

BY THE RESIDENTS, FOR THE RESIDENTS

# D'Eynsford Annual Report 2024-25

D'EYNSFORD



## Welcome from Chair of The Board

**I am delighted to introduce this Annual Report, which celebrates our achievements over the past year and sets out our plans for the future.**

As a resident-led organisation, D'Eynsford TMO exists for the benefit of our local community. We place residents at the heart of everything we do, ensuring that our decisions reflect their needs and aspirations.

Over the past year, the estate has been a hive of activity, with significant improvement works and new developments. The main project has been the replacement of the front entrance doors, managed by Southwark Council. Throughout this process, the TMO has supported residents by helping them understand the Section 20 notice process, ensuring their voices were heard, and advocating for their best interests. This year has underlined the real value of having a resident-led organisation—one that can coordinate a unified response and champion the community's voice, in contrast to estates without such representation.

We have also seen progress on the new development at Mary Datchelor Close, which will provide 13 additional homes by the end of 2025. Initially, these will be managed by the Council, but in the future, this could be an area for the TMO to consider taking on.

From a social and community perspective, we have kept our programme of events thriving – despite not having a fully functional community room. Using the sheltered unit, we have hosted coffee mornings, karaoke, dancing, flower arranging, arts and crafts, terrarium building, chair-based exercise classes, baking and cooking workshops, Easter egg hunts, gardening workshops, and seaside trips. It has been wonderful to welcome new faces and strengthen community

bonds. We are excited about the opportunities our new community room will bring once it is ready.

### Looking ahead, we have an ambitious year in front of us.

We will be developing a new Business Plan for 2026–2029 and preparing for our 5-Year Continuation Ballot, when residents will decide if they wish the TMO to continue managing the estate. The past year has shown the many benefits of having a TMO—from faster repairs and dedicated resident support to a vibrant programme of community activities and strong advocacy on local issues. These are just some of the reasons we hope residents will vote for the TMO to continue in 2026.

Together, we have achieved a great deal, and with your ongoing support, I am confident we will continue to build a strong, connected, and thriving community.

**Mr. Connie Gray**  
Chair of the Board



**Join us  
for the  
AGM**

**Wednesday 24 September 2025, 7pm**  
**D'Eynsford Sheltered Unit, 64 Don Phelan Close, London, SE5 7BB**

All residents welcome to come along to find out more about the TMO, how we performed last year and our plans for the future.



# Who we are and what we do

D'Eynsford TMO was set up by residents in 2015 to take over the management of the estate from Southwark Council. From that date forward we have had a clear vision of how we want our estate to be, and we remain committed to making this a reality.



## 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

We believe, that by putting residents at the heart of our organisation we can work to ensure that our neighbourhood is safe, clean and well run, and a place where people feel proud to live.

Our resident-led Board steer the overall direction of the organisation. The Board is further supported by six sub-committees; HR, Finance, Gardening, Social, Security, Repairs & Maintenance, along with other teams and representative roles to ensure that residents can have their say and genuinely influence services. Together the Board and the staff team strive to ensure that the TMO provides good quality, joined up services and that any surplus accumulated is invested back into the estate as improvements or community projects. Any resident over the age of 16 can volunteer as a member - please get in touch if you would like to get involved.

## TMO Board as at August 2025

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

D'Eynsford estate has  
**360** homes

## Staff members

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

We are looking for new Board members to join our committee and help steer the TMO to ensure we are meeting your local needs.

# Listening to you

During the year we conducted a residents survey to find out your opinions and ensure we tailor our service to meet your needs. Thank you to everyone who responded. Here is a snapshot of the results.

## The majority of residents:

- ✓ Feel their home is an affordable and secure place to live
- ✓ Know how to report issues with their flat
- ✓ Strongly agree that the estate buildings and grounds are well maintained
- ✓ Feel safe as a pedestrian or wheelchair user on the estate
- ✓ Agree the TMO represents their interests
- ✓ Feel connected to the estate community
- ✓ Feel they can have their say about what happens on the estate

You told us your top 3 priorities we need to focus on next year are:

1

Building improvements and estate-wide repair issues (which are the responsibility of the council)

2

Improving bin storage and recycling

3

Pushing the council for speedier repairs and defending your housing rights

## Celebrating a successful year

The positive results of the survey endorse the successful work of the TMO, showing the strength of a true resident-led housing service. By working together with our community we have enjoyed many successes over the past 12 months including:

- ✓ Speeding up repairs
- ✓ Advocating for residents on local issues
- ✓ Representing residents during council-led improvements works
- ✓ Lots of community events and activities to bring neighbours together

## Looking ahead

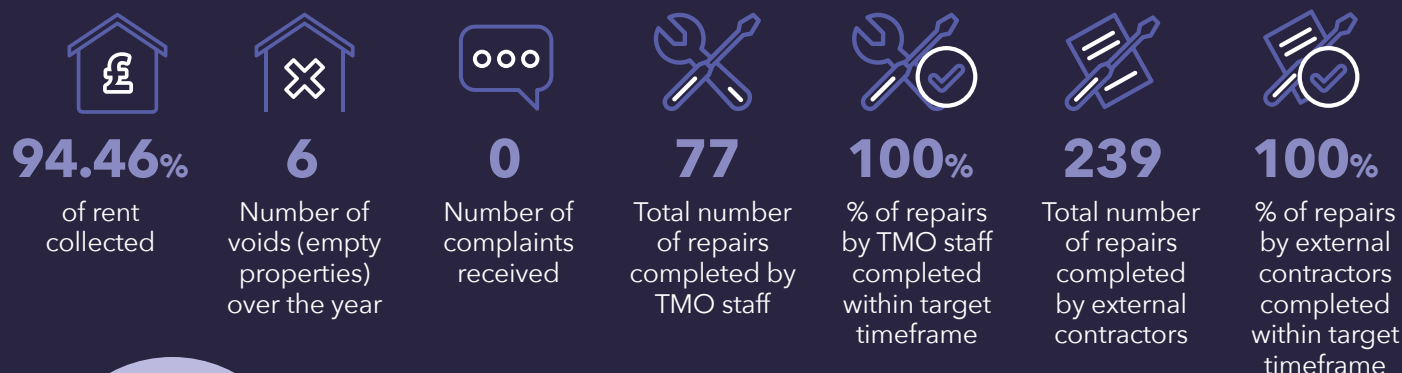
It is an exciting time at D'Eynsford TMO and our plans for the future include:

- ✓ Developing a new Business Plan for 2026-2029
- ✓ Preparing for our 5-Year Continuation Ballot to ensure the future of the TMO
- ✓ Further developing our wide programme of activities for residents
- ✓ Opening our new community room
- ✓ Championing the interests of our residents





## How we have performed 2024-25



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

## Statement of financial position 31 March 2025

	31.3.25		31.3.24	
	£	£	£	£
<b>FIXED ASSETS</b>				
Tangible assets		225		369
<b>CURRENT ASSETS</b>				
Debtors	70,432		61,238	
Cash at bank	119,005		187,209	
	<b>189,437</b>		<b>248,447</b>	
<b>CREDITORS</b>				
Amounts falling due in one year	163,419		140,511	
<b>NET CURRENT ASSETS</b>		26,018		107,936
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		26,243		108,305
<b>RESERVES</b>				
Retained earnings		26,243		108,305
		<b>26,243</b>		<b>108,305</b>

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

## 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 Twitter: **@deynsford**

