



NEWSLETTER

# Wenlock Barn TMO

Street  
Festival!

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Summer 2015



## ***Congratulations! Wenlock Barn TMO's Youth win an Active Residents Award from Hackney Homes***

### ***INSIDE:***

*From 1st July 2015, Chigwell Construction becomes The TMO's new Repairs Contractor. See back for new repairs contact numbers. p4-5 and p8*



**Chigwell  
Construction**

# Foreword from the Chairperson

Welcome to our Spring 2015 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.

As we enter the new financial year, I bring to you an update on some positive developments and achievements within Wenlock Barn TMO.

## Repairs Procurement

Following a successful competitive tender, on behalf of our residents and TMO members, the TMO board have awarded our responsive repairs and voids refurbishment works to Chigwell Construction. The new contract will start on 1st July 2015. A joint working group made up of the TMO, Chigwell Construction and Genesis Housing Association are currently working together to ensure a smooth transition. Further information concerning the changes will be going out to all our residents shortly.

I am confident that the new contractor will deliver a better repairs service that is responsive to the needs of our residents and value for money.

## Decent Homes Update

We have consistently lobbied on behalf of our residents for the Council to complete the programme of internal refurbishment works. Last autumn, I promised in our newsletter that the TMO would continue to press Hackney Council to complete the internal refurbishment of those homes on our 2 estates that had not had replacement kitchens and bathroom suites. I can now report significant success in achieving progress.

The Council started refurbishing 216 of our homes in the period January 2015. So far 153 of these homes have been completed and the remainder would be completed before the end of this year.

I recently invited Hackney Homes Chief Executive Charlotte Graves to

the estate to see for herself some outstanding major replacement works that need to be carried out in some of our blocks. These include the communal balcony balustrades at Napier Court and the windows at the Parr Court tower block. Charlotte is supporting us and progress is at long last being made in getting these works included into a future major works programme.

## Congratulations to the Youth of Wenlock Barn Estate

It gives me great pleasure to announce that at the Hackney Homes Active Residents Awards held on 21st May 2015, Wenlock Barn TMO Youth Forum won the Award for Community Project of the Year 2015 for diligent hard work - being a voice and role models for young people and making a positive impact within the community. The award was presented by Cllr Philip Glanville - Cabinet member for Housing (Hackney Council). Well done to the Youth Forum and everyone involved in making this achievement a reality. This is the second year in a row that the TMO has won an award and I am proud to be part of it.

## Outstanding Performance in Collecting Rent and re-letting Void properties

The TMO housing management staff have had another year of outstanding performance. The financial year 2014/15 was our best ever rent collection and voids turn-around performance. Our TMO outperformed all the Hackney Homes Neighbourhood Management Teams in collecting rent and promptly re-letting empty our empty homes. As a result our TMO has just been nominated for an Excellent Achievement Award in Housing Management to the National Federation of TMO. Whether we win the award, this will be announced at the annual National TMO Conference



being held in June 2015.

I would like to pay tribute, on behalf of the TMO Board, to all our Tenants who have made paying their rent a priority. Especially during the period of austerity.

## Garden Project for Elderly and Vulnerable Tenants

In our strife to do more for our residents, Wenlock Barn TMO has allocated a budget to get severely overgrown gardens of elderly and vulnerable residents cleared. Since April 2015, we have completed the clearance of 12 of such gardens which mean after several year not having access to their gardens these tenants can now enjoy the summer relaxing in their own gardens. If you are elderly or vulnerable and would like your garden considered under this scheme, please do not hesitate to contact your property officer with a request.

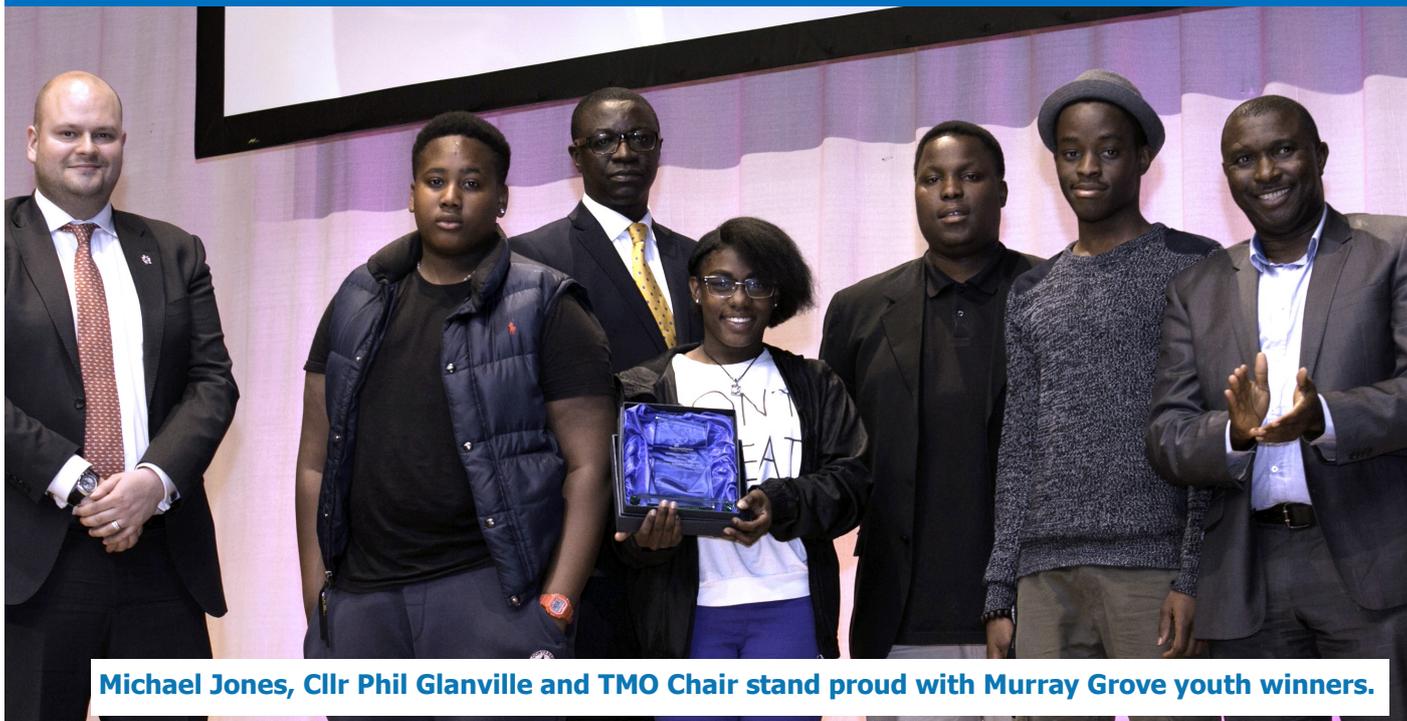
I sincerely would like to take this opportunity to thank all our residents for supporting Wenlock Barn TMO to become a progressive organisation in delivering a better service for everyone.

Thank you,

**Kingsley Akano**

CHAIR OF WENLOCK BARN TMO

# Wenlock Barn TMO's Youth wins an Active Residents Award from Hackney Homes



Michael Jones, Cllr Phil Glanville and TMO Chair stand proud with Murray Grove youth winners.

At the Hackney Homes Active Residents Awards on 21st May 2015, Wenlock Barn TMO Youth Forum won the Award for Community Project of the Year 2015 for their dedication and hard work - being a voice, role models for young people and making a positive impact within the community. The award was presented by Cllr Philip Glanville - Cabinet member for Housing (Hackney Council). Congratulations to the Youth Forum and everyone involved for this achievement.

Wenlock Barn TMO Youth Forum is a diverse group of young people aged between 10 and 19 with an interest in making a difference in our community.

Two years ago, Wenlock Barn TMO awarded the Youth Forum £2,000 to undertake a peer research. The

research provided a number of key recommendations to ensure a voice and role models for young people, promote talent, bridge the gap between young people and adults, and engagement with stake holders to improve local facilities for young people. The Youth Forum have also organised summer events each year for young people and the community which has been very well publicised and well attended for which residents have provided very positive feedback.

**If you are between ages of 10 and 19 years, why not join a winning team! Become part of the Wenlock Barn TMO Youth Forum by calling Claudette Stewart on 0208 356 4765.**

## Upcoming Events

We have a great line up of family fun days out this summer that you wouldn't want to miss.



### Street Festival — Saturday, 18th July.

There will be live performances, 5-a-side football, face painting, food and lots, lots more!



### Halloween Fun Day — Saturday, 31st October.

Hocus, pocus... alakazam!  
What will you come dressed as this Halloween?



### Seaside Trip to Clacton-on-Sea — Saturday, 5th September.

Last year's trip to Bournemouth was a great success. Don't miss out — join us on the day trip, this year!

### Annual General Meeting — Saturday, 19th September.

And don't forget our AGM — your opportunity to have your say in what activities could take place next year and our opportunity to tell you of our plans.



**RESPONSIVE REPAIRS: DELIVERING A 'RIGHT FIRST TIME' SERVICE**

*“Delivering a repairs service that strives to achieve a **first time fix** makes good business sense – not only does it save repeat visits, but increases resident satisfaction.”*

Dean Floyd,  
Managing Director



Satbinder Singh,  
Multi Trade Operative



Nicole Bonnici Phillips,  
Small Works Manager

*“Proud to be averaging 91% for **First Time Fixes** on all **Responsive Repairs Contracts**”*

*“I have worked for Chigwell since 1999 on the various social housing contracts they service. I am able to carry out a wide range of repairs as a Multi Trade operative, although my principal qualification is in Plumbing. I have also mentored apprentices in the past. I enjoy the work – it is varied and no day the same. We work in the most diverse boroughs in London. We have an excellent operative and call centre team. My **Right First Time** percentages for 2014 average 93%.”*

We achieve this by implementing the following:

- Recording calls received and confirming the nature of the repair through Fault Diagnosis
- Restocking works vehicles frequently to ensure operatives possess components to complete the repair at the first visit
- Accurately recording the repair and making appointments according to priority times
- Benchmarking operatives and compiling individual KPI's on their ability to complete works Right First Time
- Allocating the repair to the appropriate operative according to skill set
- Reviewing and monitoring First Time Fixes against targets
- Having a direct multi skilled labour pool to call upon
- Controlling and allocating material supplies through Aaron Building Supplies
- Striving to improve the percentage of Right First Time fixes with efficiencies and training



**Right First Time**

# Chigwell Construction to service the Responsive Repairs and Voids Contract for Wenlock Barn TMO.

Chigwell Construction are proud to announce our success in securing the Responsive Repairs and Voids contract with Wenlock Barn TMO. The contract starts on 1<sup>st</sup> July 2015 and they look forward to a long and successful working relationship with Wenlock Barn TMO and their residents.

Dean Floyd, Managing Director of Chigwell Construction says our "Responsive Repairs and Void contracts represents a core business to us and we possess experience in servicing contracts of this nature since 1996. We are not a big company that treat clients as a mere number – we believe in going the extra mile and doing all we can to work in Partnership with our clients. We work with a number of social housing providers in London, Essex and surrounding areas.

We are a medium size construction company based in Hainault, Essex, employing 187 staff including



management and operatives with various skills, including multi trade, electricians, Gas Safe Engineers, plumbers, drainage engineers, etc. All of our operatives possess industry recognised training to ensure they are competent to carry out work in occupied properties and voids.

Our motto is *Right First Time* for good reason. We believe in delivering high levels of resident satisfaction by working considerably in resident's homes and following established methods and procedures. Our operatives will always drive liveried, signed

vehicles, show ID and wear company uniform.

We will ensure all repairs raised by Wenlock Barn TMO are completed on time and to the satisfaction of residents. Our team are dedicated to servicing this contract to the highest possible standard and will be on the Wenlock Barn Estate and in the Cropley Street office at various teams."

**Dean Floyd, Managing Director - Chigwell Construction**

**Meet the team and ask questions at the Street Festival on Saturday, 18th July 2015!**

## Total Policing

Hello! I'm PC Jamie Houston and I am the dedicated ward officer for Hoxton West. Me and the rest of the Neighbourhood Policing Team are here to make your ward a safer and better place to live. Hopefully, I will see you out and about on the estate, but if you need to contact me, email [jamie.houston@met.police.uk](mailto:jamie.houston@met.police.uk) or you can join us at one of the joint surgeries we are running with the TMO every last Wednesday of the month at the Shoreditch neighbourhood office. I look forward to seeing you!

## Burglary Update

As many of you are aware, a recent method that burglars have been

using is to break the extractor fan which are fitted to the front window of many flats, push their arm through and in, and open the larger window. A simple way to stop them gaining entry this way, is to keep your window locked! Ensure that your keys are out of sight, but accessible to you.

## Neighbourhood Link

A great new initiative from your local police service is the Neighbourhood Link tool. Simply sign up online at [www.met.police.uk/signup](http://www.met.police.uk/signup) to receive updates by email or text on crimes that are happening in your area and more importantly, what we can do together to stop it! Alternatively text 'start' to 62101.



Don't forget, with the hot weather approaching, make sure you lock all your doors and windows when you go out - a large amount of burglaries could have been prevented simply by securing property. If you see something suspicious call 101 and report it and in an emergency, call 999. Bye for now!

Wenlock Barn TMO's

STREET

FESTIVAL

SATURDAY, 18th JULY 2015



Stage performances by local dance crews, including Flexy Squad / Face Painting / Learn Circus Skills / Pirate Play Ship for kids / Youth Five Aside football – Winners Awards / Music by guest DJs / Raffle Prizes / Stalls – including meet our new 'Repairs Contractor', Growing Kitchen Group and Fourthland / Free food, drink and snacks!

**12 noon - 6pm** Cropley Street **Free Entry**

# 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 1<sup>st</sup> 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**

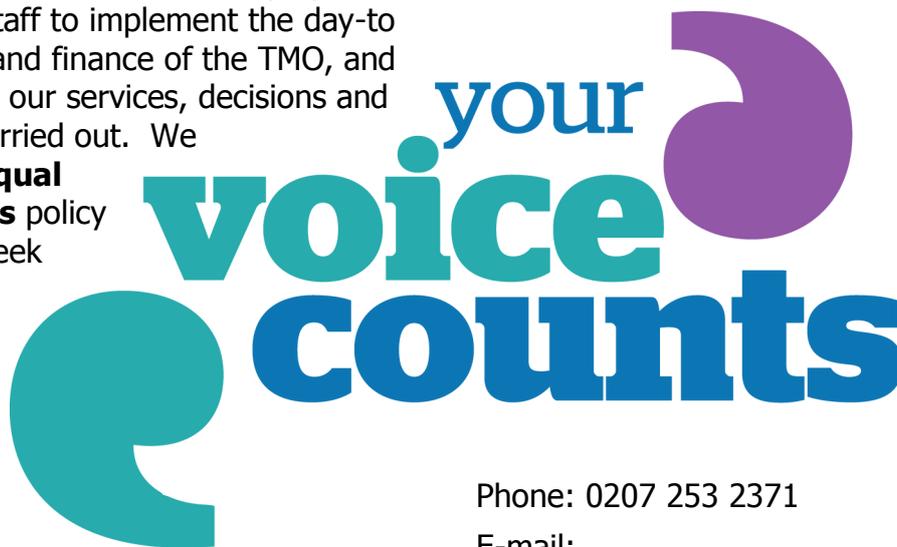
We're a large estate and every block has its

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](mailto:agresham.wenlock@btconnect.com)

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



## Contact Us

Please note our new details, which will be effective from the 1st July 2015.

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

**T** 0208 356 4732 or 0208 356 4685

**E** [enquiries.wenlockbarn@hackneyhomes.org.uk](mailto:enquiries.wenlockbarn@hackneyhomes.org.uk)

**To report a repair or raise any issues, contact:**

### Repairs

Nicole Bonnici Phillips

**E:** [nicole@chigwellconstruction.co.uk](mailto:nicole@chigwellconstruction.co.uk)

**T:** 0208 500 4100

### Voids

Ricky Hepburn

**E:** [ricky@chigwellconstruction.co.uk](mailto:ricky@chigwellconstruction.co.uk)

**M:** 07929 360 795

### Emergency out of Hours

**T:** 0208 500 4100

### Waste Helpline

**T:** 0208 356 6688

### Noise Service

**T:** 0208 356 4455