

BY THE RESIDENTS, FOR THE RESIDENTS

D'Eynsford Annual Report 2025-26

D'EYNSFORD



Celebrating another positive and productive year for D'Eynsford Tenant Management Organisation (DTMO).

Welcome to our Annual Report. As Chair of DTMO and a fellow resident, I'm really pleased to share some of the achievements and developments that have taken place across our estate over the past financial year.

One of the most important moments for us this year was the successful completion of the 2026 Continuation Ballot. It was wonderful to see local residents give such a strong mandate for DTMO to continue managing the estate on their behalf. This support means a great deal to all of us involved with the TMO and reflects the confidence residents have in the work we are doing for our community.



We were also delighted to achieve the NFTMO Kite Mark Award. This is the second time DTMO has achieved the Kite Mark since we went live in 2015, and it is something we can all be very proud of.

It recognises the hard work and commitment of our Board, staff and wider TMO team, as well as our continued focus on good governance, effective management and resident involvement.

During the year, we also welcomed an independent audit by BDO, the professional auditors appointed to review Southwark's TMOs. This resulted in a positive outcome, which also provided further reassurance that our systems and the way we work as an organisation are effective. It was another welcome recognition of the continued efforts of our Board and staff to make sure DTMO is well run and delivering for residents.

There have also been some exciting developments in our work to improve the estate and bring our

community together.

We welcomed our new Community Gardener, Greta, who has already made a fantastic contribution. Her work is helping to improve our communal areas and make the estate greener, more attractive and enjoyable for everyone who lives here. We have also worked to bid for grants to improve facilities locally – see more details inside.



We have also established a new partnership with Community Payback, which is enabling additional work to be carried out across the estate while supporting the wider community. We're looking forward to developing this partnership further and seeing the positive difference it can make to our neighbourhood.

Overall, it has been another year of positive progress for D'Eynsford TMO, and there is a great deal for us as a community to be proud of.

Finally, on behalf of the Board, I would like to say a heartfelt thank you to our staff, residents, partners and everyone who gives their time and support the TMO. As a resident myself, I know how important it is that we continue working together to make D'Eynsford a strong, welcoming and enjoyable place to live.

Connie Gray
Chair

D'Eynsford Tenant Management Organisation CIC

Who we are and what we do

360

Number of
homes on
D'Eynsford
estate

D'Eynsford TMO has been running the housing service on behalf of the council since 2015. As a TMO we are run by residents for residents. This means the local community is in charge of making decisions that affect our homes and neighbourhood.

We are proud to ensure that local needs are listened to and that our estate is safe, clean, well run and a place where people feel proud to call home. Our TMO offers:



High quality,
efficient and
well run
services



A local
dedicated staff
team working
directly for us



An on-site
estate office
and a
community
room



Value for
money



More control
for residents
and more
opportunities to
have your say



'Extra' benefits
to enhance
the lives of
local people

Our Staff team

TMO Manager **Chay Pulger**
Housing Officer **Albert Frimpong**
Finance Officer **Pawel Borucinski**
Senior Caretaker **Devon Nicholas**
Caretakers **Kelly Ulysses & Gary Roye**

Get involved

Any resident over the age of 16 can become a member of D'Eynsford TMO to have a direct say and vote on how the housing service is run - please get in touch for more details.



Our Board

(list of members as at August 2026)

Our resident-led Board oversees the staff team to ensure we provide good quality, joined up services and that any surplus accumulated is invested back into the estate as improvements or community projects.

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 **Luca Zancanato**
Board Member **Calum Storrie**

The Board is further supported by six resident-led sub-committees; HR, Finance, Gardening, Social, Security, Repairs & Maintenance. There are also other teams and representative roles to ensure that residents can have their say and genuinely influence services.

A year to be proud of

Listening to what residents have told us, we have been delighted to bring about many tangible improvements during 2025-26 to make the estate greener, safer and enhancing community facilities. Plus, we received important accreditation to endorse the fact that we are a well run organisation offering value for money.



Improvements to the estate

- ✓ Installation of a new cycle shelter - funded by a grant
- ✓ Installation of five new barriers to help reduce the speed of e-bikes and bikes - funded by grants
- ✓ New planting, lighting and fencing at the entrance to the estate, funded through grant funding
- ✓ Re-painting of the basketball court, funded by Sport England

Showing we are run successfully and effectively:

- ✓ At the Continuation Ballot residents overwhelmingly voted to maintain the TMO running the housing service, rather than hand control back to the council
- ✓ We received the National Federation of TMO's Kite Mark Award - a national accreditation proving that we have good governance, we are well run and we listen to residents
- ✓ Our Chair Connie Gray received a Lifetime Achievement award from the NFTMO for his work with our TMO and the local Tenants and Residents Association
- ✓ We achieved a positive outcome following an independent audit by BDO, providing reassurance that our operational and financial processes are well managed, and that we have effective systems and processes in place to deliver for residents

Looking ahead

We want to continue building on our success. We have exciting plans for key future works and initiatives including:

- ✓ Installing additional CCTV
- ✓ Parking and footpath improvements
- ✓ Launching the new community room, alongside a programme of new social and community events for local residents



How we have performed 2025-26



100.61%
of rent collected



8
Number of voids (empty properties)



3
Number of complaints received



100%
of complaints handled within target timeframe



75
Total number of repairs completed by TMO staff



202
Total number of repairs completed by external contractors



98%
of repairs completed within timeframe

Statement of financial position

31 March 2026	31.3.26		31.3.25	
	£	£	£	£
FIXED ASSETS				
Tangible assets		81		225
CURRENT ASSETS				
Debtors	9,000		70,432	
Cash at bank	126,687		119,005	
	135,687		189,437	
CREDITORS				
Amounts falling due in one year	112,365		163,419	
NET CURRENT ASSETS		23,322		26,018
TOTAL ASSETS LESS CURRENT LIABILITIES		23,403		26,243
RESERVES				
Retained earnings		23,403		26,243
		23,403		26,243

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: **020 525 0745**

- Email: **TMO@Deynsford.org**
- Visit our website: **www.deynsford.org**
- Follow us on X: **@deynsford**