

BY THE RESIDENTS, FOR THE RESIDENTS

D'Eynsford TMO Continuation Ballot Spring 2026

D'EYNSFORD



Under our agreement with Southwark Council, we must hold a continuation ballot every 5 years to ask all tenants and leaseholders whether you want D'Eynsford Tenant Management Organisation (TMO) to continue managing housing and repairs services on the estate.

The ballot will take place in the next two months when you will be able to vote on whether the TMO should continue providing local, on-site housing and repairs services for the next five years.

Your TMO working for you

D'Eynsford Tenant Management Organisation (TMO) was established by local residents over a decade ago to take over running the housing service from the council, and empower local people to have their say in making the estate an even better place to live.

We have achieved so much and now we need you to vote YES in the upcoming continuation ballot to ensure the TMO continues.

If the TMO does not continue, the local Office/ Community Room and all services would be taken back by Southwark Council and delivered through a call centre, instead of by the on-site TMO team who know the estate and its residents well.

Voting for D'Eynsford TMO means you will continue to receive:

- ✓ A local estate office with a team of dedicated staff
- ✓ Ongoing improvements to your homes and neighbourhood
- ✓ Excellent and efficient caretaking and repairs services
- ✓ Social events and community activities for local residents
- ✓ High levels of resident satisfaction
- ✓ The opportunity for you to have a real say in how your housing service and local neighbourhood is run

We genuinely care about the estate and everyone who lives here. Whether you are a tenant, leaseholder or freeholder please vote 'YES' in the continuation ballot.

**VOTE
YES!**





Steered by residents we have worked hard to ensure the estate is clean, safe, well maintained and a place everyone can feel proud to call home.

Reasons to vote to keep your TMO

Celebrating our community

D'Eynsford is home to a vibrant mix of cultures, ages, and backgrounds, and we help harness that diversity, nurturing community spirit to ensure everyone feels welcome and included.

Putting residents at our heart

Every service and activity delivered by the TMO is designed with residents in mind. We constantly listen and respond to the changing needs of our community.



More ways to make your voice heard
Any resident over 16 can become a member of the TMO to influence decision-making. From sitting on a sub committee to joining staff on monthly estate walkabouts, we offer lots of ways for everyone to get involved.



High tenant satisfaction

Our residents rated us higher than the council for the standard of repairs. 87% of residents have supported the TMO taking services over from the council since 2015.

Creating a community hub
The TMO Community Room is a vital resource well used by all ages. Activities include dementia workshops, coffee mornings, yoga, Zumba, gardening, multi-sports, money advice, DIY, IT classes, homework club, and a community library. We also organise an annual seaside coach trip.

A genuinely local service

The TMO office is conveniently based in the heart of the estate so residents can quickly pop in to report issues and raise concerns directly with staff. Our locally based cleaners provide consistent, high-quality services, and we use local contractors to deliver faster, personalised and cost effective repair services.



Neighbourhood improvements

We reinvest surplus funds and apply for grants to improve the estate. Recent TMO projects include:

24
New LED lights

2
new bike shelters

Relocating various bins to improve accessibility and tidiness

A new Community Room to support resident activities

50+
trees planted to enhance green spaces

3
new benches across the estate

2
new pergolas to improve communal areas

11
new litter bins to keep the estate clean

30
new notice boards for community announcements

CCTV cameras to enhance safety, security, and tackle fly tipping

Partnership working with the police to increase community safety and hold regular ward panel meetings

Performance data demonstrates that D'Eynsford TMO has consistently outperformed Southwark Council in service delivery, providing faster response times and a more personalised service.

This is because we have local people at the heart of our organisation to ensure we deliver what the local community wants and needs. Our services are fast and efficient, and we genuinely care about looking after our residents.



"Wow, what a service - only 2 hours from the point I raised a repair to have it dealt and fixed. THANK YOU!"



"Love the community room - so many activities and all for FREE. Thanks TMO."



"Many thanks for your prompt response and action. We are very happy with the work carried out by the TMO and are impressed by your professionalism. Thanks for going the extra mile."



"Just a quick line to say thanks for having our corridor ceiling painted - it's made such a difference."

VOTE YES!

Please vote yes in the continuation ballot.

Get in touch

If you have any questions about the continuation ballot, please get in touch:

- 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

What would happen if the TMO closes?

If we lose the ballot the TMO will close, and all services will return to the council.

No local office - This would mean the closure of the TMO office. The dedicated team of staff who know this estate and its residents would no longer be here to help and support you. You would instead have to rely on contacting the council online or via the council call centres where typical wait times can be up to 30 minutes.

No more TMO community activities - It would also signal the end of all our popular TMO-organised community events, including seaside trips, Halloween celebrations and gardening workshops, as well as regular activities including coffee mornings and resident meetings where tenants currently have a valued opportunity to raise concerns and be heard.

Your vote is crucial. Without it, the place you call home—and the community you cherish—could change dramatically. **Make your voice heard before it is too late.** Vote **yes** for the TMO.

What happens next?

You will receive a ballot paper asking whether you would like the TMO to continue or to transfer services back to the council.

Voting for your TMO means:

- ✓ **A local housing office on the estate**
- ✓ **A dedicated and friendly housing team**
- ✓ **Local cleaning, caretaking and repairs services**
- ✓ **More say in how your services are provided**
- ✓ **Extra improvements to your homes and neighbourhoods**
- ✓ **A programme of community events and activities**
- ✓ **Living on a well looked after estate**

When you receive your ballot paper please complete and return it by 31 March 2026, or vote online using the secure link provided with your ballot.