



NFTMO KITE MARK AWARD

We are absolutely thrilled to announce the D'Eynsford Tenant Management Organisation CIC have officially been awarded the NFTMO Kitemark in Good Governance 'a well run TMO' status. It is a tremendous achievement and we are the first TMO in **Southwark** to have achieved it and the first TMO in the **Country** to achieve it within 5 years of operation. This award is a testament to all the hard work that all the board, staff and TMI have put in over the last couple of years.

The actual award was presented to our representatives who attended the NFTMO Conference in June. We will be showcasing the award at our next General Meeting (16th July).



Photo from our recent NFTMO Conference in Brighton where our board members collected the award. One of the many benefits of joining the board is that you get the opportunity to attend training conferences.

GENERAL MEETING

Tuesday, 16th July 2019, 7pm-9pm in the TMO Community Room (Estate Office, 38 Mary Datchelor Close). Come along to our General Meeting to hear the latest news and what is happening in D'Eynsford Estate.

On the agenda

- ✓ Future Projects
- ✓ NFTMO Kite Mark Award
- ✓ Board Members

Interested in joining the board or becoming a member?

If you're interested, contact our Estate Manager, Chay Pulger for an informal chat about what's involved, tel: 020 7525 0633 / Chay.Pulger@Southwark.gov.uk.

Proxy votes

TMO members who can't make the meeting can appoint someone to vote on your behalf (a proxy). Everyone 16+ who lives on the D'Eynsford Estate and non-resident leaseholders can be a member.

Pick up a membership form from the TMO office, join the TMO at the GM or contact the TMO on Tel: 020 7525 0745.

WHY SHOULD YOU ATTEND THE GENERAL MEETINGS?

1. This is your estate

D'Eynsford TMO is run by the residents, for the residents. Come and have your say to help make sure we develop our services in the way people need and want.

2. Use your vote

As a TMO member you can vote in new members vote on key issues such as how to use the money the TMO has saved in the past year.

3. Get to know your neighbours

Our meetings are very friendly and it is a great chance to chat with other people and share views on the estate.

4. Find out more about the TMO

If you're not sure what the TMO does or would like to get involved in community activities, come and ask questions to some of our board members or our manager.

5. Free food and drink

Did you know that we provide FREE food at all our meetings? So take the night off from cooking and come on down!

WE MAKE IT EASIER FOR YOU TO PARTICIPATE.

To ensure that access is suitable for disabled people and to give all residents equal opportunities for participation, we will assess any special needs, such as childcare facilities, translations, escorts to and from meetings etc. that anyone may require in order to assist them in participate. Please contact the us (the TMO) for more information and for us to make an assessment on individual needs.

WHAT'S COMING UP

June

- On **Saturday 22nd June**, we will be launching our new summer programme of community gardening across the estate. In addition to our regular weekly opening of the Secret Garden on Tuesdays from 4 to 5 (including activities for children from 4 o'clock), we will be working across the estate to make improvements to six areas by planting up small schemes of flowering shrubs and grasses - and we'll be inviting residents to get involved! Join us from 12 to 4 outside the community room on the 22nd to find out more about the locations and how you can get involved. On the day we will be planting lots of new flowers around the area outside the community room and we will be giving residents free plants that we have grown in the Secret Garden so that you can take them home and plant in your own gardens or balconies!
- We are delighted to announce that we have started D'Eynsford Youth Forum for 11 to 16 years of age. The Youth Forum is an area where you will be able to discuss activities for youths, outings, improvements on the estate and much more. Our next Meeting is on **Friday, 28st June 2019** between 5.30pm-7pm at the TMO Community Room. FREE Pizza, Drinks And Snacks !!!



July

- Our next social event on the estate will be our fantastic Women's Event on **Friday 12th July from 4-7pm** in the TMO Community Room. Look out for more information and posters nearer the time!

August

We will also be running our annual Coach Trip to the Beach in August and will have our Estate Funday in early September. We also plan to run some Summer Holiday activities for children and young people.

Also

- Don't forget our **weekly Coffee Morning is on Wednesdays from 10.30-12noon** in the TMO Community Room. Run by residents, for residents, we can offer help with computer basics and organise trips out. We hope to be cooking lunch sometimes as well! ALL WELCOME, JUST TURN UP!
- Are you creative? Interested in interior design? We need you to help us continue to improve our Community Room and make it a warm, welcoming and inviting space. Contact Kate on 07989 377407 for more information.



If you are interested in helping with any of these events please text/WhatsApp/call Kate our Social Committee Chair on 07989 377407. **Together we can make 2019 our best year ever!"**

Noisy Neighbours – Thoughts from a resident in Don Phelan Close

Have you ever gone to bed at 10pm only to be woken up by your neighbour's TV/stereo? Or, after a hard working week, have you had a lie-in on a Saturday morning only to be woken up by your neighbours yelling in the street?

With many people crammed into a small space, London can be a noisy place to live. Studies have shown that noise pollution can lead to an increase in stress which, in turn, can lead to an increase in mental and physical health problems.

Can we do something about making our own little patch of London a nicer place to live? My dad used to say, "before you do something, think about how you would feel if it was done to you." Would we be less inclined to crank up our stereos and TV's or yell in the street if we thought about how others would feel first? I say, let's give it a try, we have nothing to lose and a peaceful environment to gain.

COMMUNITY PAYBACK PROJECT

Over the last few months, as you maybe aware that we have had Community Payback working on our estate every Wednesday. They have been painting various areas on our estate to enhance and improve the area you live in. They will continue the good work through 2019. If you see them, do say hello!

We are seeking ideas from residents for areas of the estate which could benefit from being included in this scheme, if you have a suggestion please let us know.



Treasurers Report

As Treasurer I'm pleased to say that the finances of the TMO remain healthy. As a sub-committee we scrutinise the TMO's finances on a monthly basis in detail. The past year has seen some very positive developments in the efficient use of external subcontractors to supplement our own staff who, in turn, have been upskilled further this year. A particular focus has been on the cost of void properties as several of these in the previous financial year were expensive to deal with.

Credit must also be given to the TMO staff, and Chay our Estate Manager in particular, for the truly spectacular funding secured within the past year, some £78,000 pounds. This money has gone towards a number of estate improvement projects, leaving us able to spend our surplus – generated from the efficient management of the estate – for other projects.

Not satisfied with our current level of scrutiny, we have recently introduced new reporting to ensure we have the best insight into the financial standing of the TMO and ensure we continue to succeed, despite facing some challenges as our budget gets squeezed. (Mark)

The government is to issue a recall notice of Whirlpool tumble dryers which pose a fire safety risk.

Which Whirlpool tumble dryers are affected?

The dryers affected are the vented and condensing tumble dryers branded **Hotpoint, Creda, Indesit, Swan or Proline**, that were made between April 2004 and October 2015. Unsure? Visit <http://safety.hotpoint.eu/> for how to check.

What should you do if you have an affected tumble dryer?

If you own one of these models, and have not had it modified by Whirlpool - you're being urged to contact them immediately on 0800 151 0905.



Notes from the Repairs & Maintenance Sub-Committee

The Repairs and Maintenance sub-committee is made up of residents who conduct monthly estate inspections accompanied by the TMO's repairs coordinator, Zechariah. We seek out new communal repairs which need to be addressed with a view to keeping the estate in a good state of repair, we also track the progress of ongoing repairs and cast our eyes over completed repairs to ensure they are to a satisfactory standard.

It's important to note that the TMO itself is only responsible for certain repairs; those which don't fall to the TMO to complete are the responsibility of Southwark Council. However, the TMO tracks and champions these to ensure they are addressed expediently.

We are pleased to say that in recent months the number of repairs has been steadily falling as a direct result of a relentless doubling down on the once sizeable list. You may have noticed repairs which have been done or you may not, they really do range from the seemingly insignificant, such as the replacement of a missing door stop, through to the more obvious, such as repairs to brickwork or paving.

We like to think that we're pretty good at spotting things however if you see something amiss, damaged or in need of attention, please report it to the TMO; the sooner you do, the sooner it'll be fixed. Similarly, please try to look after the estate and take particular care when moving furniture through communal areas.

COUNCIL TENANT RESPONSIBILITY

You're responsible for most minor repairs and maintenance to your home in accordance with your tenancy. These includes;

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| ▪ Electric plugs, fuses and light bulbs (starter motor), | ▪ Change batteries in smoke alarms |
| ▪ Inside doors, cupboards and handles | ▪ Bath panels |
| ▪ Catches and locks | ▪ Small cracks in plaster |
| ▪ Toilet seats | ▪ Decorations |
| ▪ Broken glass & Floor tiles | ▪ Gardens (inc gates, fences, trees, window boxes, etc.) |
| | ▪ Internal blocked drains (sink, baths & wc) |

TMO RESPONSIBILITY

We're (TMO) are responsible for repairs to the structure, exterior and essential services to your home. If these issues arises then please contact the TMO on [020 7525 0745](tel:02075250745) or visit the estate office.

- External doors, walls and windows
- Drains, gutters and outside pipes
- Brickworks
- Major plastering repairs
- Floors (minor) and ceilings
- Installations for water, electricity and gas (including wiring, sockets, fittings, internal pipes and valves)
- Communal main stack (external)

COUNCIL RESPONSIBILITY

The Council are responsible for the following. If these issues arises then please contact the council on [020 7525 5000](tel:02075255000) or visit <http://www.southwark.gov.uk/housing/repairs>

- Communal TV aerials
- Door-entry systems and handset
- Extractor fans
- Heating or hot water (includes radiator)
- All pest control issues
- Parking permits
- Garages
- Roofs and foundations
- Smoke alarms (mains powered)

USEFUL CONTACTS

Emergency services Police, fire, ambulance - 999
Report crime (not life threatening) – 101
Council Main switch board - 020 7525 5000
Council Emergency housing repairs - 020 7525 2600

Council parking permits - 0207 525 3587 or 0207 525 3363
Council Waste Management Team – 0207 525 2000
Citizen Advice Bureau - 0344 499 4134