



# TMO continuation ballot

Fair Community Housing Services Limited (FCHS) is a Tenant Management Organisation (TMO), which was set up in 2003 to improve services for everyone living on the seven estates along Tooley Street and Druid Street.

It is now time for the five year TMO continuation ballot which will take place from June 16, 2014.

When you receive your ballot paper, don't forget to **VOTE TO KEEP YOUR TMO** to continue to receive:

- ✓ quality housing services that offer value for money
- ✓ a local housing office based in Fair Street
- ✓ improvements to your homes and neighbourhood
- ✓ opportunities for you to help set local priorities and deliver better services.

Please vote  yes for the TMO

Introduction from

# Abiola Olatunji

## FCHS Manager

There is a real community spirit in this area, and a desire amongst everyone who lives here to feel proud of their home and their estate.

Over the past four to five years, the TMO has built on this community spirit and ensured as many people as possible have their say about how the housing service is run and can get involved in developing plans for the future.

As FCHS is governed by a Management Committee of local residents the organisation is truly community led, ensuring we deliver what local people want and need.

**...by voting YES to continue the TMO you will help to ensure we can build on our success and continue the good work for another five years.**

Over the last few years of the TMO taking over the management of services from the council, local people have seen real improvements in terms of better facilities and services, cleaner and greener estates and more opportunities to get involved.

The estates now enjoys much closer relationships with our high profile neighbours including The Potters Field Trust and Team London Bridge, who are both making environmental improvements to benefit local people. Collaborating with these organisations has really helped to put us on the map!

However, our best collaboration is with our residents and by voting YES to continue the TMO you will help to ensure we can build on our success and continue the good work for another five years.



# Our vision

**FCHS was set up with the aim of improving the estates to ensure they are excellent places to live and raise a family.**

We work to make sure your neighbourhood is safe, green and clean and that our community is vibrant, friendly and respectful.

We deliver services that are highly valued by our residents.

Above all, we aim to give all tenants and residents an opportunity to become involved in shaping the estate and the work of FCHS.



## Our values

**Our values reflect our commitment to empowering our community and making sure our estates are fantastic places to grow up and live on.**

- We always strive to involve estate residents in decision making.
- We are open and transparent and committed to being accountable to our members and estate residents (see opposite page).
- We view excellent housing services and customer services as a right and not a privilege.
- We understand that we have the best chance of success if we work in partnership with others.
- We are a fair and equitable organisation – open to all and committed to serving all.

# Community led

**FCHS is led by a board of local residents who work on a voluntary basis to represent the views of the local community.**

Every resident over the age of 16 can become a member of the TMO and join in the decision making processes.

FCHS provides the following services:

- estate cleaning
- estate lighting
- grounds maintenance

- repairs and maintenance of homes and communal areas
- managing and letting empty properties
- rent collection
- tenancy and housing advice.

All delivered by a local housing team, based in Fair Street.



“The TMO provides an opportunity for local people to shape and change the area they live in. We have control of budgets and make sure local services meet the needs of residents. It’s really important that everyone uses their vote to keep the TMO, so that we can continue to improve the area. Please remember to vote and tell all your neighbours to do the same!”

Teddy Amoyaw, local resident and Chair of the Management Committee

# How we have performed

**We are performing well against the targets set in 2013/14.**

% of rent collected:

**100.4%**

Total number of repairs in period:

**928**

Of these, 98% were completed on time and first time right.

% of enquiries dealt with within 10 working days:

**87.5%**

% of complaints dealt with within 15 working days:

**96.7%**

General correspondence responded to within 10 working days:

**100%**

Actual spend compared to budgeted expenditure:

**86.6%**

Average empty property turn-around time:

**16.9 days**

% of rent lost to empty properties voids:

**1.86%**





# Since FSCH took control of services from the council we have delivered real benefits for local people including:



## Services

- Improved repairs feedback.
- Quicker turnaround of empty homes.
- Significantly reduced rent arrears.
- Released more parking for use.
- 100% garages and pram sheds let.

## Governance

- An improved website.
- Committee minutes available online.
- Increased membership of TMO.
- Estate based office team.

## Finance

- Significantly improved financial management and accountability, generating a surplus over the past three years which has been ploughed back in to the estates.
- Gained £100,000 of environment funding for estate improvements and railings.



“The delivery of the Fair Street Green Wall in partnership with Fair Community Housing has really cemented an excellent working relationship. We are really keen to build on this and work together with the Fair Street community to develop further greening and public realm projects.”

Shane Clarke, Deputy Executive Director, Team London Bridge

“Potters Fields Park Management Trust enjoys a close and friendly working relationship with FCHS. We have been maintaining the vertical garden on Tower Bridge Road and are hoping to take over management of nearby St John’s Church Yard. We believe that the TMO will be able to guide us on what the local community would like to see in the park.”

Stephen Cornford, Chief Executive, Potters Fields Park Management Trust

## Community

- Regular social activities for residents eg trips to the seaside and the theatre, a summer fun day and planting the green wall.
- Annual Christmas lunch for older residents.
- Excellent relationship with the Police Safer Neighbourhood Team.

## Homes and Estate

- Lighting improvements at a number of blocks.
- Environmental improvements to Fairing Green and Coxson Way.
- Many new kitchens and bathrooms.
- New security door entry systems at St John’s estate and Coxson Way.
- Creation of a vertical garden (in partnership with Potters Fields Trust).
- Creation of Fair Street Green Wall (in partnership with Team London Bridge).
- New garage doors at St John’s estate and Lewes House (in partnership with Southwark Council).



# What happens next?

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

Please vote  YES for the TMO to ensure we build on our success and continue to provide the following high quality services:

- ✓ day to day repairs
- ✓ repairs to empty properties
- ✓ tenancy management
- ✓ estate services

## Voting for your TMO means:

- ✓ A local housing office on Fair Street
- ✓ A dedicated housing team
- ✓ More say in how your services are provided

Return your vote to the housing office in Fair Street or post it to the return address provided.

