



NEWSLETTER

Wenlock Barn TMO



Autumn 2014



Wenlock Barn TMO: Winners of the National Federation of Tenant Management Organisations 'Involving the Community' Award 2013-14

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Foreword from the Chairperson

Welcome to our Autumn 2014 issue of the Wenlock Barn TMO Newsletter. This issue will update you with all the changes we have had recently and outline the newest information and improvements on the estate and within the community.

We have had a better year and it is my role as Chair to listen to residents and work with your elected board members to deliver our vision of an excellent service, better homes, and a safer community for all residents with your involvement.

It has been a remarkable year in that we have successfully brought all of our housing management services previously provided by Genesis Housing Association in-house with the exception of the responsive repairs element of the contract which is currently undergoing procurement and we hope to complete the process before the end of March 2015.

By directly managing our staff and services we aim to have direct control on how we would like to improve services on the estate whilst at the same time deliver value for money to residents. I can assure everyone that we aim not to trade quality for cost savings. The services which concern our residents most such as ground maintenance, cleaning, bulk collections and repairs have improved significantly and continue to be monitored closely. There is however scope for improvement and we are working towards achieving this.

For the last financial year, Wenlock Barn TMO delivered the best rent and voids performance in its history on becoming a TMO. We receive an acknowledgment from the Council for this achievement as the best improving TMO within the Borough.

Award winning TMO

It is my pleasure to announce to you that Our TMO was nominated for three categories of Awards at the recent National Federation of TMO conference held in Stratford Upon-Avon. We won a national award for Involving the Community and came

second in two other categories (Best Improving TMO in the Nation and for youth Engagement). We are still liaising with the youths to find what is of interest to them and we aim to support them in whatever way we can. See page 6 for the Youth Forum Update.

Decent Homes Programme

We are currently liaising with Hackney Council and with our local Councillors to ensure that Wenlock Barn TMO residents benefit from the remaining Decent Homes Programme. We are really very pleased to say that real progress is being made. We welcome the news from Hackney Investment Programme (HIP) that the remaining 216 properties which have not had internal decorations have now been considered for these works which will start from January 2015. This has been achieved through dialogue and meetings between Wenlock Barn TMO officers and the Decent Homes Team. I would like to express my sincere gratitude to Cllr Philip Glanville for his contribution that went a long way in achieving these additional decent homes works for our estate.

As you would have noticed, works has already begun on the replacement of kitchen, toilets and bathrooms in some blocks and we have been able to persuade the council to stay on site to finish the remaining blocks. There are still a few issues with some blocks at Buxton & Micawber Court which have not been included in the programme. We will be carrying out our own Survey of the un-modernised flats at Windsor terrace Estate in order that we can make a case for these blocks to be included in the programme.

Making Good programme

We are still engaging with Hackney



Homes to ensure that they commit to "making good" any damages or repairs which may be needed as a result of their contractors carrying out capital/major or replacement work programmes on Wenlock Barn TMO properties. It is stipulated in our Management Agreement with the Council as being the responsibility of Hackney Homes. However as Hackney Homes have not been consistent in ensuring that these "making good" works are carried out, we are making a proposal to Hackney Homes that we carry out these works on their behalf provided that we have a firm commitment that the TMO will be reimbursed. We are still waiting on the response and will inform you of any progress.

Our achievements so far could not have been realised without all your support and contribution in vetting our services and sharing your ideas which we really appreciate and has been a great learning experience.

I really like to take this opportunity to thank you all for supporting Wenlock Barn TMO in all our endeavours and I hope that we can continue to work along a common goal to ensure best provision for all.

Thank you,

Kingsley Akano

Wenlock Barn TMO is a Winner!



Each year all the TMOs in the country come together for the National Federation of TMOs Annual Conference and are presented with Achievement Awards for the best performing TMOs in the country. **This year at the conference from 13 to 15th June 2014, for the very first time, your TMO won 3 Achievement Awards.**

We won the '**Involving the Community**' award for the year 2013-14 for the work we've done extensively to mobilize residents at the grassroots level. This includes work with the Growing Kitchen Group (GK), which developed neglected sections of waste land on the Estate and transformed them into a food growing area & community orchard; and other community initiatives that swayed the award in the direction of the TMO include our Annual Seaside Trips and other partnered community activities such as that with the Domestic Violence and Sexual Abuse Counselling Service (DASAC), which organised a pampering day event in June of this year.

We achieved the runner-up award for the

'**Outstanding Work with Young People**' category for the work with the Murray Grove Youth Forum and also came second in the award for '**Outstanding Housing Management Performance**' which recognised

our improved performance in collecting outstanding rent arrears and re-letting empty properties quickly. Tenants on our Estate paid over 100% of the rent debit for the previous year. This is a truly remarkable rent collection performance in a time of

Government imposed austerity. A very big 'well done' to our rent paying Tenants, who deserve credit!

On receiving the awards Kinsley Akano, the Chairman of Wenlock Barn TMO commented that 'community engagement was key to the success of the organisation'.



Photo above: A few board members and staff receiving the award at Stratford-upon-Avon.

Estate Walkabout Inspections

In order to maximise our engagement with our residents to participate in identifying issues on the estate particularly with cleaning, grounds maintenance and communal repairs, '**Quarterly Estate Walkabouts on Saturdays**' has been set up by the TMO and residents are encouraged to take part.

Dates for the walkabouts are normally published in the new black noticeboards across the estate.

Next quarterly dates are as follows:

- **Saturday 27th September 2014**
- **Saturday 20th December 2014**
- **Saturday 28th March 2015**

Meeting start time: 11am

Meeting point: Outside Shoreditch Neighbourhood Office, 1 Crooley Street, London, N1 7PT.

If you have any queries, please do not hesitate to contact David Nkrumah-Buansi on 0208 356 4631.

Come along to our Annual General Meeting!



The TMO are holding their Annual General Meeting on **Saturday 18 October 2014** @ **Napier Community Hall, 1 Napier Grove London N1 7HU** from **2pm**.

Come along and find out what your TMO has been up to for the past year and what we have planned for the future.

If you are a TMO member you will have the right to vote on important TMO matters, if you are not a member, then come along and sign up. See page 10 & 11 for further information on becoming a member.

Also come along and listen to **Special Guest Speaker: Cllr Phil Glanville**, speaking about proposed changes to Council Housing in Hackney and reference to the Hackney Investment Programme.

The Board Members and Staff look forward to seeing you!

Housing Management Services Update



Meet the New TMO Manager

As the new TMO Manager, it is my role to ensure that we deliver an effective and efficient service that meet our residents' needs. Over the coming months, I aim to work more closely with Hackney Homes and other partner agencies to ensure that Wenlock Barn TMO receives a fair share of Capital and Decent Homes works; as well as tackle pressing issues such as Antisocial Behaviour on our estate. Residents are central to what the TMO does and I welcome your involvement, contribution and ideas on how we can improve our services delivered to you by contacting me directly on 0208 356 4631.

I would like to take this opportunity to say goodbye to Joy Boachie Property Officer, who left the TMO's employ on 25 August 2014. After over 5 years of service, Joy has moved on and having worked closely with her for this length of time, I can honestly say that it has been a pleasure working with her and she will be missed! I wish her good luck in her new job.

David Nkrumah-Buansi



Changeover Update

On July 26th 2014, the TMO had a meeting with all residents to provide them with an update on progress with taking services in-house. This meeting was attended by a good number of tenants and leaseholders who were provided with an update by TMO staff on current stages of the TMO transformation of directly managing staff and services.

Residents were updated that all previous Genesis staff responsible for delivering housing management service and Wettons staff responsible for undertaking cleaning and grounds maintenance work have successfully transferred to the TMO on 1st April 2014.

However, residents were informed that Genesis Housing Association will continue to deliver the repairs service whilst the TMO seeks another service provider through competitive tendering from the next financial year, April 2015.

For further information or if you have any ideas, please contact the TMO Manager David Nkrumah-Buansi on 0208 356 4631.



New Repairs Contractor Needed

TMO is looking for a new Repairs Contractor to start from 1st April 2015. Currently, our day to day responsive repairs are carried out by contractors of Genesis Housing Association, with a repairs administrator stationed in our Cropley Street Office.

The TMO has recently started the process of inviting bids from a range of local repair contractors. Genesis have also been invited to submit a bid for their repair service to continue. These competing bids will be assessed in due course, by the TMO, against a criteria of best value and good performance delivery.

TMO Board Members, who represent tenants and leaseholders, will be central to resident involvement in this process and this procurement process should be concluded by the end of the year with a start date for the new contractor of 1st April 2015.

We will keep you updated!

Wellbeing Day hosted by DASAC

On the 21 June 2014, Domestic Violence and Sexual Abuse Counselling Service (DASAC) hosted a Wellbeing and Pampering Day Event at Napier Community Hall.

The aim of the event was to give men and women effected by domestic violence a day to unwind and socialize with other families.

The Event presented guests who provided a variety of free therapies which included: Indian Head Massage, Hot Stones Massage, Reiki and Energy Healing, Astrology, Shiatsu, Reflexology, Grounding, beauty therapy, Jewry Making, and tips on well-being.

The therapy treatment seasons where run by qualified specialist in those fields. It was amazing to find people engaging in those healing therapies. What a wonderful day we had!

Food and drinks were provided free of charge as well as the rest of the activities in a clean and well-presented manner by volunteers. According to the feedback from guests 95% of them simply rated it as first class. For me as a volunteer the event was out of this world and the turnout was brilliant.



**DOMESTIC VIOLENCE CAN DAMAGE THE LIVES OF ALL INVOLVED
DON'T SUFFER IN SILENCE. TALK ABOUT IT**
Call 02072538313 and seek advice from a professional

Thank you to all the funders/ sponsors of the event, including Wenlock Barn TMO who contributed £1000 towards the funding of the event.

Kindest regards,
Olori Grace Alli-Tijani

Domestic Violence and Sexual Abuse Counselling Service (DASAC), is a registered not for profit making organisation based in London. Working with men and women who are survivors of traumatic experiences such as domestic

violence, rape and sexual abuse. We support people helping them to recover from their distress and motivating them to imagine and achieve a brighter future. This includes empowering people to manage their relationships and increase their confidence and self-worth.

We offer one-to-one professional therapeutic counselling service for adult and young people, weekly support groups, self-development workshops, training and back to work programme.

The Murray Grove Youth Forum Update

The Murray Grove Youth Forum (sponsored by Wenlock Barn TMO) on the Wenlock Barn Estate recently held the maiden edition of its youth fun day event. Saturday the 12th of June event saw scores of both youths and adults trooping out to behold wards from the community on display.

The youth event displayed segments such as a Talent Hunt Show, Face Painting and Miming by children of the community, however the main feature of the event was the 18-member strong 'Flexy Squad', who engaged in chorography and acrobatic displays to entertain an excited crowd.

Shanne Allen, leader of the group started the group 7 years ago with a few other girls explained: "We started off on a very low key. We have continually grown stronger ever since.

With the right kind of sponsorship, we hope to take this to another level".

Michael Jones, the Project Leader of the Murray Grove Youth Forum remarked that – "We conducted a survey within the community involving over 120 youth. It is the result of the survey that has led to this".

The event was well attended by residents of the Wenlock Barn Estate, residents from neighbouring estates and dignitaries including the former Mayor of Hackney, Councilor of Stoke Newington, Councilor Susan Fanjana-Thomas and our very own Councilor Clayeon McKenzie.

The TMO has enjoyed working with the Murray Grove Youth Forum and hopes to continue to support them with future endeavors.



The Back Garden

The Back Garden, Wenlock Court involves over 60 residents on the Estate in various ways from, meet ups, outdoor learning to food growing.

Since the beginning there has been opportunities for residents to construct parts of the space with their own hands.

This summer, through a project funded by Awards For All, residents in the surrounding blocks have built a meeting-house that will become an outdoor kitchen. The structure has been made through twice-monthly workshops using reclaimed wood and following traditional joinery techniques. Throughout the process residents have been involved with different elements of structural carpentry shaping and then raising



the structure.

It has offered a wonderful opportunity for people of all ages and cultures to come together across many blocks.

Next spring we will host a roof-raising event completing the space so that it can be used for events throughout the year.

The Back Garden offers an on-going opportunity for children and adults to learn with their hands, share food,

cultures and eat fresh food together.

To find out more about becoming part of project contact
fourthlandinfo@gmail.com

On **Sunday 21st September** from **1 pm**, The Back Garden will be part of **OPEN HOUSE London**.

Photos of the development can be found at
www.wenlockbarnfoodtoshare.wordpress.com

Growing Kitchen Update

This year has been an active and rewarding one for the GK resident group on Wenlock Barn Estate.

The year started with GK residents planting over 300 daffodil and allium bulbs in the Wenlock Orchard (corner of Wenlock St and Cropley St). These were obtained for free through the charity 'Bulbs for London'.

We were successful in our funding bid to the Big Lottery to substantially improve our popular event area by re-building the clay oven and erecting a shelter over it. We also built a barbecue. To celebrate the finished works we organised a May Day healthy eating event which included baking pizza's and bread in the oven. Since then we've had several more shared food gatherings including one with an Italian theme.

In mid-June we participated for the first time in the 'Open gardens and Squares Weekend'. People from all over the country visited the garden



Children Making Pizza

and enjoyed refreshments and food which we prepared on the day. It was a great success, highlighting not only the work we do in the garden but also Wenlock Barn Estate.

We managed to raise nearly £100 on the day which will help pay towards maintaining the garden.

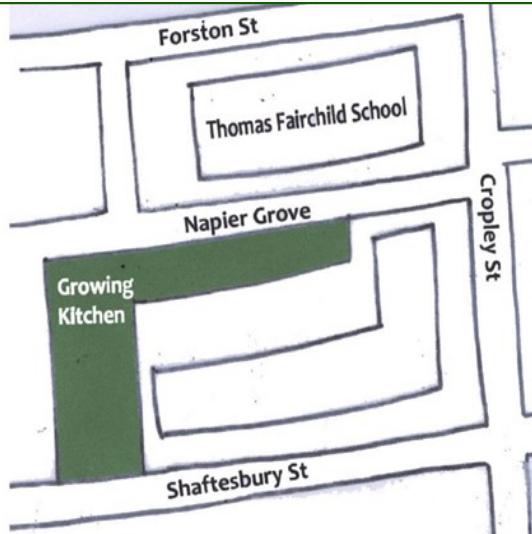
Most recently we were successful in our funding bid to the 'Metropolitan Public gardens Association' to replace

our old greenhouse. This will help ensure that we have healthy, abundant and more varied crops throughout the year, and assist in educating and engaging the local children more in gardening and caring for plants.

Our membership has continued to increase and we are looking forward to engaging yet more local residents. Everyone is welcome so please come along or contact us.

The Growing Kitchen

**A community growing project
on Wenlock Barn Estate**



Everyone is welcome

The Growing Kitchen is an ongoing project on a formerly dis-used site on the Wenlock Barn Estate. It is a shared garden in which organic fruit, vegetables and fruit are grown. We have currently around 50 members and their families most of whom have been allocated their own micro allotment. It is foremost a community group made up of local residents of all ages and backgrounds, with those joining us increasing every year. We meet every month and share the responsibility of maintaining the garden, organising social events and workshops, accessing funding and encouraging new membership and involvement.

In the past we have received funding from the Wenlock Barn TMO to extend the site and install an outside tap; this has resulted in a shared foraging area which includes a wild flower area and seating. Additionally an orchard in the heart of Wenlock Barn was planted by the residents in partnership with the Orchard project and the TMO.

Most recently we have been successful in receiving outside funding and have just finished creating a wildlife pond, and plan to improve and extend our event area for residents.

We often share and cook food in the garden and have built our own clay oven, which enables us to prepare freshly baked pizza's and bread.

Every Sunday during the Spring, Summer and Autumn we can be found in the garden from midday onwards, so please come along and join us to find out more about becoming a member or getting involved.

Up and coming events and meetings are written on the board in the garden.

Alternatively you can email us on gkresidentgroup@gmail.com



Summer Holiday Fun!

The TMO did it again and hosted another great day out for the residents of the Wenlock Barn Estate. On Saturday 2 August 2014, the TMO laid on 6 coaches to accommodate 314 residents on a trip to Bournemouth Seafront.

On the journey there the coaches were battling through very heavy rain and we were all a little worried that the day would be a washout, but as soon as we arrived we were greeted with blue skies and sunshine. Residents took to the sandy beaches with their rugs, deck chairs and picnics, all enjoying the summer fun.

It was a proud day for the TMO seeing over 300 of our residents

having a fun time and we hope to continue on with these trips. It is important that in this time of economic hardship the TMO reaches out to its residents and give them opportunities that they may not be able to afford for themselves.

On the journey back, everyone spoke of the great fun they had and thanked the TMO Board and Staff for their hard work and care.

A few days after the trip, I received a card to the Board and Staff of the TMO, with this lovely message from a few residents:

"Thank you for arranging our trip to Bournemouth last Saturday – we all had a great day and enjoyed every minute"



of it. Well done!"

From Mrs L. Cridland, Mrs S Moore and Mrs A Williams.

You are all welcome!

Angela Gresham – TMO Officer



Get Involved and Have Your Say!

In 2006 we, **the residents, claimed the legal right to manage our homes on Wenlock Barn Estate.** As a Tenant Management Organisation (TMO) we are in charge of cleaning, grounds maintenance (gardening) and repairs.

A voluntary elected board of residents meet every month to oversee the work, discuss and consult on funding and future plans for our estate from **crime prevention** and **new building developments**, to **parking** and **community social events.**

Since 1st April 2014, the TMO employs 24 members of staff to implement the day-to-day running and finance of the TMO, and to ensure that our services, decisions and policies are carried out. We promote an **equal opportunities** policy and actively seek feedback and membership from Wenlock Barn residents.

We hold the purse strings and have to be consulted on everything that affects our area, empowering us to take control of where we live.

Would you like to take part in determining our future?

There are several ways you can get involved.

...Become a Member

You have a vote and can stand for election on the board, for a one-off fee of just 10p.



...Become a Block Representative

We're a large estate and every block has its own issues and problems. We want to make sure that every block has representation so as a TMO we are informed and issues can be acted on swiftly.

...Become a Board Member

This takes a level of commitment and should not be viewed lightly. However, it is rewarding and will widen your experience.

You will be inducted and receive training whether it is

on collective governance, finance, management, computer skills or equal opportunities.

If you are interested in any of these roles, please contact the TMO Officer, Angela Gresham.

Phone: 0207 253 2371

E-mail:

agresham.wenlock@btconnect.com

Post: Wenlock Barn TMO, 24 Murray Grove, Shoreditch, London N1 7FB.

your
voice
counts



**Wenlock
BarnTMO**
Tenant Management Organisation

TMO Membership Application Form

Name: _____

Address: _____

Post code: _____

Phone number: _____

Status (delete as appropriate): Tenant / Leaseholder / Resident _____

Date of birth: _____

I wish to be a member and hereby pay 10p for my membership.

Signature: _____

Date: _____

FOR OFFICIAL USE ONLY

Approved by _____

Registration number of Shareholder _____

Date _____

18.11.08

Contact us

Wenlock Barn TMO, Shoreditch Neighbourhood Office, 1 Cropley Street, Wenlock Barn, London N1 7PT

T 020 8356 6759

T (Emergency number) 020 7540 9814

E enquiries.wenlockbarn@hackneyhomes.org.uk

Repairs: 020 8356 8499 or repairs.wenlockbarn@hackneyhomes.org.uk

Out of hours

020 7540 9814

Waste helpline

020 8356 6688

Noise service

020 8356 4455

If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegojet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

Albanian

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلًا على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে বেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Farsi

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Turkish

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