



2020 has been a difficult year for many. Thanks so much to everyone who has played a part in this wonderful community of ours — when it comes, all our best wishes for a relaxing and Happy Christmas.

Board Members for 2021

Philippe Cherry - chair

Zoe Kennedy - secretary

Ursular Deniflee - treasurer

Kathy Archbold

Martin Awah Atanga

Barbara Sweet

Dana Tabaquinho

Boyd Walters

Mark Wraith

Fourteen residents were online at the AGM (Zoom) on Thursday 24 October, with our manager Linda, and Tracey Steadman from Southwark (Tenant Management Initiatives Team) and the board members.

Philippe (our chair) outlined the successes of the TMO in 2020. The installation of the gates, finding out the level of support for the development plans, distributing Xmas treats.

Philippe thanked residents for assisting with the delivery of food boxes, and helping each other survive the lockdown. He also thanked people for help with looking after the garden.

The audited accounts are available online at www.styleshouse.org.uk.

Styles House is member-led organisation, so if you want to make a difference to the area you live in, joining up as a member is your first step.

Development Update

The Development of New Council Homes at Styles House

The Planning Application for building the new Council Homes at Styles House is with the Council's Planning Department, and the consultation period with neighbours has completed. When the Council's Planners have taken account of all the comments, they will produce a report, with a recommendation to the Councillors on the Planning Committee, on whether to accept the planning application or not. The Councillors will consider this at the same time as TfL's Planning Application for the new office building over Southwark tube station. We will let you know when we have the date for the Planning Committee meeting when a decision is made.

The next stage of this for the TMO will be to line up a project manager and quantity surveyor to work with Igloo. If the Councillors on the Planning Committee approve the planning application, there will be a variety of conditions that will have to be met as part of the detailed design, and we will need to choose a builder who can do the work close to our block, and reduce the disruption to residents throughout the building process.



How to get involved



It's easy to become a member of Styles House TMO. You have to pay £1, to become a shareholder, then you vote at meetings, and decide on what our TMO focusses on. You have access to training courses to help you, and can apply any new skills to other aspects of your life.

Please contact Linda **020 7928 6864**



The New Development TMO/Community Hall



We have an extra recycling bin now, please help us with correct recycling and rubbish disposal. It means a better quality of life for everyone and keeps the rodent numbers down.

TMO REPORT 2020 /2021

This TMO progress report is from the above date. Next years may not be as positive for obvious reasons, but from the graph below, you will see that it was another successful year for the TMO .

Rent collection remained very good, with the 101.4% reflecting the amount of arrears collected. Rent arrears remained level, largely due to tenants issues with Universal Credit

Re-let times remained at 28 days which seems to be the norm with Southwark Council, but this only causes a rent loss of 0.2 %

Repairs raised dropped from 77 to 51 and from a cost of nearly £ 18,000 to £9,684 . Repairs completed on time saw a slight gain from 94 to 95%

Tenancy checks were 100% completed. The number of complaints remained the same, but due to lack of information, only 66% managed to be dealt with on time rather than the 100% last year

Anti social behaviour was up to 3 from last years 2, but all were dealt with on time; and training for board members was up from an average of £99 to £ 179

	<u>2019/20</u>	<u>2018/19</u>
Rent collected	101.4%	100%
Rent arrears	2.5%	2.5%
Average days re-let time	28 days	28 days
Rent lost – void property	0.2%	0.2%
Total Nos of repairs	51	77
Total cost of repairs	£9,684.55	£17,988
Repairs completed on time	95%	94%
Tenancy checks	100%	100%
Total number of complaints	3	3
Complaints responded to on time	66%	100%
Anti-Social behaviour	3	2
ASB responded to on time	100%	100%
Average spend on training per Board Member	£179.71	£99.28



AAAARRRGHH!

Have you seen any of these?



Some residents have reported seeing mice in their flats recently. In order to get the council to do a pest control treatment, council needs to hear from you if you have seen any mice in your property.



Please call Southwark Council Pest Control:
0800 952 4444



TMO OFFICE OVER XMAS

The TMO office is now closed until 4th Jan.

Problems with heating, hot water, lifts and all emergencies need to be reported directly to Southwark on 0800 952 4444.

For routine repairs, call the TMO office on 020 7928 6864 and leave a message, and a member of the board will get back to you. The answerphone will be checked, and the appropriate repair raised. Leave your flat number and contact details.

Please note that, due to the holidays, day to day repairs will take longer than usual.



CORONAVIRUS (COVID-19)

If you know of a vulnerable resident who can't leave the house due to coronavirus (COVID-19), and who may not have friends, family or neighbours who can support them please tell us straight away so we can help them.

Please phone 0207 525 5000 (Southwark Council) and choose option 3

or email:

covidsupport@southwark.gov.uk

At this time, social distancing means a big change in the way people are living, spending more time in their homes.

It is inevitable that you may experience a higher level of domestic noise from your neighbours. We would ask that all residents try to show as much tolerance and understanding as possible.

TELL US IF YOU KNOW SOMEONE NEEDS HELP



