

Styles

House

TMO

Tell us what you think

Message from Zoe, the Chair

It is now almost six months since the TMO went live on 6 January. We all worked very hard to bring the TMO to life and we are now learning the best way to manage Styles and make the improvements you all want to see. We want to know what you think about the service we provide and how we can make it better. Please speak to me or any of the other Board members (Karen, Phillipe, Alex and Dana, Sue, Louise, Barbara and Michael) and tell us what you think. You can also speak to Richard, the TMO Manager, at the office on 02079286864 or email him at tmomanager@stylehouse.org.uk. This is your newsletter and we are always happy to consider including your news items and events. Please contact me or Richard if you have items you would like included.



Staffing at the TMO

Thanks Rob

We would like to thank Rob Williams, the interim TMO Manager, who has left for pastures new. He did a great job and we wish him every success for the future.

Welcome Richard

While we say good bye to Rob, we'd like to welcome Richard Walsh, the new TMO manager, who started at the end of April. Richard has many years of housing management experience which includes training housing association residents on tenant scrutiny and advising Boards. He also worked as an Inspector for the Audit Commission, an independent inspection body, reviewing services from housing to Cornwall's Fire and Rescue Service. Richard also has private sector management experience.

Richard says, "I'm looking forward to meeting all the residents and to working with the Board to making further improvements to Styles. I'm impressed with the residents' commitment to the TMO and the location - Styles is central to so

The TMO Staff and Office



Meet Richard Walsh and Murray Smith (Caretaker): You can drop-in to the TMO office to meet Richard at our open office sessions on Monday 10.00 – 1.00 or Thursdays 10 – 1.00 or you can call to book a 1 to 1 appointment.



Murray is currently working 9.30 to 1.30 Mondays, Wednesdays and Saturdays. You can report any cleaning issues or repairs to Murray.

Staffing at the TMO

Welcome Richard (cont.)

many arts and cultural events and there are so many great opportunities to establish links to support the community. I believe Styles can lead the way and become a highly successful TMO.”

Open Garden Squares Weekend 14-15 June 2014 at Styles House



Blooming winners!

Karen Illingworth

As you all know, our main garden has been a silver and gold award winner in Southwark in Bloom for several years. It was named as 'outstanding' in the Royal Horticultural Society (RSH), 'It's Your Neighbourhood' competition (part of the Waterloo region) - all achieved on a shoestring budget by our very own amateur gardeners.

Our new summer garden was built using money raised by residents from a variety of sources and it has provided a permanent home for our goldfish! The garden will be opened to the public as part of the Open Garden



Squares Weekend 14-15 June 2014 .

We will have some creative residents who will be selling handmade greetings cards, the profits of which will be spent on the garden. So come along and support our green fingered residents - it's all for a good cause! Refreshments will be provided.

Styles House allotment was developed from a piece of derelict Transport for London land next to Southwark Tube station. And, with funding from Capital Growth and Southwark Council, we have built raised beds for growing fruit and vegetables.

The opening times are Saturday 12:00–17:00 and Sunday 12:00–17:00 Refreshments will be available.

Tenancy Checks

Richard Walsh will be visiting all residents who are Council tenants. The Council requires that we check that tenants are living in their flats and using the flat as their main home. When we do the check we will be looking for proof of residence and personal identification. If you are not in when Richard visits, please contact him to arrange a new time.

Mice

There have been a few recent reports of mice. Please let Richard know if you have mice. If a number of households in the block have this problem we can ask the Council's Pest Control Team to visit all properties.

The Elephant in the garden

Nelly, a mechanical Elephant will be visiting Styles House on 2 July in the late afternoon as part of the Blackfriars Stories event programme. The mechanical elephant will start its day by attending Friars Primary School Carnival and will then be making lots of Trunk Calls en route, stopping to celebrate Blackfriars with street performances and fun along the way.

The route has been carefully planned and the organisers are pleased and excited about the Styles House visit as the location has plenty of room outside and people can stand in the garden and passers-by will also be able to see Nelly through the fence. Please come along and join in.

If you would like to take part in workshops to prepare costumes, artworks and performances for the carnival please get in touch with Gwen at gwen.scolding@eea.org.uk or call 02088534809



Greening Waterloo

The Waterloo Quarter Business Improvement District (BID) are planning a planting scheme in Waterloo over the summer. This planting project is intended to make the street scene more attractive and promote a greener Waterloo with sustainable urban drainage.

Planters will be owned and maintained by the BID, however if residents from Styles House wish to get involved in either the planting, or watering of them they would be most welcome.

Consultation

Styles House residents consulted so far have responded positively to the planting plans on The Cut providing seating is not installed as it could lead to nuisance issues.

Location

One of the proposed chosen locations is The Cut outside Styles House near the junction with Hatfields. Both Southwark and Lambeth Councils have agreed in principle to The Cut which has been identified as having high numbers of pedestrians and the highest possible impact visually. The idea is to reuse old oil cans - full sized and cut into halves then painted to make them more appealing.

Planting

The Waterloo Quarter BID will arrange to have the cans planted by interested members of the community through a planting event in the summer. Planters will be owned and maintained by the BID, however if residents from Styles House wish to get involved in either the planting, or watering of them they would be most welcome! Residents consulted so far have responded positively to the planting plans on The Cut providing seating is not provided as it could lead to nuisance issues.

BBQs

BBQs are not permitted on the balconies – under the terms of your tenancy. The TMO do have some large BBQs for resident use. Please contact a Board member or Richard at the TMO office if you want to use one and remember to give reasonable advance notice. You will be expected to clean the BBQ

Notices

Use our Caretaker

The TMO has employed a caretaker to help carry out repairs to tenant's homes, communal area and outside the blocks.

- ◆ We want the TMO to carry out as many small repairs as possible.
- ◆ For larger repairs we are working with Leathermarket another resident led housing company
- ◆ Southwark still is responsible for work to heating, hot water, the lifts and garages.

You can report repairs to either the Caretaker, the TMO Office or leave a message on 0207 928 6864

Hiring the TMO Meeting Room

As you know we have a new meeting room and we are working on developing a procedure for taking bookings in order to raise further revenue.

We are proposing the following charges

- ◆ Outside bookings - £30 per hour
- ◆ Local community groups - £20 per hour
- ◆ Styles House Shareholder - £20 - £30 per hour (Board's discretion)
- ◆ Styles House events - free
- ◆ Community groups attended by members - free (Board's discretion)

You will be able to book the room via the website, by e-mail or by visiting the office. Let us know your thoughts

Recycling disposal of unwanted furniture

White Plastic Recycling Bags

The white recycling bags should be put outside your door on Tuesday night for a Wednesday morning collection. Please do not put your bags out by the bins because they will not be collected.

Bulky Rubbish & Unwanted Large Items

Over the last few weeks you may have seen furniture items left near the refuse bins. The council no longer collects such items unless the correct procedure is followed. Fortunately it is **simple** and **free**:

Either:

Call Environmental Services helpline on: **0207 525 2000**, on answering you will be given options to reach the correct department - in this case **press 2** - to inform them what you want removing. List everything, because they will only take what is on the list.

Or:

Contact them via the Southwark Council website www.southwark.gov.uk where you will be directed to Environmental Services.

You will be given a **reference number** and a **collection date** and told **when** you can put your items outside by the bins.

The council is now investigating any unauthorised dumping.

Large Recycling Items

The large recycling bin by the bins is for items that won't fit into your white plastic recycling bags. Please fold up all cardboard boxes otherwise it gets full pretty quickly.

The TMO welcomes any suggestions for improving and increasing recycling.

Styles Dates

STYLES HOUSE TMO Meeting dates 2014

Wednesday 11th June

Thursday 10th July

Monday 11th August

Wednesday 10th September

Wednesday 8th October

Thursday 13th November

Wednesday 10th December

Members' Meeting including TRA matters

TMO Board

TMO Board

Annual General Meeting

TMO Board (officer elections)

TMO Board

Members' Meeting including TRA matters

All meetings 7.00pm to 9.00pm at the TMO Meeting Room

Repairs numbers

Report all heating and hot water repairs heating to Southwark Council:
0800 952 4444

For **EMERGENCIES** and **URGENT REPAIRS** during the office opening hours or when the Caretaker is on site call the TMO office: 0207 928 6864 or Caretaker 07707333040

If the TMO office is closed in the DAYTIME you can call Leathermarket TMO:
0207 450 8000

Out of hours (between 5pm and 9am) call Southwark Emergency: 0800 952 4444

For all **ROUTINE** repairs please contact the TMO office or Caretaker: 0207 928 6864 or 07707333040



Want to get involved in the TMO?
Contact Richard at the TMO Office on 0207 928 6864
or e-mail tmomanager@stylehouse.org.uk
www.stylehouse.org.uk