

BY THE RESIDENTS, FOR THE RESIDENTS

D'Eynsford Annual Report

2023-24

D'EYNSFORD



Welcome from Chair of The Board

As a local resident and Chair of the Board it gives me great pleasure to introduce this Annual Report which illustrates how well our TMO has performed over the financial year 2023-2024.

This success can be measured both in terms of how we as an organisation meet our contractual obligations to deliver excellent services, AND how we go over and above to provide added 'extra' benefits for our local community.

It has been a very busy year on the estate, involving work to create new homes and improve our facilities, as well as welcoming new faces to strengthen our team.

Building work began in April 2023 to re-develop the temporary accommodation at Good Neighbours House into 13 much-needed new flats. This work uncovered major issues with the roof of our Community Room, which unfortunately had to close for essential repairs (more details inside). However, our popular community activities continued thanks to the team at the sheltered unit in Don Phelan Close who have allowed us use of their Day Room. An added bonus is that many sheltered residents now join in our events including popping in for a

cuppa and a chat at the weekly coffee morning, led by Chair of the social committee Clava Jameson.

Keeping our estate safe, clean and green continues to be a key priority.

We have been working with Southwark Council to ensure we meet new legislation (see page 3) and I am pleased to announce the appointment of new grounds and gardening staff to ensure our communal spaces look their best.

Whilst we celebrate these successes, it is also important that we acknowledge the challenges that lie ahead. One of the biggest issues we are dealing with is the cost-of-living crisis and its impact on both residents and businesses. The cost of repairs, services, materials, and resources has risen significantly without an increase in the allowance. As a result, we have been reviewing our contracts and expenditure and looking at ways to generate additional income, in order to remain viable and ensure we continue to deliver value for money. However, I am confident that thanks to our dedicated and experienced staff team, under the guidance of our Board, our TMO will meet and respond to challenges and ensure our TMO continues to thrive.

So I would like to close by welcoming our two newest Board members Nathan Puzniak-Holford and Madeline Martin and thanking our staff, my fellow Board members, and every local resident who gets involved to help make our neighbourhood an even better place to live.

Mr. Connie Gray
Chair of the Board



Who we are and what we do

Since D'Eynsford TMO was established in 2015 to manage the estate on behalf of Southwark Council, we have had a clear vision of how we want our estate to be run.

With residents at the heart of our organisation we are committed to meeting local needs and keeping our neighbourhood safe, clean and a place where people feel proud to live. We work to deliver good quality, joined up services and reinvest any surplus back into the estate as improvements or community projects.

Our TMO offers:

- Better services for everyone - quicker and higher quality
- A local staff team working directly for us
- An on-site estate office and a community room
- Value for money
- More control for residents
- 'Extra' benefits for our local community to enhance the lives of local people

Our Board

Our resident-led Board provide direction to the staff team to ensure the TMO delivers what our community wants and needs. For the first time in our history, we have filled all the Board positions. Board members are a mix of tenants and leaseholders of various ages, ethnicities, genders, and professions to ensure collectively the Board represents a good cross section of our community.

TMO Board as at August 2024

Chair - **Connie Gray**
Secretary - **Pete Dolan**
Treasurer - **Mark Vowles**
Vice Chair - **Ellen Mary Howells**
Board Members - **Sandra Brown, Margret Falodi, Clava Jameson, Roger Richardson, Shola Oluwafemi, Nathan Puzniak-Holford, Dorothy Adongo, Madeline Martin**

Staff members

TMO Manager - **Chay Pulger**
Housing Officer - **Albert Frimpong**
Finance Officer - **Pawel Borucinski**
Repairs & Maintenance Coordinator - **Shaz Islam**
Senior Caretaker - **Devon Nicholas**
Caretakers - **Kelly Ulysses & Gary Roye**

D'Eynsford Estate has **360** homes

Your voice counts!

Any resident over the age of 16 can volunteer as a member of the TMO to work with us to help make our neighbourhood even better. Please get in touch using the contact details on the back cover.

A snapshot of 2023-2024 and our plans for the future

We continue to offer opportunities for residents to have their say. Any resident over the age of 16 can get involved with us...

Building safety

In response to the Grenfell tragedy, the Building Safety Act was introduced to improve the design, construction and maintenance of high rise blocks and give residents more say in safety decisions that affect their building. While there are no high-rise blocks or combustible cladding on the D'Eynsford Estate, we continue to place residents' safety as our top priority and work closely with Southwark Council to ensure our homes are safe and well maintained, and that we meet legislative requirements.

Providing homes and that are safe and clean

We will continue to invite residents to join TMO staff on regular Estate Inspections to point out any issues or concerns around fire or building safety, cleaning, repairs or grounds maintenance.

New development

Our neighbourhood is growing! We hope to manage the 13 new flats in the future that are currently being constructed at Good Neighbours House. This will increase the number of homes that D'Eynsford TMO manage, and it ensures more local people can benefit from our high quality resident-led services.

TMO Community Room

Construction work at Good Neighbours House uncovered major issues with the roof of the TMO community room, which meant the venue had to be closed immediately. The Council is undertaking repair works whilst also adding in new rooms, and we hope the 'new and improved' community facility will be back in action later this year offering a wide range of activities to bring neighbours together.

Communal areas

Following a thorough tendering process we appointed Groundwork as our new grounds maintenance contractor, and we also recruited a new Community Gardener, Eleanor. Together, they will be working to ensure our green, communal areas are well maintained and we look forward to seeing the areas in bloom next Spring!

Governance

We continue to offer opportunities for residents to have their say. Any resident over the age of 16 can get involved with us and join one of our six sub-committees: HR, Finance, Gardening, Social, Security, Repairs and Maintenance. To find out how to make your voice heard please just get in touch!



How we have performed

2023-24



95.80%
of rent collected



3
Number of voids (empty properties)



4
Number of complaints received



100%
of complaints handled within target timeframe



174
Total number of repairs completed by TMO staff



100%
of TMO repairs completed within timeframe



119
Repairs completed by external contractors



100%
% of repairs by external contractors completed within timeframe



171
Number of TMO members

Statement of financial position

31 March 2024

	31.3.24		31.3.23	
	£	£	£	£
FIXED ASSETS				
Tangible assets		369		521
CURRENT ASSETS				
Debtors	61,238		23,867	
Cash at bank	187,209		245,770	
	248,447		269,637	
CREDITORS				
Amounts falling due in one year	140,511		107,993	
NET CURRENT ASSETS		107,936		161,644
TOTAL ASSETS LESS CURRENT LIABILITIES		108,305		162,165
RESERVES				
Retained earnings		108,305		162,165
		108,305		162,165

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

For a full copy of our accounts please contact the TMO office.

Get in touch

If you would like to get involved with D'Eynsford TMO and work with us to help make this neighbourhood an even better place to live please pop into the TMO office or get in touch using the contact details below. **We are open Monday to Friday between 9am and 5pm.**

- Pop into the D'Eynsford TMO Estate Office at:
38 Mary Datchelor Close, Camberwell, London, SE5 7AX
- Call us on: **020 7525 0745**
- Email: **TMO@Deynsford.org**
- Visit our website: **www.deynsford.org**
- Follow us on X: **@deynsford**