

# Styles

# House

## TMO

## Tell us what you think

### Welcome from Zoe, TMO Chair

What a busy and successful summer we've had since our last newsletter was published! In June we welcomed 250 visitors to our gardens as part of the open Gardens Weekend. In July, we entertained a mechanical elephant which visited Styles as part of the Blackfriars Stories Programme and residents held a delicious BBQ. We are looking forward to holding more social events and will keep you posted.

With the AGM due to take place on Wednesday 8<sup>th</sup> October, 7.30pm, it is time to reflect a little on our achievements whilst at the same time recognising that we still have lots more to do to improve Styles House as a community, a place to live and also its surroundings. We look forward to seeing all residents at this meeting as you can help shape the future for Styles House.

We worked long and hard to bring the TMO to life and we must now work on the best way to make the improvements we all want to see to Styles House and our local area.

These improvements will be funded by surplus money we have generated by taking over the running of Styles House from the Council. This financial year (April 2014 – March 2015) we intend to invest over £8,000 to improve Styles House. After discussion within the management committee (the Board) we have asked contractors to quote for works to renew the flooring in the entrances to the main block and the annex.



Going forward, we want and need your ideas and views on how to improve the look of Styles House and to do this we are circulating a questionnaire drafted by Sue, from number 26, with this newsletter. We also want to know what you think about the service we provide and how we can make it better. So please fill in the questionnaire and "Help us to help you".

Finally, this is your newsletter so please send us your news, thoughts and events. Contact me or Richard if you have items you would like included in the next edition.

**AGM Wednesday 8 October at 7.30 pm. Come along and have your say.  
Refreshments available. See you there.**

**October 2014 Newsletter for tenants and leaseholders of Styles House**

## Message from Richard, TMO Manager

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I have very much enjoyed my first six months working for Styles House. It has been great meeting you all. Working here has been a learning experience and has made me very conscious of how much more we can do to make Styles House a better place to live. We are working to be ever more efficient and fund more improvements and I am excited about working with you and seeing the difference the TMO can make. We are asking you to think about ideas and suggestions to make Styles House a more attractive and safer place to live. As Zoe says above, please fill in the questionnaire and let us know what you think. You are also very welcome to speak with me if you see me about, or come to the TMO office, have a coffee, and share your ideas for Styles House. You can also get in touch with me on 0207 928 6864 or by e-mailing [tmomanager@styleshouse.org.uk](mailto:tmomanager@styleshouse.org.uk)



## TMO Staff and Office update

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Richard Walsh has been in post as TMO Manager for almost six months. Murray Smith, the caretaker, left Styles House in July. After careful consideration the Board decided to replace the caretaker post with a cleaner. After a competitive recruitment process, with shortlisting carried out by Karen, Richard and Phillipe, Kwaku Gyateng was successful and was appointed.

Kwaku joined the TMO staff on 15 September. Please say hello to Kwaku when you see him at work and welcome him to Styles House TMO.

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 book an appointment. Richard is happy to meet at other times. His normal working days are Mondays, Tuesdays and Thursdays.

Kwaku normally works 9.00 to 12.00 Mondays, Tuesdays, Thursdays and Fridays. You can report any cleaning issues or repairs to Kwaku.



## Drop in

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 also can book a 1 to 1 appointment. Richard is happy to meet at other times. His normal working days are Mondays, Tuesdays and Thursdays.

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## Join in

We want to build on the sense of community in Styles House by organising more activities and events that bring residents together more often. This newsletter gives you a flavour of what we have been doing but we want to do more! Please speak

to Zoe (29) or any of the other Board members – Karen (45), Phillipe (33), Alex and Dana (31), Sue (26), Louise (2), Barbara (17) and Michael (13) – tell us what you think. You can also speak to Richard, the TMO Manager, at the office or call **020 7928 6864** or email [tmomanager@styleshouse.org.uk](mailto:tmomanager@styleshouse.org.uk).

## Mice (again!)

There have been more reports of 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 in Styles House and treat all the flats. Sue, from number 26, will visit residents to ask about the problem.

Please let her and the Council know if you have mice and we will use the information to put pressure on the Council to respond.



## Update – Open Garden Squares Weekend 14–15 June 2014

### Lovely Oasis

Styles House residents hosted about 250 visitors over the weekend of 14 -15 June who came to see the gardens as part of the London Open Gardens Weekend. The visitors were delighted to find such a beautiful oasis in the centre of busy London. Here are a few of their comments:

“Lovely oasis with good separate divisions of areas. Excellent coffee too! Colourful and greenery make it calm to sit in. Thank you for all your hard work which has obviously paid off. Good use of reclaimed land for allotments too.”

“Lovely tranquil setting – good wishes.”

“Beautiful, colourful garden, allotment stunning too. Loved the huge cabbages and the different containers for strawberries to grow in. An inspiration for the would-be veg fruit gardener (very peaceful).”

“You all have my admiration, I’ve watched it grow from being a pile of stones to this beautiful place.”

“Excellent community garden, lovely combination of planting and vegetable growing. Extremely pleasant gardens, thanks for tomato plants.”

“What a lovely experience to come here today, the gardens are such a haven to be in, enjoying the tea cakes and company. All of nature’s beauty; thank you very much everyone.”

Residents also sold tea and cakes and made a surplus of £200 which was spent on the BBQ and maintaining and improving the gardens.



## Fresh produce at the Lower Marsh Saturday Market

Since its launch on 1 March, the Lower Marsh Saturday Market continues to run every Saturday, offering a range of fresh produce to Waterloo residents from 10am–3pm. In addition to specialist stalls, the market also has a number of very affordable producers – including a fishmonger (Lockie’s) and a butcher (Boarstall) – the latter has bacon and sausage deals which are cheaper than Sainsbury’s! Please show your support for the market by visiting the Saturday stalls and buying direct from the producer. It’s a great way to combat the spread of mini-supermarkets in Waterloo!

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# Open Garden Photos



# How to report a repair

## Heating and Hot Water Lift, Garages and Roof



These repairs are carried out by Southwark Council:  
**0800 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 office opening hours call  
**TMO office 0207 928 6864**

Daytime if the office is closed you can call  
**Leathermarket TMO  
0207 450 8000**

Out of hours, i.e. between 5pm and 9am contact  
**Southwark Emergency  
0800 952 4444**

## 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**

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  
**TMO office 0207 928 6864**

# Notices

## Repairs

- The TMO carries out small maintenance tasks such as replacing communal light bulbs.
- For larger repairs we are working with Leathermarket JMB, another resident led housing organisation.
- Southwark still is responsible for work to heating, hot water, the lifts, garages and out of hours emergencies.

You can report repairs by visiting the Styles House website, speaking to either Kwaku or Richard, visiting the TMO Office or leaving 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 **Sunday night** for a **Monday morning** collection. **Note:** The collection day was changed to Monday at the end of July 2014. 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](http://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 8th October

Annual General Meeting

Thursday 13th November

TMO Board

Wednesday 10th December

Members' Meeting including TRA matters

**AGM 7.30 pm.**

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