

## D'Eynsford TMO

by the residents, for the residents

# BALLOT OFFER

The D'Eynsford Tenant Management Organisation (TMO) has been set up to provide better services for everyone on the estate.



This booklet tells you more about how the TMO will work to deliver housing services instead of the Council, and the benefits for the estate and everybody who lives here.

- ✓ **Would you like your housing service to be delivered by a local staff team based on the estate?**
- ✓ **Would you like to receive improved services that offer better value for money?**
- ✓ **Would you like to help set local priorities for your estate and have more control over how services are delivered?**

**If the answer is 'yes', read on and vote 'yes' for the TMO.**



## Contents

- 2 Introductory statement
- 5 The offer document
- 6 What the offer means to you and the Council
- 8 The TMO's vision
- 10 Meet the TMO
- 12 What is on offer
- 14 The TMO staff
- 15 The ballot
- 16 Finances
- 19 What's next
- 20 Further information

.....

Images of D'Eynsford estate residents courtesy of Tom Leighton.  
www.tomleighton.co.uk

# Introductory statement from Councillor Ian Wingfield

**"...giving residents the opportunity and support to run their own housing estates..."**

Southwark Council is the largest social landlord in London. We are committed to making Southwark a great place for all 55,000 tenants and homeowners to live. We take our responsibilities seriously and want to work with tenants and leaseholders to help transform housing services. This includes giving residents the opportunity and support to run their own housing estates through locally-run Tenant Management Organisations (TMOs).

Tenant management is all about residents taking control over major decisions that affect their homes. TMOs have the independence to deliver bespoke housing services based on priorities that local residents say they want.

There are 13 TMOs operating in Southwark, managing about 7% of all the Council's housing (over



**"TMOs have the independence to deliver bespoke housing services based on priorities that local residents say they want."**

3,500 homes). Now residents on the D'Eynsford estate have an exciting opportunity to vote to do the same in their community.

Since 2011, we have been supporting residents of the D'Eynsford estate to receive specialist training and development, in order to gain the skills and knowledge needed to run their homes and manage services on the estate. In January this year an independent, government approved assessor agreed that they were ready.

Southwark Council is a sponsor and a supporter of tenant management, and we have been proud to support D'Eynsford TMO to become a partner in delivering housing management services on the estate.

Before the TMO can assume control a vote must be held to check that

tenants and leaseholders on the estate are happy for D'Eynsford TMO to take over some of the housing management responsibilities from the Council.

This booklet gives you information about D'Eynsford TMO and explains the services that it hopes to run, and how local residents should benefit as a result.

Please read this document carefully. If you have any questions please get in touch using the contact details on the back cover. And finally, don't forget to vote!

**Councillor Ian Wingfield**  
Deputy Leader of Southwark Council and Cabinet Member for Housing Management



# The Offer Document

**This document sets out the Council's offer to all tenants and leaseholders living on the D'Eynsford estate. It describes the role and responsibilities of D'Eynsford TMO and those of the Council in delivering housing management services on your estate.**

The booklet provides you with objective information about the TMO project so that you can make an informed decision about whether or not to support it.

D'Eynsford TMO is a community interest company (CIC) set up to deliver housing management for residents on the D'Eynsford estate, represent residents and build community spirit. The TMO will enter into a management agreement with the Council in December 2014 to provide the following services:

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

We are inviting all tenants and leaseholders to vote on our offer. We believe this is a great opportunity for the estate and we would encourage you to vote in favour of the proposal which will mean:

- **a housing office on the estate**
- **a dedicated housing team; and**
- **more say in how your services are provided.**

This document explains what this would mean for tenants and leaseholders, how it will be different from the current arrangements and what improvements you could expect to see.

You will receive your ballot paper shortly. This is a great opportunity so please vote **"YES"** for a Tenant Management Organisation on the D'Eynsford estate.



# D'Eynsford Tenant Management Organisation

## What the Offer means for residents

- ✓ If you are a Council tenant, Southwark Council will continue to be your landlord. The Tenant Management Organisation (TMO) means that you and your neighbours will decide how your homes are managed.
- ✓ You will remain a secure tenant of the Council and maintain all your rights such as your "Right to Buy".
- ✓ Your rent will continue to be paid to Southwark Council in the usual way.
- ✓ If you are a leaseholder, the TMO's planned efficiencies should lead to lower service charges.
- ✓ If residents vote yes to the TMO, the elected board of residents will meet on a regular basis to oversee service levels. This means the TMO will consist of local people managing the service for the benefit of the whole community.
- ✓ Through the TMO, you will be able to set priorities and establish local standards to improve services for everyone.
- ✓ The TMO will employ its own staff. Services will be run in the way the TMO decides on behalf of and in consultation with local residents.
- ✓ If you are a resident on the D'Eynsford estate and over 16 years of age, then you can become a member of D'Eynsford TMO. Any member is entitled to stand for election as a Director of the Board, unless legally prevented from doing so.

## What the Offer means for the Council

- ✓ D'Eynsford TMO has an excellent relationship with Southwark Council and will work in partnership in the interest of local residents.
- ✓ Southwark Council will continue to be the landlord and retain ownership of all the properties on the estate.
- ✓ D'Eynsford TMO will enter into an agreement with Southwark Council to provide contracted housing management services on its behalf.
- ✓ Southwark Council will monitor the work of D'Eynsford TMO to ensure tenants and leaseholders are receiving services in line with the agreement. In the slight chance of poor performance, the Council will step in to provide training and if performance does not improve the service will be taken back by the Council.
- ✓ Every five years all tenants and leaseholders will be given the opportunity to vote to continue managing as a TMO. The management will revert to the Council if the majority of those voting decide to hand back.

# The TMO's vision

We want to make the D'Eynsford estate an even better place to live, with excellent services and lovely surroundings, where everyone is neighbourly, has the opportunity for self-development, takes pride in their community and can live well at home without damaging the environment.

We are setting up a TMO because we believe that this will provide:

- **better, quicker and higher quality services for everyone**
- **a staff team working directly for us**
- **an on-site estate office**
- **value for money**
- **more control for residents**

## One Planet Action Plan



**We are committed to using a One Planet Action Plan to help us live within a fair share of the earth's resources. The One Planet framework focuses on ten areas that cover the environmental, social and economic aspects of living sustainably.**

We have identified principles and goals for each area. For example, we will:

- carry out an energy audit of the estate and make our buildings and equipment more energy efficient
- create secure cycle sheds
- use good quality, environmentally friendly materials
- fit water butts across the estate to collect rain water for gardens
- make the most of planting areas for growing food and local plants
- be a London Living Wage employer
- hold more social events and activities.

**This is an exciting time for our estate and we are confident that the TMO will make it an even better place to live. Please vote 'yes' for the TMO.**

# Meet the TMO board

D'Eynsford TMO is a not-for-profit Community Interest Company led by local residents who all work on a voluntary basis to represent the views of the local community.

Every resident on the estate aged 16 and over is entitled to become a member and join in the decision-making processes of the TMO.



## What's our track record?

### Independent Assessment of Competency

- ✓ Over the years, the Board of Directors have received extensive training to equip our members to deliver services effectively.
- ✓ On 6 January 2014 an independent assessor approved by government, to assess our readiness to manage the housing services on the D'Eynsford estate, concluded that we were competent to manage.

The areas of competence on which the TMO has been assessed and passed include:

- governance (how we are run)
- organisation and strategy (how we are organised and how we plan for the future)
- financial control (how we manage the money)
- community involvement (how we enable residents to get involved)
- service provision (how we provide services such as repairs and cleaning).

The assessor praised our Board's preparation and experience and said "D'Eynsford TMO has met the required competencies to manage as required by the Right to Manage regulations."

## Our mission is to:

- provide the best housing and community services possible for our residents
- .....
- create a greener estate and choose environmentally friendly options wherever possible
- .....
- run a diverse and inclusive activities programme
- .....
- provide opportunities for residents to further their potential through taking responsibility for the estate
- .....
- put our community at the heart of everything we do, ensuring that decisions reflect the needs of residents

## We believe in:

- ensuring fairness in all we do
- .....
- treating people with respect and valuing everyone's opinion
- .....
- enabling inclusion in all areas (e.g. digital access, translation services)
- .....
- empowering residents to have more control of their homes and environment
- .....
- balancing environmental, social and economic issues
- .....
- being a learning organisation that embraces change

# What is on offer and how the TMO will deliver the service

**Using an allowance from the Council, D'Eynsford TMO aims to take over the following services:**

## Repairs

You will be able to report repairs needed in your home or communal area directly to our TMO office on the estate. Our Handyperson will be on hand to carry out small scale repairs and we will use contractors for larger repairs. (Out of Hours calls and repairs costing over £10,000 will remain the responsibility of Southwark Council). We will also renovate empty properties to get them ready for new tenants, however the Council will take over responsibility if the cost exceeds £10,000.

- tenancy issues including:
  - dealing with disputes between residents and cases of antisocial behaviour
  - unlawful occupancy
  - breaches of tenancy or lease agreements
  - accompanying prospective new tenants to viewings of vacant properties
  - providing an introduction to new tenants to welcome them to the estate and explain how the TMO works.

## Grounds maintenance

We will subcontract this service to the Council for the first year, and then look to appoint our own community gardener in the future.

## Leaseholder services

Service charges will still be collected by the Council.

## Rent collection

The TMO will collect your rent, and then pay it directly to Southwark Council. The same payment options will be available so there will be no disruption in the way you pay your rent.

## Services to be retained by Southwark Council

The Council will remain responsible for the structure of the buildings, major works over £10,000, refuse collection and tree maintenance. Initially the Council will also be responsible for the heating system, pest control, parking and garage hire, but these are all services that the TMO would like to take over in the future.

## Tenancy issues

As a TMO we will deal with all your



# Plans for the future

**As well as taking over the housing services listed opposite from Southwark Council we have lots of exciting plans to deliver better value services and then reinvest the money saved back into our estate and our community. Our plans include:**

- making the whole estate a free wifi zone and providing access to computers in the TMO office
- running even more activities and events for residents
- converting the ground floor of the Good Neighbours House into an office and community facility for TMO meetings and social activities
- offering apprenticeships
- taking over more services from the Council including the heating service, warden service in the sheltered unit, garage and parking management
- employing a Community Gardener to improve the look of the estate and encourage more residents to grow fruit, vegetables and herbs in the community garden
- developing our website and continuing to produce regular estate newsletters to keep you in touch with what's happening
- converting a row of garages in Mary Datchelor Close into workshops and business starter units for residents and local businesses.

# The TMO staff team

Our team of highly qualified staff will be based in the heart of the estate, providing a convenient and friendly base for you to pop in with any housing queries or concerns. The TMO office will be based in Mary Datchelor Close.

## Estate Manager

Responsible for heading up the staff team, managing all services delivered and overseen by the TMO and reporting on progress every month to the TMO Board.

## Housing Officer

Responsible for all tenancy matters including rent collection and leasehold queries.

## Front Desk Coordinator

Will deal directly with residents and cover the office admin work, providing front-of-house contact for customers in person and over the telephone.

## Handyperson

Based at the TMO office, the Handyperson will carry out day-to-day repairs and oversee the work of the cleaners.



## Cleaners

Responsible for maintaining our internal and external communal areas and ensuring that the estate is kept clean and looked after.



## Contractors

Any Out of Hours and specialist repairs that our Handyperson cannot undertake will be outsourced to an external contractor. We will ensure these contracts provide an excellent quality of service and value for money. In addition our Human Resources and financial support will be provided by external contractors.

## Volunteers

The success of the TMO depends on volunteer involvement from local residents on the estate. As well as joining the Board, there are lots of ways to take part: in the community garden, on estate walkabouts, representing the estate externally, and coming to meetings and events. The meetings provide opportunities for residents to discuss local issues and help set priorities for the estate.

# The ballot

## Your vote is important

From Monday 3 March to Monday 17 March 2014 all tenants and leaseholders on the D'Eynsford estate will receive a ballot paper to vote on whether or not to accept the Council's offer to transfer the housing services listed on page 12 to the TMO.

The vote is a legal requirement and it is important that as many residents as possible take part. The ballot will be conducted and overseen by the Electoral Reform Services, an independent agency.

In order for the TMO to take over the running of the estate, a majority of all residents, as well as of secure tenants taking part in the ballot must vote 'yes'.

If a 'yes' vote is declared the TMO will take control.

**Give D'Eynsford TMO the chance to prove ourselves by voting 'yes' for a TMO on the estate.**

## What happens if things go wrong?

Residents are often worried about what happens if a TMO fails to perform as well as expected. If this were to happen the Council will begin to take back the service. Also members can vote to hand the service back to the Council at a special general meeting, or in the five year ballot.

## Ensuring standards are maintained

The Council has a dedicated team to monitor and support TMOs to ensure they deliver services to the standard expected by the Council and residents. The Council will take back some or all housing services if the TMO does not meet these standards.





# Projected allowance

for D'Eynsford estate 2014/15

	£
<b>Tenant Management</b>	
Management of Repairs	46,045
Tenancy Management	55,751
Rent Collection	35,855
Committee and Communication Allowance	8,620
Insurance	7,296
Audit	1,780
<b>Sub-Total Management</b>	<b>155,347</b>
<b>Tenant Services</b>	
Estate Cleaning	59,491
Grounds Maintenance	12,167
<b>Sub-Total Services</b>	<b>71,659</b>
<b>Tenant Repairs</b>	
Repairs	112,814
Voids	33,114
Door Entry	6,297
Estate Lighting	5,002
<b>Sub-total Repairs</b>	<b>157,227</b>
<b>Sub-Total: Allowance (Tenant Services)</b>	<b>384,233</b>
<b>Leaseholder Services</b>	
Repairs	20,465
Estate Cleaning	22,576
Grounds Maintenance	4,664
Estate Lighting	11,223
Door Entry	325
<b>Total</b>	<b>59,252</b>
<b>TOTAL ALLOWANCE</b>	<b>443,485</b>

# Proposed expenditure

for D'Eynsford estate between 2014/15 to 2016/17

Year	1 2014/15	2 2015/16	3 2016/17
<b>Staff Costs Salaries</b>			
Estate Manager	£44,907	£46,353	£47,865
Housing Officer	£32,856	£33,639	£34,494
Caretaker/Handyman	£32,856	£33,639	£34,494
Front Desk Coordinator	£21,312	£21,969	£22,647
Cleaners	£48,150	£48,798	£50,004
<b>Total Staff Salaries</b>	<b>£180,081</b>	<b>£184,398</b>	<b>£189,504</b>
<b>National Insurance Costs</b>			
Estate Manager	£5,164	£5,363	£5,572
Housing Officer	£3,501	£3,609	£3,727
Caretaker/Handy person	£3,501	£3,609	£3,727
Front Desk Coordinator	£1,908	£1,998	£2,092
Cleaners	£5,611	£5,701	£5,867
<b>Total National Insurance Costs</b>	<b>£19,684</b>	<b>£20,280</b>	<b>£20,985</b>
<b>Pension Contributions – 5% Employers contribution</b>			
Estate Manager	£2,245	£2,318	£2,393
Housing Officer	£4,764	£4,878	£5,002
HandyPerson/Caretaker	£1,643	£1,682	£1,725
Front Desk Co-ordinator	£1,066	£1,098	£1,132
Cleaners	£2,408	£2,440	£2,500
<b>Total Pensions Costs</b>	<b>£12,126</b>	<b>£12,416</b>	<b>£12,752</b>
<b>Total Staff Costs</b>	<b>£211,891</b>	<b>£217,094</b>	<b>£223,241</b>
<b>Services</b>			
Ground Maintenance and Bulk Collection	£18,491	£19,415	£20,386
Responsive Repairs	£79,967	£83,966	£88,164
Cleaning Materials and Supervision	£6,053	£6,356	£6,674
Council's I-World System	£0	£0	£0
Human Resources	£1,500	£1,000	£1,000
Pay Roll - Pay Roll Bureau £42/month	504	£529	£556
Financial Services - Boogles £200/month	£2,400	£2,520	£2,646
Legal and Professional Fees	£2,000	£2,000	£2,000
Audit of Accounts	£4,000	£4,200	£4,410
Technical Services	£5,000	£5,250	£5,513
<b>Total Services</b>	<b>£119,915</b>	<b>£125,236</b>	<b>£131,348</b>

Year	1 2014/15	2 2015/16	3 2016/17
<b>Office Costs</b>			
Telephone/Broadband	£600	£630	£662
Electric and Heating Costs	£3,000	£3,600	£4,320
Office Supplies - Printer Cartridge etc.	£2,400	£2,520	£2,646
Postage	£2,400	£2,520	£2,646
Cleaner for Office	£1,820	£1,820	£1,820
Replacements of Furniture and Fittings	£0	£0	£400
<b>Total Office Costs</b>	<b>£10,220</b>	<b>£11,090</b>	<b>£12,494</b>
<b>Other Costs</b>			
Estate Lighting	£5,002	£5,253	£5,515
Training - the Committee	£4,000	£4,200	£4,410
Board Meeting/Child Care Expenses	£360	£378	£397
Other Board Expenses	£600	£630	£662
Periodicals, Technical and Training Material	£500	£500	£500
Community Activities	£3,000	£3,150	£3,308
Insurance	£2,400	£2,520	£2,646
Equipment and Material	£15,000	£15,750	£16,538
Staff Training 0.5% of Income	£2,832	£2,973	£3,122
Contingency Fund at 4.5% of Income	£25,485	£25,485	£25,485
<b>Total Other Costs</b>	<b>£59,180</b>	<b>£60,839</b>	<b>£62,582</b>
<b>Total Expenses</b>	<b>£396,441</b>	<b>£409,381</b>	<b>£424,662</b>

#### Summary of Projected Expenditure for 2014/15 to 2016/17

Headings	2014 /15	2015/ 16	2016/ 17
Staff	£211,891	£217,094	£223,241
Housing Services	£119,915	£125,236	£131,348
Office Costs	£10,220	£11,090	£12,494
Other Costs	£59,180	£60,839	£62,582
<b>Total Expenditure</b>	<b>£401,206</b>	<b>£414,259</b>	<b>£429,665</b>

#### Income Expenditure Profile Income remains constant whilst costs increase by 5% per annum

Income Projections 2014/15 to 2016/17	£443,485	£443,485	£443,485
<b>Total Expenditure</b>	<b>£401,206</b>	<b>£414,259</b>	<b>£429,665</b>
<b>Projected Surplus</b>	<b>£42,235</b>	<b>£29,226</b>	<b>£14,000</b>
<b>Cumulative Surplus</b>	<b>£42,235</b>	<b>£71,461</b>	<b>£85,461</b>
<b>Designated Reserves @ 70% of cumulative surplus</b>	<b>£29,565</b>	<b>£50,023</b>	<b>£59,823</b>

#### Income Expenditure Profile Income increase by 5% as do costs

Income Projections 2014/15 to 2016/17	£443,485	£465,660	£488,943
<b>Total Expenditure</b>	<b>£401,206</b>	<b>£414,259</b>	<b>£429,665</b>
<b>Projected Surplus</b>	<b>£42,235</b>	<b>£51,401</b>	<b>£59,278</b>
<b>Cumulative Surplus</b>	<b>£42,235</b>	<b>£93,636</b>	<b>£152,914</b>
<b>Designated Reserves @ 70% of cumulative surplus</b>	<b>£29,565</b>	<b>£65,545</b>	<b>£107,040</b>

# What happens next?

- 1 You will shortly receive a ballot paper asking you to vote on whether you want D'Eynsford TMO to provide the housing services for your estate. You can hand them your sealed ballot papers for posting. This will help them know numbers of those voting.
- 2 Only tenants and leaseholders can vote in this ballot. Joint tenants and leaseholders will each have a vote.
- 3 The ballot will be open for 14 days between Monday 3 March and Monday 17 March 2014.
- 4 The ballot will be by postal ballot only and it will be run by independent organisation The Electoral Reform Society. There will be no reminders so please vote as soon as you get the ballot paper to ensure that you don't miss the deadline.
- 5 Board members of D'Eynsford TMO will be out door-knocking on the estate so that you can ask questions about the project and what it means for your estate.
- 6 The ballot papers will be counted by The Electoral Reform Services who will also declare the outcome of the ballot. All residents are welcome to attend the count event.
- 7 The TMO will proceed to set up if:
  - ✓ a majority of tenants and leaseholders voting have voted in favour of D'Eynsford TMO, and
  - ✓ a majority of Council tenants who voted have voted in favour of the proposal for tenant management.
- 8 If these two conditions are not met, then the TMO will not proceed and the Right to Manage Notice is considered withdrawn.

Yes!

# Further information...

**This is an exciting time for residents on the D'Eynsford estate to improve local services. If you have any queries about anything in this leaflet please contact:**

## Southwark Council

Richard Amoah, Tenant Management Development Officer

☎ 020 7525 1205    @ richard.amoah@southwark.gov.uk

@ tenantmanagement@southwark.gov.uk



## D'Eynsford Tenant Management Organisation

29 Belham Walk, London SE5 7DX

☎ 07507 852045 (James Traynor, Chair)    @ Email: deynsford@gmail.com

www.deynsford.org

You can also contact the TMO's Consultant

**Annelie Sernevall**

**Springboard enterprise associates**

☎ 07957 102 295    @ Annelie.sernevall@gmail.com

---

# Vote yes!

By voting yes to D'Eynsford TMO  
you are helping to ensure:

- ✓ Your housing services are delivered by a local team from a permanent office on the estate.
- ✓ We have a qualified Handyperson onsite to respond quickly to minor repairs and other housing problems.
- ✓ Residents will determine the priorities on the D'Eynsford estate.
- ✓ Any surplus is reinvested back into improving our estate and efficiencies mean cheaper service charges for leaseholders.

**Please vote yes so that we as residents can work together to provide the best housing services for our estate.**



- yes
- no
- maybe