



NEWSLETTER

Wenlock Barn TMO

Seaside
Trip To
Margate
p8

Special Edition 2016

Continuation

Ballot

YES
To Keep
Wenlock Barn
TMO

VOTE YES



Local Residents supporting
Local Communities with
Local Services from our
Local Offices

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Welcome to our Special Edition Continuation Ballot Newsletter.

In this issue, we look back at some of the achievements of Wenlock Barn TMO over the last 5 years and 'Why you should Vote Yes', to keep your TMO for another 5 years.

Foreword

from the TMO's Chairperson



partnership with your TMO and Hackney Council, will ensure the ballot process is followed correctly.

Ray Coyle



Denise Barns



Although Open Communities will be encouraging you to use your votes, they will not be encouraging you to vote either 'YES' or 'NO'. It is the role of Open Communities to maximize turnout and make sure the ballot process is administered correctly.

The Board of your TMO work tirelessly to ensure you receive a value for money service. We are volunteers who all live in the community and care about the services we provide. We want you to give us your backing, as you did 5 years ago – So 'Vote YES' in the ballot this summer to ensure your services are protected, delivered for you locally, and making it easier for you to hold us directly accountable.

This Newsletter will provide you with all the information you need regarding the ballot and who to contact if you have any enquiries.

Voting methods during the ballot would be as follows: Ballot Boxes, by Post, Online and by text. We would like everyone to come out and Vote Yes for Wenlock Barn TMO.

We would like to increase the TMO's membership and invite all residents who are not yet members and would like to be one to complete the application form at the back of this News Letter. The life membership fee is only a one off payment of 10pence.

May I take this opportunity to thank all our residents for your continued support which is very much appreciated.

Yours sincerely,

Kingsley Akano

Why you should vote 'Yes' to keep Wenlock Barn

In many ways it is a simple choice; either you vote YES for the continuation of your TMO (if you think we are doing a good job) or you vote NO if you would like Hackney Council to take over delivery of all of your housing services including repairs to your property. We think that, over the past five years, we have delivered over and above what we are contracted to and we strongly believe that you receive a better service from your TMO than you would from Hackney Council.

Since the delivery of services were taken on by the TMO, over the years we have progressively improved our core services and performance, added value to what we deliver by working closely with partners to provide other projects and schemes to improve your homes. This includes garden projects for elderly and vulnerable residents, community events and summer seaside trips to mention but a few. With your support we aim to achieve much more for our residents in the coming years.

Wenlock Barn TMO makes things happen and a brief look back over the years shows just some of the things your TMO has achieved.

We are an Award Winning TMO

In 2014, at the National Federation of TMOs Conference, Wenlock Barn TMO won the National Award for "Involving the Community" and was runners up for the Best Improved TMO category.

In 2015, Wenlock Barn TMO Youth Forum which is supported by the TMO won the Hackney Homes Active Residents award for "Community Project of the Year" category.

Engagement with the Community

These groups were all established with the residents in mind, as a way of creating new communities, empowering residents to take control of their own activities and literally bringing people together. These groups are funded and supported by the TMO for the community and we will ensure that we continue to support them to flourish. The TMO would like to thank these groups for their commitment and dedication in promoting community cohesion.

If you would like to join any of the groups, would like to set up a new group, or have a project aimed at benefiting the wellbeing of the residents on the Wenlock Barn and Windsor Terrace Estates; then please contact the TMO on 0207 253 2371.

Community Events

Within the last 5 years, each year we have organised seaside trips, Halloween Fun Parties, Street Festivals and Christmas Carol events. As well as fun activities, last year we hosted our very first 'Adult Learners Week', in partnership with Hackney Learning Trust. During this week of adult course, residents from the estate

Wenlock Barn TMO sponsored Community Groups

Growing Kitchen (Since 2010)



Food To Share, Wenlock Court (Since 2013)



50+ Lunch Club (Since 2014)



Murray Grove Youth Forum (Since 2014)



attended courses, such as Write your CV, Photography and African Dance. It is our aim that these events are not compromised but are sustained and guaranteed for residents' benefit well into the future.

Seal and Paint

Your TMO have been able to negotiate and obtained the seal and paint programme worth around £250,000 at no cost to the TMO. This programme which is currently underway on the estate will ensure that the appearance of all stair cases in all our blocks are improved and make cleaning them easier.

...Continues overleaf

Reopening of Murray Grove Post Office

Following its Closure in 2008, Wenlock Barn TMO lead in a hard-fought local campaign to reinstate the Murray Grove Post Office and the financial services it offers in banking and bill payments. This action taken on by the TMO, lead to its re-opening in 2010 to the delight of all our residents.

The Blue Hut Project

Following Closure in 2012, recognising the positive impact the Blue Hut has made for young people in the community Wenlock Barn TMO joined in a successful campaign against the closure which resulting in new source of funding being provided and reopening.

Bringing Services In-house

On 1st April 2014, the TMO brought all services In-house apart from Responsive Repairs and directly employed all its staff. This means that services previously provided by contractors are now being directly provided by Wenlock Barn TMO which also directly employs all its staff. By bringing services in-house funds which were paid to contractors to deliver these services are now savings to the TMO which can be used to provide more services for the community.

New Repairs Contractor

In order to ensure that residents get a better repairs service which is value for money the TMO went through the process of competitive tendering to ensure that the right contractor was selected to deliver our responsive repairs service. Chigwell Construction Ltd were successful in obtaining the contract which commenced on 1st July 2016.

Working Closely with Residents

The TMO has engaged well with residents and has exercised good communication channels with them. We have consulted residents on a range of issues and projects over the years through our Annual General Meetings, Special General Meetings, and other Public Meetings. With your involvement we have been able to achieve a great deal over the years by working closely with our partners and to ensure that Wenlock Barn TMO benefits from its fair share of Decent Homes works, Lift Renewal, Entry Door Systems and CCTV. We conduct a variety of estate & block walkabouts, door knocking exercises where we have taken your views onboard not only to improve our cleaning and grounds maintenance services but also obtained funding to provide bike sheds, better play equipment, and environmental improvements.

Garden Clearing Project

Each year Wenlock Barn TMO allocates funding to have overgrown gardens of elderly and vulnerable residents cleared. Over the two years that the scheme started, we have cleared in the region of 20 gardens. Those who have benefited have been very pleased with the quality of work and the opportunity to enjoy their gardens in the summer. If you would like your garden cleared and you meet the criteria, please let your property officer know by calling us on 0208 356 4732 or 0208 356 4685.

Wenlock Barn & Windsor Terrace Community Panel

This panel which is chaired by the TMO, meets on a quarterly basis. We work with our partnering agencies such as the Police Safer Neighbourhood Team, Estate Safety Team, and representatives of the Council in a joint effort to seek ways of addressing crime that affect our two estates. We also initiate and implement Crime Prevention initiatives. From the work of the community Panel, we have been able to secure more coverage of CCTV on Wenlock Barn Estate, improved lighting, made secure disused boiler areas, and fenced off problematic crime access areas with metal grills on Windsor Terrace Estate to deter criminal activities while making our community safer.

What You Will Lose Without The TMO

- | | | | | | |
|--|---|---|---|--------------------------------|---|
| • Volunteer Board members (a voice for residents) | ✓ | • Award winning TMO | ✓ | • Local Office | ✓ |
| • Local staff | ✓ | • Local Accountability | ✓ | • Local Services | ✓ |
| • Community Events: Seaside Trips, Fun Days, Street Parties and More | ✓ | • Effective Partnerships to deliver more value to residents | ✓ | • Support for community groups | ✓ |
| • Gardening project for elderly and vulnerable residents | ✓ | • Residents Consultation | ✓ | • Community Engagement | ✓ |

The TMO'S Plans For The Future

1. Produce a business plan which will set out its aims objectives for next 5 years.
2. Secure our own newly refurbished Community Hall which will be accessible to all and meets Disability Discrimination ACT (DDA) requirements.
3. Deliver Estate Improvements with consultation with residents.
4. Will conduct a survey to seek your views on services and how we can improve them.
5. Continue to work with our partners to deliver added value services and projects for Wenlock Barn & Windsor Terrace Estates residents.

Key Performance Indicators

How Wenlock Barn TMO compares with Hackney Homes

Rent Collection

Wenlock Barn TMO helps make it easier for residents to pay their rent. In both 2014/2015 and 2015/2016 (Feb 2016), our residents are more consistent at paying their, compared to other Hackney Homes Neighbourhood areas.

Year 2014/15

Wenlock Barn TMO vs. Hackney Homes areas	Total Collection Rate
Wenlock Barn TMO	100.25%
North West/Stoke Newington	99.84%
North East Neighbourhood	99.68%
Homerton Housing Neighbourhood	99.60%
Queensbridge & De Beauvoir N/Hood	99.50%
Shoreditch Neighbourhood	99.46%

Year 2015/16 Week 44 Feb 2016 (current)

Wenlock Barn TMO vs. Hackney Homes areas	Total Collection Rate
Wenlock Barn TMO	100.04%
Queensbridge & De Beauvoir	99.78%
North West/Stoke Newington	99.73%
North East Neighbourhood	99.67%
Homerton Housing Neighbourhood	99.59%
Shoreditch Neighbourhood	99.58%

Managing Empty Properties

Wenlock Barn TMO takes less time in servicing empty properties, therefore saving the TMO and Council money and making properties available quicker to re-house those on the housing waiting list, compared with Hackney Homes.

Year 2014/15

Wenlock Barn TMO vs. Hackney Homes areas	Average Number of Days
Wenlock Barn TMO	17.4
Shoreditch Neighbourhood	17.7
Homerton	21.5
North East Neighbourhood	21.7
Queensbridge & De Beauvoir	23.3
North West	23.5

Year 2015/16 Week 44 Feb 2016 (current)

Wenlock Barn TMO vs. Hackney Homes areas	Average Number of Days
Wenlock Barn TMO	6.2
Hometon	19.8
Queensbridge & De Beauvoir	21.7
Shoreditch Neighbourhood	23.4
North West	23.9
North East	31.4

Repairs Responsibilities



**Wenlock
Barn TMO**

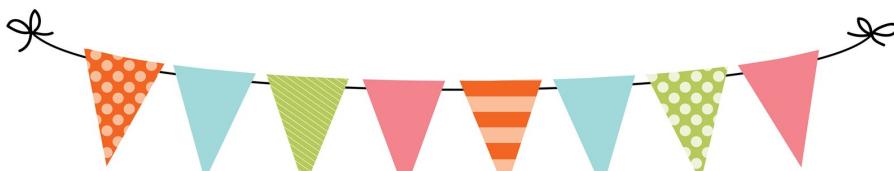
0208 500 4100

- ⇒ Plumbing beyond the main stopcock
- ⇒ Plumbed fittings
- ⇒ Electrical services from the meter
- ⇒ Re-glazing of broken windows and window sills
- ⇒ Doors and ironmongery
- ⇒ Cupboards and kitchen units
- ⇒ Architrave and skirting
- ⇒ Staircases and balustrades
- ⇒ Internal non-load bearing partitions
- ⇒ External walls and plastered finishes
- ⇒ Floor and common finishes
- ⇒ Internal surfaces of external walls
- ⇒ Internal redecoration of voids
- ⇒ External windows and doors
- ⇒ Communal staircases and landings
- ⇒ Community facilities
- ⇒ Refuse chutes and chambers
- ⇒ Electrical services to common areas
- ⇒ Communal doors and windows
- ⇒ Internal non load bearing partitions
- ⇒ Fences, enclosure walls and gates
- ⇒ Block sheds
- ⇒ Lighting for grounds, footpaths, car parks and non-adopted roads
- ⇒ Out of office hours emergencies

Hackney Council

0208 356 3691

- ⇒ Lifts
- ⇒ Entry phone and CCTV
- ⇒ External Structure of building
- ⇒ Water mains to stopcock
- ⇒ Water tanks
- ⇒ Heating & hot water systems
- ⇒ Annual servicing of heating & hot water system
- ⇒ Gas mains to the meter
- ⇒ Surface and foul sewers
- ⇒ Floors, including joists and floorboards
- ⇒ All asbestos materials
- ⇒ Electrical service to the meter
- ⇒ Roof structure and covering and all roof repairs
- ⇒ Non adopted roads, footpaths, courtyards and parking areas
- ⇒ Roofs – patch repairs
- ⇒ Soil stacks and vent pipes
- ⇒ Gutters and down pipes
- ⇒ Garages
- ⇒ Decent Homes works
- ⇒ Pest control
- ⇒ Children's play areas



Celebrating 10 Years!



Street Festival

Saturday, 20th August 2016



More details coming soon!

Family Day Trip! Family Day Trip! Family Day Trip! Family Day Trip! Family Day Trip!

Saturday, 11th June 2016



Margate Seaside Trip

Residents must register to attend from Monday 9th May to Friday 3rd May 2016

Call Marie on 0208 356 6759

Please note that a deposit of £5 per person is needed to secure your seat.

This money will be refunded to you once you turn up for the trip.

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.**





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

Discount Vouchers For Local Shops

Your TMO have partnered with local shop owners to offer you some generous offers. To enjoy these discounts, please cut out and present the voucher. The TMO thanks the four shop owners for their offers.

A Free Flapjack or Brownie*

Offer voucher



* When you buy a Regular Hot Drink for £2.25

Must present this voucher to get this offer. Expires 31/5/16



10% off*

Discount voucher



* When you spend £5 or more

Must present this voucher to get this offer. Expires 31/5/16



Up to

20% off

Discount voucher



Spend £35 get 10% off. Spend £100 get 20% off.

Excludes Prescription and Postal Services

Must present this voucher to get the discounts. Expires 31/5/16



Half price eye examination*

Offer / Discount voucher



Half price eye examination on £10, including free retinal digital photography.

10% discount with any purchases over £100.

Must present this voucher to get this offer. Expires 31/5/16



Contact Us

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

T: 0208 356 4732 or 0208 356 4685

w: www.wenlockbarn.co.uk

E: enquiries.wenlockbarn@hackneyhomes.org.uk

Repairs and Out of Hours

T: 0208 500 4100

Please note that our Out of Hours Repairs Service will be
operation though all holidays.

Emergencies only

T: 07939 996 600

Cleaning

T: 07946 837619

YES
To Keep
Wenlock Barn
TMO

VOTE YES



Local Residents supporting
Local Communities with
Local Services from our
Local Offices