



We are live!

The TMO took over most estate services on 21 September, including:

- Cleaning
- Repairs
- Housing issues
- Grounds maintenance

So from now on, to request a repair or report a problem on the estate, please contact our TMO staff team.

The Estate Office in Good Neighbours House, 38 Mary Datchelor Close, is open 9am-5pm. Pop in or call, tel: 020 7525 0745.

Meet the TMO staff team

Albert is our housing officer, dealing with all rent enquires, noise, nuisance and anti-social behaviours, lettings, transfers and more.

Carruthers is our maintenance and repairs coordinator responding to your day-to-day repairs as well as communal repairs across the estate.



The staff team at our fun day (left to right: Gary, Pawel, Carruthers, Darren, Albert and Mitch)

He also manages the TMO's contractors such as O'Briens for electrical jobs and St Mungo's Putting Down Roots team, our grounds maintenance contractor.

Mitch and **Gary**, our caretakers, provide our estate cleansing and general handy person and repairs service.

Pawel supports the financial side of the TMO and also provides general guidance and advice to tenants including rent or repairs enquiries in the office.

Darren is the TMO manager, overseeing the running of the service.

Please note: The Council is still responsible for a few services such as the heating, door entry systems, pest control, parking and all services in the sheltered unit. If you are not sure who is responsible for a particular service, please ask the TMO staff team.

New TMO
phone
number:



020 7525 0745

D'Eynsford Estate Newsletter November 2015

Contact the TMO:

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

Tel: 020 7525 0745

Website: www.deynsford.org

deynsford

@deynsford

Halloween Party

Saturday 31 October, 4pm-6pm

In the Secret Garden (by the Kimpton Road walkway)

Get your Halloween costumes on and join us for some spooky family fun in the community garden.



Everyone's welcome and all activities and refreshments are **free!**

How are we doing?

In the first month of delivering services, our TMO staff team:

- Completed 22 repairs, 19 of them within 24 hours and the other three within five days
- Inspected 20 of the repairs on the same day and two the next day
- Contacted all the households involved to ask for feedback.

Residents' feedback

- All staff/contractors called on the arranged date
- All staff were polite
- All the work was satisfactory
- 90% of the repair work solved the problem. the other repairs were awaiting parts
- 100% of residents were satisfied.

New TMO Board

Four new people were elected to the TMO Board at our annual general meeting in September.

All Board members are estate residents. The Board's job is to lead the TMO, with the staff team doing the day-to-day work.

We now have a full Board of 15 people:

- James Traynor . Chair
- Kate Damiral . Secretary
- Elizabeth Sheeran - Treasurer
- Patrick Luppi . Vice-chair
- Terry Norman . Vice-treasurer
- Dorothy Adongo
- Kwende Anbessa-Ebanks
- Rob Beer
- Tasha Gordon
- Connie Gray
- Jane Greaves
- Tom Leighton
- Bola Ogunmefum
- Beatrice Otu-Ansah
- Ines Teles

As well as the officer roles, Board members also represent the estate at local police meetings, at Council meetings about rubbish collections and on the Southwark TMO committee.

This year, Board meetings are held **every second Monday** of the month, 7pm-9pm, in the estate office. They are open to everyone so come along to hear the discussion.

Get involved!

There are lots of other ways for residents to take part in the TMO:

- Help plan estate socials . contact Kate for details, tel: 07989 377 407
- Join the garden group . contact Tom for details, tel: 07939 250 935
- Take part in the regular walkabouts with TMO staff to spot issues around the estate . contact the estate office for details.

Fabulous Fun Day!

Highlights from our estate fun day in September...



Fire safety works for 50-127 Don Phelan Close

The Council is planning to carry out some major works in this block, including redecorating the communal corridors, new entrance doors to the block and fire safety elements. The sheltered unit on the ground floor will also be fitted with a sprinkler system.

The TMO has asked for a project group to be set up so that residents are involved in the process.

If you live in this block, we will let you know when the group will meet and how to get involved.

It's official!

Deansford TMO was officially launched on 5 October, when we signed the formal agreement with Southwark Council to take over most estate services.

As residents, we have been working towards this moment for three years . so well done to everyone who has played a part!



James Traynor, TMO Chair, signs the official agreement with Cllr Richard Livingstone, Southwark Cabinet Member for Housing

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