

Styles

House



TMO

TMO goes live!

The story so far...

Styles TMO went live on 6th January 2014. A launch event was held attended by residents, Simon Hughes MP, Gerri Scott, Director of Housing and Cllr. Ian Wingfield.



This means that the TMO is now responsible for:

- ◆ Some repairs
- ◆ Managing lower level rent arrears
- ◆ First point of contact for housing concerns

Most routine or non-emergency repairs should now be report to the TMO who will send around your Caretaker to inspect and where possible carry out the repairs.

You can report repairs to the Office, via the Caretaker or by phone or e mail.

It also means that from now on if your rent account falls into arrears it will be the TMO who will contact you, arrange meetings and issue any letters on behalf of Southwark

If you have any problems including rent issues you can come to the TMO office for Drop in sessions or book an appointment .

Staffing at the TMO

One of the main aims of setting up the TMO was to give you a more personalised service. Lately you will have seen two new faces on the estate:

- ◆ Murray Smith - Your Caretaker
- ◆ Rob Williams - Your Interim Manager

We also want to wish well Maria Mckeever who was with us for the set up phase as Manager, she has decided to move on and Rob will be covering her role.

Styles TMO

The TMO Staff and Office

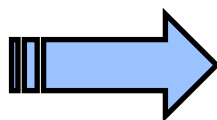
Meet Murray Smith (Caretaker) and Rob Williams (Interim Manager) You can drop-in to the TMO office to meet Rob at our open office sessions on Monday 10.00– 1.00 or Wednesday 2.00-5.00 or you can call to book a one to one appointment.

Murray is currently working 9.00 to 12.30 Mon, Tues, Thurs, Fri and Sat. You can report any cleaning issues or repairs to Murray



How to report a repair

Heating and Hot Water
Lift
Garages

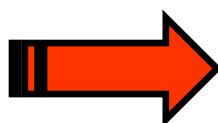


All repairs to these stay with
Southwark Council:
0207 952 4444

EMERGENCIES

Completed within 24 hours or If dangerous, within 4 hours. E.g faults that are a risk to your health or could damage your home such as:

- No electricity in your home
- No lighting in your home
- Serious plumbing leaks
- Securing property after a break-in
- Blocked toilet



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

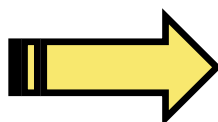
Daytime if the office is closed you can call
Leathermarket TMO
0207 450 800

Out of hours i.e. between 5pm and 9am contact
Southwark Emergency

URGENT REPAIRS

Completed within 3 working days e.g .repairs that we don't consider an emergency but we still consider urgent such as:

- Loss of some electric power
- Loss of water supply
- No heating or hot-water
- Blocked sink



For **URGENT** repairs from-Monday 9am to Friday 5pm call

TMO office 0207 928 6864
Caretaker 07707333040.

5pm Friday to 9am Monday call
Southwark Emergency
0800 952 4444

ROUTINE REPAIRS

Completed within 30 working days. These are the most common type of repair. These are repairs that do not cause a risk to your health or extensive damage to your home such as a dripping tap or damaged to plaster.



For all **ROUTINE** repairs please contact the TMO office or caretaker

TMO office 0207 928 6864
Caretaker 07707333040.

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

Monday 6 th January	TMO Board
Wednesday 19 th February	TMO Board
Wednesday 19 th March	TMO Board
Wednesday 9 th April	General meeting: Development update
Tuesday 13 th May	TMO Board
Wednesday 11 th June	Members' Meeting including TRA matters
Thursday 10 th July	TMO Board
Monday 11 th August	TMO Board
Wednesday 10 th September	Annual General Meeting
Wednesday 8 th October	TMO Board (officer elections)
Thursday 13 th November	TMO Board
Wednesday 10 th December	Members' Meeting including TRA matters

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



Special Meeting

On 9th April we are holding an open general meeting to discuss a proposal we have in response to the plans Development Securities presented to us last year. Their proposals cover Algarve House, Styles House and The Cut. If the council gave the go-ahead, some of our tenants would lose their homes.

Its important that as residents of Styles House we are fully consulted over any local development

Come along to the TMO Meeting room on 9th April at 7.00

Please take the time to read the document included in this newsletter and bring it with you to the meeting

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