Council about the issues the survey raised but nothing much happened.
Summer / autumn 2011	Information stalls and meetings about TMOs for residents.
November 2011	We voted to start preparing to become a TMO and served the Council with a legal 'right to manage' notice of our intentions.
Spring / summer 2012	We looked at all the services we could take over and decided we want to run most of them!
Autumn 2012	We identified with the Council four available garages on Mary Datchelor Close that can be converted into an estate office.
February 2013	The TMO was registered as a not-for-profit community interest company (CIC).
January - March 2013	We visited existing TMOs to help us decide how we could run the services we want to take over and to get advice from people who are already doing it.
Spring - Summer 2013	Deciding how services will be run, writing a business plan training, consultation with residents about our ideas, getting their opinions and advice, explaining how the TMO will work and run.
Autumn 2013	Inviting people to become members of the TMO. Independent assessment of the TMO. A postal ballot for Council tenants and leaseholders run by the Council on becoming TMO.
Winter - Spring 2014	Setting up the TMO: getting ready to take over the services, hiring staff etc.
Summer 2014	THE TMO TAKES OVER ESTATE SERVICES



Now what do I do?

Please show your support and join the TMO! Please fill out the membership form over the page and hand it in or sign up online: www.deynsford.org/member-registration. This won't affect your automatic membership of the TRA.

Please come along to our **Annual General Meeting on Tuesday 14th May 2013, 7pm -9pm**, in the sheltered unit community room (entrance at the main door of 50-75 Don Phelan Close) where you can stand for election to be on the TMO board (committee) and also vote for the TRA committee. You can also have your say at this meeting and influence the future of our lovely estate!

D'Eynsford Tenant Management Organisation

Community Interest Company (Registered Number: 8395845)

Membership Form

Yes, I want to become a member of D'Eynsford TMO.

First Name: Surname:

Door number:

☐ Belham Walk

☐ Kimpton Court

Postcode:

☐ Don Phelan Close

☐ Kimpton Road

☐ Elmington Road

☐ Mary Datchelor Close

I confirm that I am over 18 years old and a resident* of the D'Eynsford Estate, Camberwell, London (or a non-resident leaseholder). Please enter my name on the organisation's register of members.

*This includes Council tenants, leaseholders, tenants of leaseholders, and household members.

Membership statement: In the event that D'Eynsford TMO stops trading while I am a member (or within one year of my ceasing to be a member) I will contribute to the assets of the company a sum not exceeding £1 for payment of the liabilities of the company.

Signature: Date:

How would you like us to contact you? Please tick as many as you like.

☐ Email

☐ Text message/ SMS

☐ Phone call

☐ Post

Email:

Phone (landline): Mobile:

Additional address for non-resident leaseholders (optional):

..... Postcode:

Please post your completed form to **104 Mary Datchelor Close** or bring your form to a **TRA meeting** (held every 2nd Tuesday of the month, 7pm-9pm, in the sheltered unit community room via the door of 50-75 Don Phelan Close).

The data collected on this form will only be used by D'Eynsford TMO CIC for administration purposes and so that we can contact you. It will not be disclosed to any external sources.