

**D'Eynsford Tenant Management Organisation Community Interest Company  
Estate Office, 38 Mary Datchelor Close, London, SE5 7AX  
Registered in England and Wales No: 8395845**

*D'Eynsford TMO General Meeting  
Sheltered Unit  
March 2017*

**1. Welcome and introductions**

The TMO Chair, James Traynor, welcomed everyone to the meeting.

**2. Minutes from the previous meeting**

Attendees reviewed the minutes from the previous meeting. There were no outstanding actions and the minutes were approved.

James noted that the agenda items to follow would address issues relating to gardening and security, which we discussed at the last General Meeting.

**3. Introduction of the new TMO Manager, Chay Pulger**

Chay thanked attendees for their warm welcome and noted that his main priority for the coming months was to work through the backlog of repair jobs, which had accumulated over the last few months before his appointment.

Chay also noted that he planned to develop projects like the Community Room in the longer term, where activities such as IT and exercise classes could be delivered.

Chay said it was a very exciting time to be joining the TMO and asked everyone to pop into the office and say hello!

**4. TMO Board Elections**

Co-opted status for newly elected Board Members:

James noted that anyone who was elected to the Board at the meeting this evening would be co-opted to the Board until the end of the financial year. They would then be added to the Companies House register and become formal members.

This process was being followed to ensure that the TMO's records with Companies House were altered only once a year, which is standard business practice. The 'co-opted' status would still allow new members to attend Board meetings and vote.

### Longstanding Board Members stepping down:

James announced that a number of people had stepped down from the Board in the last year, who were longstanding members and should be recognised for their hard work and contribution to the TMO.

- Firstly, Beatrice, who had been involved with TMO since it went live and for at least five years before that when the TRA was operational on the estate.
- Secondly, Kate Damiral, who was instrumental in setting up the TMO and then guiding it through the first year of operation.
- Finally, Annelie Sernevall who had played an important role in supporting the TMO Board in setting up the organisation and then stepped in as interim manager last year.

The TMO Board elections were then overseen by Jackie Richards from the TMI at Southwark Council.

One new Board member was co-opted; Dee Oculi. Dee's nomination was seconded by existing Board Member, Tasha Gordon.

### **5. Community Room**

Tom Leighton noted that the Community Room would be refurbished with funding from the People's Health Lottery and Southwark Council.

The room would be used to IT training, exercise classes, film nights and could also be a venue that could be hired by local charities and businesses.

An Opening Party will be held in May. If residents have furniture or crockery which they are able to donate to the room, then it would be gratefully received. Sessions will be held in advance of the formal opening to reupholster donated furniture and residents are welcome to join if they would like to learn a new skill.

### **6. Communications**

Tasha Gordon and Tom Leighton announced that they want to create fifty notice boards which can be displayed inside blocks around the estate.

They noted that they had received a number of quotes and had found a company which was able to teach residents how to make their own notice boards, if that was a skill residents would like to learn.

Tasha and Tom said that the notice boards would not just be for TMO communications – they would be for residents to communicate about issues that they felt were important as well.

## 7. Security update

James Traynor reminded attendees that at the last General Meeting, there was a focus on a range of security issues. Since then, the TMO Board had met with the police as well as a number of other, more experienced, TMOs in Southwark to seek advice on how to address the security issues on the estate.

James noted that the point of this agenda item was to get feedback on ideas so we can decide how to deal with issues.

TMO Board member, Shaun Gillen, presented a range of issues which had been identified on the estate in relation to security as well as potential ways in which they could be addressed.

Options included, reviewing the condition of external doors, estate lighting and CCTV. Shaun also noted that the police had suggested that the current security issues could be related, in part, to the regeneration which was taking place on Camberwell Green.

The Housing Officer, Albert, also provided an update relating to what has been implemented on the estate, following discussions with the police.

The Council, along with the police and community safety team have been carrying out checks on the estate of people who were loitering. Covert CID coverage has been undertaken and as a result the garages have not been broken into again. The police have also been targeting children who are using the estate to hide in when they are playing truant.

The TMO will make sure these good news stories are put in the newsletter so that the community knows that things are being dealt with and the TMO is taking security seriously.

### TMO Member feedback:

Attendees were particularly interested in the possibility of installing CCTV around the estate. It was noted that the cost for CCTV would be approximately £60-70K and monitoring the cameras would be very time consuming for the TMO staff.

Dummy cameras might work in the short term and they are cheaper, although some attendees felt that this would not solve the problem in the longer term.

Broadly, attendees felt that making the estate a pleasant place to live might be the best long term solution to discouraging anti-social behaviour and crime, although that doesn't mean that we should not investigate options to increase the security of doors, etc. It is important however, that the estate should not look like a 'Fort Knox'.

## **8. Social group update**

TMO Board member, Connie Gray, gave an update of the upcoming social events on the estate which included a Ladies Day, a summer trip to the seaside and a Halloween party in the secret garden.

## **9. AOB**

Next General Meeting: No date has been set for next General Meeting but it will probably be in July at the official opening of the Community Room. The Next AGM will be in the autumn.

Grounds maintenance: three quotes have been obtained and Chay has carried out the evaluation. New gardeners will start on May and we have temporary arrangement in place until the end of April.

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