



Styles House Limited

Report of the Chair and Board (Management Committee) for the year ended 31 March 2016

The Chair presents his report and commentary on the financial statements, TMO performance and achievements for the year ended 31 March 2016.

Principal activity

The Organisation was incorporated on 1 May 2012 with its principal activity being the provision of maintenance and management services to Styles House Estate on behalf of the London Borough of Southwark. The provision of services is stipulated in a management agreement signed on 6 January 2014 with rent collection and maintenance responsibilities to take effect from that date for an initial period of five years subject to a vote at the Annual General Meeting from the second year.

Our Responsibilities

As a Tenant Management Organisation (TMO) we have taken on the responsibility for running our estate. We are a resident led organisation and we direct our staff team - Richard Walsh, the TMO Manager and Kwaku Gyateng, the Cleaner - to deliver the services that residents want. The TMO manages cleaning and grounds maintenance, rent collection, repairs and tenancy management.

Review of the Year's activities

Styles House Tenant Management Organisation (TMO) has had a successful year in 2015/16. We have worked to improve the appearance of Styles House and its surrounding and to build community spirit among residents.

Our achievements in 2015/16 include:

- Generating a surplus fund of £65,759 for use on improvements to the block
- 99% of the rent was collected
- 94% repairs completed on time (this includes repairs to double glazed windows and doors)
- £6029 spent on response repairs
- £151 on average spent on response repairs
- Tenancy checks of council tenants - 22% complete
- Open Allotment Day 2016 – the TMO provided the Meeting Room, other support and some funding
- Achieving value for money – Leaseholders' service charges were reduced by £209 (financial year 2014/15)

- Appointment of a new auditor saving on management costs
- Appointment of a gardening contractor which is a charity
- Reducing rough sleepers in the block by working in partnership with St Mungo's, a homelessness charity, the Council and the police – there have been no reports to the TMO Manager of rough sleepers in the block since December 2015
- Agreeing the appointment of a residents' friend to advise residents on the proposed development of Algarve House and Southwark Tube Station
- Speaking to residents about their views on the redevelopment of Algarve House and Southwark Tube Station. Attending and meeting with the developer and TfL
- Attending the Council's Licensing Sub-committee and achieving stronger regulation and improved enforcement action against bars and restaurants in Isabella Street
- Revamp of the Styles House TMO website – the website has been redesigned and all policies and procedures are now placed on the TMO website.
- Completing and signing off a Business Plan for the period 2016-19.

Residents have benefitted from Board training and attendance at the National Federation of Tenant Management Organisations (NFTMO) annual conference to help them participate in the management of their estate. Over the year the TMO supported residents by helping to provide and maintain communal gardens and allotments. The TMO Chair has directly managed the TMO Manager. The TMO Manager has managed the Cleaner.

Financial Results

The Organisation made a surplus for the year of £ 83,477 (2015 - £ 52,596), of these reserves, £19,123 (2015 - £22,871) has been retained in the Reserve Fund for unforeseen contingencies and future commitments. The balance sheet shows the remaining Surplus Fund after the Reserve Fund is deducted amounts to £65759 (2015 -£55,339). This is the sum that can be used to benefit residents by improving Styles House. The Board is pleased with these financial results.

The Board (Committee of Management) 2015/16:

The Chair wishes to thank all the members of the Board for their work on behalf of their neighbours in improving Styles House and building the community:

P Chery, Chair

M Conlon

K Illingworth, Treasurer

Z Kennedy, Secretary

B Sweet

A Tabaquinho

C Van Jaarsveld

Our priorities for the future

Styles House TMO is committed to involving the community in providing a clean, safe and green environment that people are happy living in and that involves its residents in delivering excellent services.

- We aim to continue to invest in improving Styles House, its garden and facilities
- We aim to involve residents more in running and improving Styles House and the surrounding area
- We want to develop a skilled and committed Board that is accountable to the membership and representative of all Styles House residents
- We will provide services that satisfy residents and provide excellent value for money
- We want to increase the quality of life of all Styles House residents with a particular focus on those residents who need support.

IMPROVEMENTS

The TMO identified the following improvements to the blocks/estate:

- New TMO signage
- Replace secure entry system
- Replace main entrance door
- Replace disabled entrance
- Create porch over main entrance
- Extend door entry to main gate
- Re-design dustbin area to conceal bins and bulk waste
- Landscaping throughout the estate.

SHORT TERM BOARD GOALS 2016

- Appoint contractor(s) to upgrade the main entrance by March 2017
- Hand-over to a new treasurer in September 2016
- More effective Board meetings: change meeting cycle and improve Board reports starting April 2016
- No loss of rental income when universal credit is introduced.
- Review and update all policy documents by March 2017.

Philippe Chery

Chair of the Styles House TMO Board

Dated: 28 September 2016