

SPRING 2016 | ISSUE 61

Link



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ENGAGEMENT:
WHAT'S IT ALL ABOUT?**

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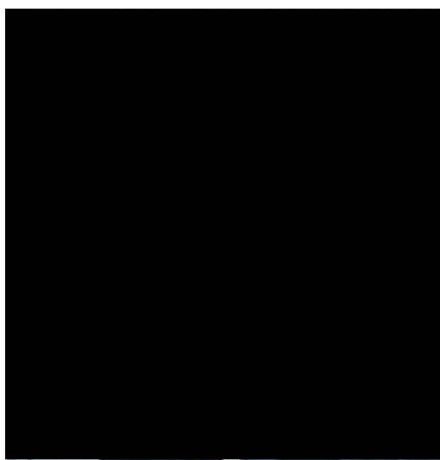


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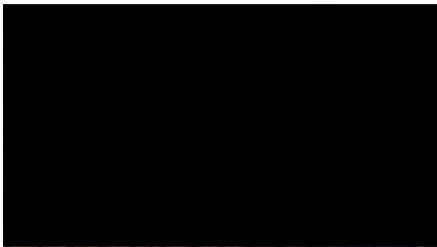


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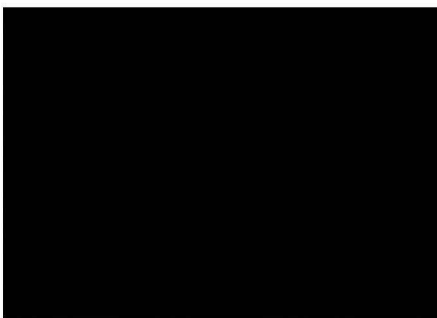
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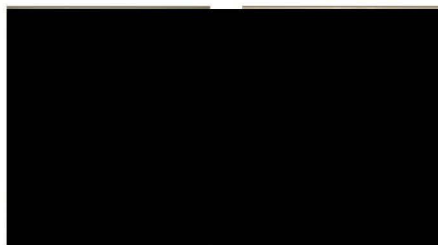
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Published by KCTMO's Communications Department

Front cover picture: Silchester Residents' Association committee members Derek White, Mary White, Eman Yosry and Jo Poole.



Editor
Pete Griffiths

Designer
Andrew Francis



by Fay Edwards Board Chair

I'm very excited by this edition of *Link*, which focuses on the importance of resident engagement, resident associations and compacts. I have been pleased to see that in recent years we have seen a growing number of them, providing better representation across the borough. In this edition you can read about the Resident Engagement Team, who work on the ground to support this growing network, and about Resident Engagement Panel Chair Lisa Wilkinson.

On the cover we're promoting Silchester Residents' Association committee members Derek White, Mary White, Jo Poole and Eman Yosry. Eman also sits on the Board of Repairs Direct, our own maintenance company; this is a great example of how residents can get involved in different ways.

I'm passionate about making our neighbourhoods a good place to live and have been involved in my community at North Kensington's Manchester Drive, for 20 years, supporting neighbours and being part of our residents' association. This has meant I could help improve our environment and make sure our gardens are welcoming; now we even grow our own veg in the community garden. We have made this happen by working together with TMO staff.

One of the things I'm really pleased about is the work which the Resident Engagement Team has been doing with children and young people; this is a significant development for us and, I believe, one of the most important. It helps our young people feel part of our community and Rohima Khatun, our Youth Engagement Officer, has done a brilliant job to get this off the ground.

Janet Edwards, who leads the team, works with our Company Secretary Fola Kafidiya-Oke to take all this further and encourage residents to become members of the company. This is what makes us different as a TMO. We have been growing our membership year-on-year and now have 5,315 members; we want more and our aim is to have 6,000. The impact of this is more people standing for our Board elections and voting in this process at the AGM.

Our Board now reflects the community in which we live and this year we are running leadership training (see page 17). I encourage anybody who is interested to get in touch and get involved. We have six places up for election on our Board this year, so if you want to help shape our company let us know and we will help you get involved. At the back of the magazine we have a growing membership section to reflect this area; I would like to see this being developed further with membership events to keep you interested, so watch this space.

Finally, it was a pleasure to open the refurbished Kensal Resources Centre. Sharon Baah and Stephen Augustine have done a wonderful job here and with our other improved community centres, to make them attractive places for residents and non-residents alike to hire.

I hope you enjoy this *Link*. You can get involved in the TMO in so many ways; if you'd like to, please get in touch with our staff. Not least, I urge you to become a member and become part of our company to help shape its future.

From back in time... to the present day

Kensal House, North Kensington

Designed by the eminent architect Maxwell Fry in 1937, Kensal House was hailed at the time as the first “modern” housing scheme in Britain. Its sleek clean lines illustrate the aesthetics of the Modernist ideas of the German Bauhaus school, founded by Walter Gropius, with whom Maxwell Fry worked.

Kensal House forged new frontiers for social housing in several innovative ways. Built by the Gas, Light and Coke Company to house its workforce and their families, it was the British attempt to produce a self-contained and self-supporting community. With its own nursery and residents’ social club, containing sewing rooms and workshops, the fame of Kensal House spread far and wide.

Kensal House was also built as a practical demonstration of the economic use of gas, the comprehensive use of which throughout the flats was included in the weekly rent of 11s 6d.

The estate is constructed with the bedroom windows facing east to catch the morning sun and kitchen, living room and balconies facing west to catch the afternoon sun.

The distinctive curved shape of the rear block (pictured) echoed the industrial architecture of the gas holders nearby, one of which remains.



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TMO00853077/5

Home Ownership

Management fees latest

You may recall that we have been reviewing our management fees, for both service charges and major works. After consultation with the Home Ownership Panel and the Council, this detailed review has been concluded and signed off.

The resulting changes outlined here are based on a full analysis of TMO staff time and the elements that are rechargeable to you under the terms and conditions of your lease.

Before

The existing management fees, based on the previous review in 2009, are:

- Service charges: £172 per flat. This is then apportioned over the block, so you may find that the current management fee is greater or lower than £172, depending on where you live.
- Major works: £50 annual standing fee plus 7% on any major work projects.

After

From April 2016 the new management fees are:

- Service charges: £220.58 per flat. This is then apportioned over the block, so you may find that the new management fee is greater or lower than £223, depending on where you live.
- The new management fee for service charges was reflected in your 2016-17 service charge estimates.
- Major works: the £50 annual standing fee, charged through your service charge account, has been removed; the management fee for major works projects has been reduced from 7% to 5.5%.
- The revised management fee for major works will be applied to all capital projects from 2016 onwards.

Further information

Home Ownership



[Redacted phone number]



homeownership@kctmo.org.uk

Spring clean your finances

by Jonathon Read
Chair, Your Credit Union



This is a great time to give your finances a spring clean.

Working out what you can afford to spend and then sticking to a budget is key to taking control of your finances. One important thing is to put money away every month into a savings account - even if it's only a small sum.

If you don't earn much and struggle to pay your bills, the idea of saving may seem laughable. But saving as little as £1 a day in a jam jar - or better still £7 a week with a credit union - provides you with a safety net for emergencies.

Before you know it, you'll have built up a decent sum which you can put into a savings account like a cash ISA. What's more, if you build up a relationship with a financial provider it will help you get a loan in the future if you need one.

Start by checking exactly what your financial position is right now. Get together documents like bank statements, insurance policies, travel insurance, energy bills, telephone and mobile phone bills, then make a list of how much each item costs you each month and how much you have coming in.

If you have more going out than coming in, work out where you can cut back. But if you do need to borrow money, shop around and avoid pay day lenders or loan sharks.

Credit unions offer some of the best rates on the market for loans and give you a longer pay-back period. They also give dividends for your savings which provide a financial return, and invest in your local community.

Your Credit Union operates weekly pop-up sessions in Barclays bank branches at Edgware Road on Mondays, Shepherd's Bush on Tuesdays and Wembley on Thursdays, where you are always welcome to pop in for a chat.

We are a member of the Financial Services Compensation Scheme and offer flexible loans to suit all budgets, repayable on a weekly, fortnightly or monthly basis. Our union has more than 1,000 savers and 450 borrowers, with total loans made to date topping £1 million.

Credit unions are run for the benefit of their members, not for shareholders, so there are no management charges on savings or loans. Membership of credit unions is growing at its fastest rate in at least a decade as savers search for better deals.

Further information

Your Credit Union



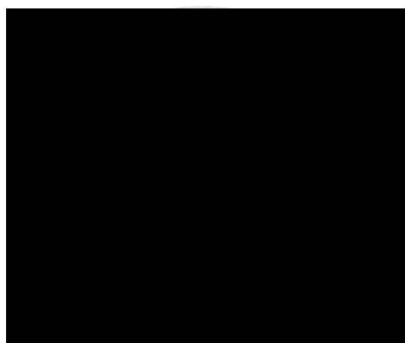
www.yourcu.co.uk



@creditunionyour

Welfare reform

by Rosemary Sawyer
Welfare Reform Officer



Universal Credit

Universal Credit is replacing the following benefits with one single payment made directly to claimants each month: Income Support; income-based Jobseeker's Allowance; income-based Employment and Support Allowance; Child Tax Credit; Working Tax Credit and Housing Benefit.

All jobcentres serving addresses in Kensington and Chelsea now take new claims for Universal Credit for single people looking for work, instead of paying them Jobseeker's Allowance.

In certain parts of the borough this will also apply in 2016 to new claims from any household type who would normally have made a claim for Income Support, Employment and Support Allowance or Tax Credits.

Claims for the income benefits listed above will be replaced by applications for Universal Credit at Hammersmith Jobcentre Plus (serving postcode W14) from June 2016 and at Fulham Jobcentre Plus (serving postcodes SW3, SW5, SW6, SW7, SW10 and W14) from December 2016.

Anyone currently claiming these benefits who has changed circumstances that trigger a new claim will also need to claim Universal Credit.

In 2017 new claims for the remaining income benefits are expected to be replaced by Universal

Credit in postcodes W8, W10 and W11. Existing claimants without a change in their circumstances will be invited to make a Universal Credit claim from January 2018.

We're continuing to monitor the progress of this rollout. Although it may seem there is plenty of time, people will need to prepare for the changes as soon as possible.

As claims for Universal Credit will need to be made online, it's a good idea for anyone needing to improve their IT skills to start now. Doing this can also help people find employment or training and save money on household bills. There are a number of locations where anyone can access IT facilities and training for free - the nearest one can be found on the map in [Link 59](#).

As claimants will receive one monthly payment made directly to them, it will be important for recipients to budget properly in order to have enough money to pay the rent in full plus all their other expenses. It's also a good idea to set up a direct debit to ensure rent is paid on time each month. Anyone who does not have a bank account and would like to open one can find out more by visiting a branch of any bank.

Housing Benefit rules have changed

April 2016 saw an important change to Housing Benefit regulations, which may affect how much money people can claim towards their rent costs.

Before April 2016 new claims for Housing Benefit could be backdated for up to six months if circumstances prevented someone from being able to claim any earlier (such as being in hospital or having a problem understanding English).

However, from April 2016 any backdating of new claims is limited to one month, unless the claimant is a pensioner (in which case they can ask for their claim to be backdated for up to three months). It is therefore now much more important that claimants make sure they submit claims and information to the Council's Housing Benefit department as quickly as possible; this is so they don't lose out on any money they are entitled to.

The rules for Housing Benefit are also changing for those recipients who go abroad. Currently they can be away for up to 13 weeks without their Housing Benefit being affected, but from April 2016 this is reduced to four weeks. So it's important for claimants to contact the Housing Benefit team if they intend to be away from the UK for longer than this, to make sure they don't end up being overpaid benefit.

Further information

North of the borough - Audrey Giscombe



South of the borough and the Lancaster West Estate - Rosemary Sawyer



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AGED 14-15 AND CONSIDERING A CAREER IN HOUSING AND MAINTENANCE?

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To find out more see latestvacancies.com/kctmo



My job

by Piotr Klimkiewicz
Repairs Direct

I've been with Repairs Direct ever since it was formed in 2013. I'd previously been with Wilmott Dixon, who were the last repair contractors to the TMO before the service came in-house.

I'm what they call a multi-trader: I can do bricklaying, tiling, rendering, plastering, plumbing and carpentry. All this I learned at a building school back in my home country of Poland, where I qualified with the equivalent of an NVQ. I came to England in 2004 with my family and we now live in Northolt, west London.

I must say that I'm proud to work for Repairs Direct, where I'm part of a fantastic team. I first worked with my manager Alan Brooks at Wilmott Dixon, so it's great to still be reporting to him. Although I am a multi-tradesman, I mostly do plumbing and carpentry.

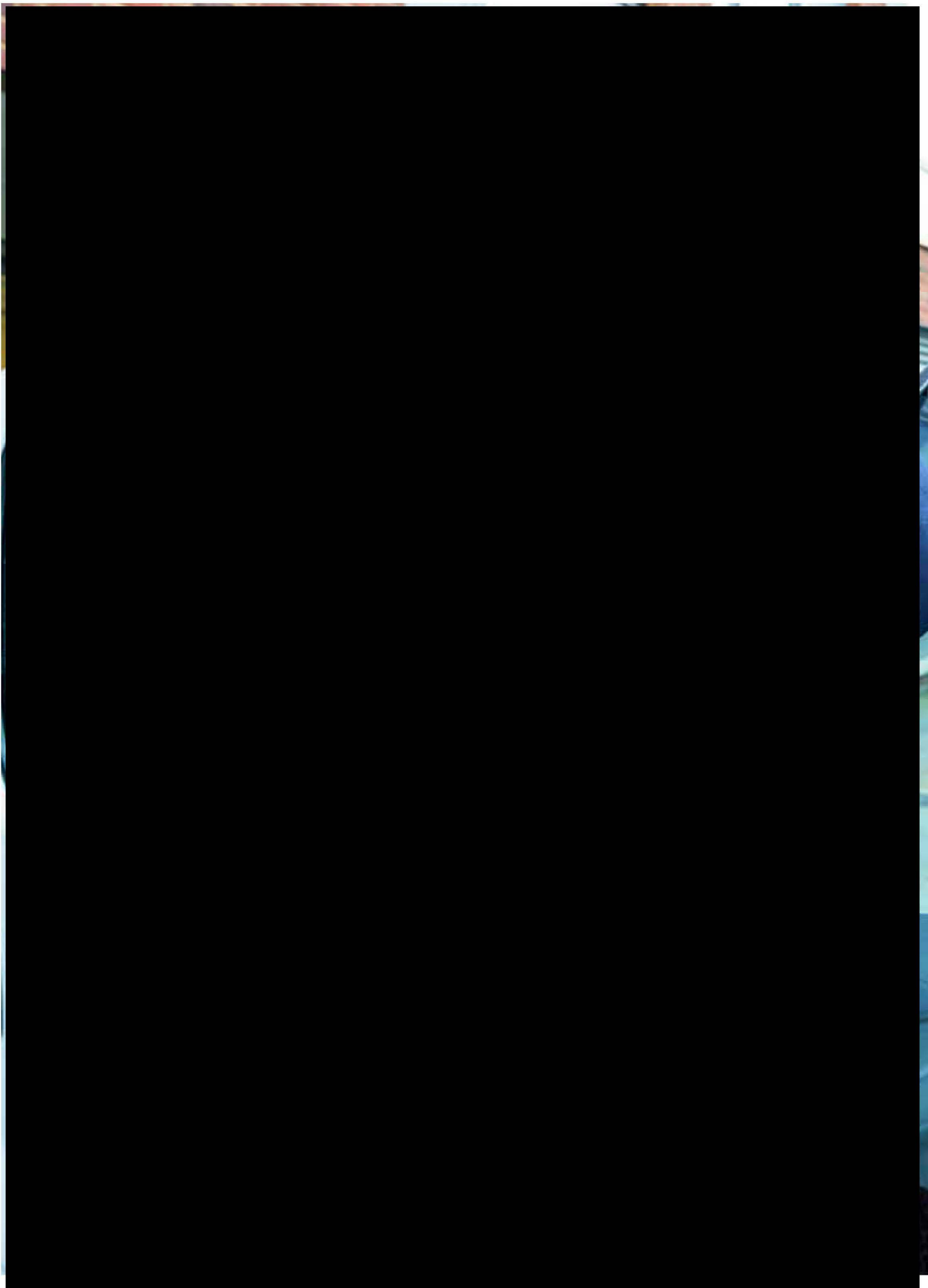
A typical day starts at 8am, when I head straight from home to my first job. Thanks to our smartphones, all the jobs come through on that, one at a time. There can be as many as 10 jobs a day, but the more complex they are the longer they take obviously. The most common ones are leaks; these could be caused by a faulty tap, where the washer usually needs replacing, or a toilet that won't flush because the ball valve has gone. I sometimes fit new basins, toilets and baths.

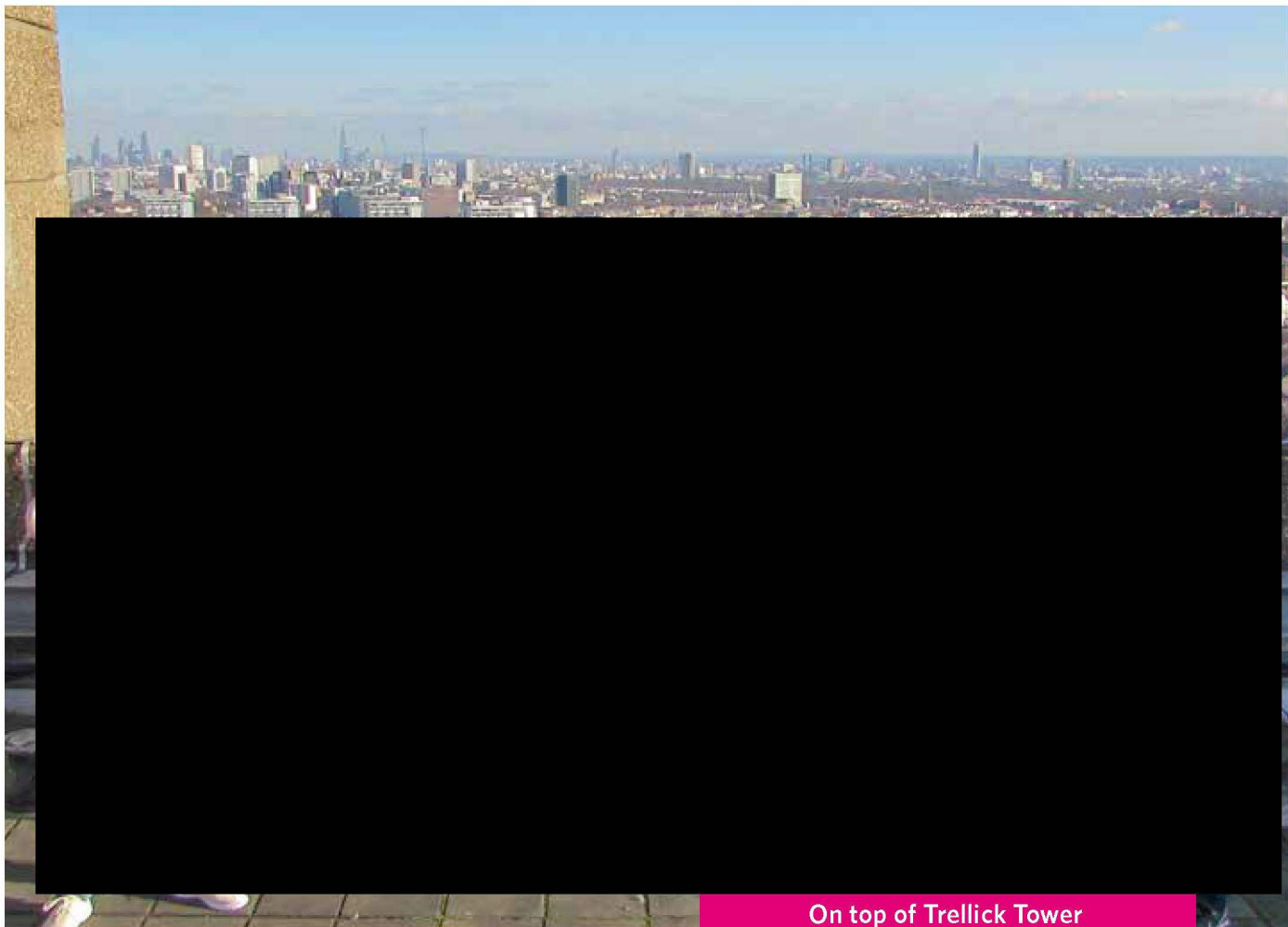
We all know what it's like when things don't work at home and plumbing problems are the most annoying for most people. Because the pipes on many of our estates date back over 30 years, they can be very dirty and this leads to blockages. But other causes of blocked pipes or drains can even include toys being flushed down the toilet and fat being poured down the kitchen sink.

Readers, if ever you're tempted to do that, please resist! Instead, carefully pour the fat into an old tin or glass jar and put it in your rubbish bin when it's cooled down. Whenever I see pictures of 'fatbergs' in London's sewers on the news, my heart sinks.

Another common problem is people losing their keys; so I have to force an entry to the property, fit a new lock and make good any damage.

The only change to my routine is when I'm on call from 4.30pm to 8am. Emergency call outs are only to be expected, especially where plumbing's concerned, and I'm usually greeted with open arms in such cases. This is what makes my job so rewarding: it's very satisfying to help someone out and see the smile on their face when it's done.





On top of Trellick Tower

Going backstage at the TMO

Ten Youth Forum members visited the Hub in February to see how things work. They visited the Customer Service Centre, Reception and met different departmental teams, including Human Resources, Neighbourhood Management, Environmental Services and the Resident Engagement Team. They found it really useful to see how we operate behind the scenes and how this impacts on their homes and communities.

The highlight of the day was meeting the different frontline teams, especially Environmental Services who carried out the resurfacing of the Hazlewood games pitch. Young people use the pitch on a daily basis and have already looked at how they can work together with us to raise funds to replace the goalposts.

We hope this is the start of a very special and long relationship. If you see any members of the forum

on our estates whilst out and about, please do stop and say hello. Thank you to all the teams and members of staff who took the time to meet the Youth Forum.

A special thanks to Estate Services Assistant Clinton Hegarty, who took us on the roof of Trellick Tower in North Kensington and which we all thoroughly enjoyed.

If you know anyone who would like to get involved in the Youth Forum, please let us know.

Further information



Fay Edwards awarded honour

Our Chair Fay Edwards received the British Empire Medal (BEM) in the New Year's Honours list for her services to the community in Kensington and Chelsea.

Fay told *Link*: "I'm quite amazed and honoured to receive this award. It's been an absolute pleasure to serve on the Board of the TMO, which I have chaired since 2012, and I have enjoyed every minute of it. The TMO plays a very important part in the life of the whole community and I'm proud to represent it, doing everything I can in the interests of our residents."

Chief Executive Robert Black added: "I'm delighted that Fay has received this much deserved honour! Under her leadership the Board has become more strategic and representative of the community, gaining the respect of both residents and the Council. As a result we have increased resident satisfaction with the company; there's even better attendance at the AGM and more residents are voting for the TMO to continue managing the Council's homes. We couldn't be more pleased for her!"

Join the Consumer Panel

The Resident Engagement Team is currently recruiting for the Consumer Panel. The aim is to establish a representative panel of approximately 300 residents who will be consulted on a range of our services.

Members of the panel participate in a range of initiatives to provide feedback on the quality and performance of our services. These include mail, phone or email surveys, attending focus groups and participating in mystery shopping exercises. Feedback from the panel will be used to improve our services and inform staff training programmes.

So far 150 residents have been recruited to the Consumer Panel. The recruitment drive is a continuous process, which will ensure that the panel is refreshed on a regular basis. The Resident Engagement Team is currently holding training sessions for panel members undertaking mystery shopping exercises. The first mystery shopping exercise will be carried out in the next three months.

Further information



More on the Youth Forum

by Rohima Khatun
Youth Engagement Officer

Mixing the generations

The Children's Forum, which is part of the Children's TMO, invited residents of Whitchurch House in Notting Dale to join them in the lounge at a Christmas coffee morning last December.

The children served hot drinks to residents, who also tucked into cakes and mince pies. It was a great opportunity for the two generations to make connections, share music and even some dance moves. Afterwards the children went to Oxygen in Acton and had dinner at Nando's.

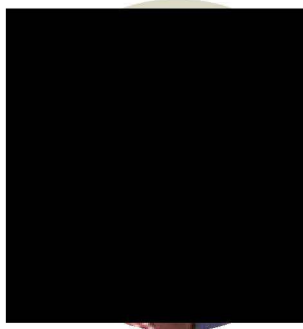
Jumping for joy

Members of the Youth Forum were jumping for joy when they had a day out at Oxygen trampoline park in Acton.

With over 150 inter-connected trampolines, which included a dodgeball court and giant airbag, many were literally bouncing off walls! They showed off their impressive parkour and free-running skills by performing somersaults and front flips.

New Repairs Direct MD appointed

In January Graham Webb became the new Managing Director of Repairs Direct. He has senior management and operational leadership experience in social housing repairs and maintenance, together with experience in a range of other industries. Most recently he was Operations Director for Safetykleen UK; previously he was a regional accounts director for a provider of repairs and maintenance to the social housing sector and Regional Operations Director at Rok Group PLC.



Getting wise



Over 130 residents came to the last Get Wise roadshow in February. Pictured is Resident Engagement's Chris Joannou and Nabila Khadr of World's End Estate



Our communal heating contractor Cofely has changed its name to ENGIE

Kensington and Chelsea Places launches with centre re-opening



The newly refurbished Kensal Resource Centre in Kensal New Town, part of the new KC Places brand, was officially opened by Fay Edwards in March

Top ratings from the Council

We have regular independent checks on our services from auditors, who come in and review how these services are working to ensure that they are robust. Since last year audits have been carried out by the Council's auditors on: lift management; health and safety; risk management; leaseholder consultation, income and debt; and accounting. All of them were rated 'substantial assurance', which is the highest rating.

Estate parking – it's all changed

In the last edition of *Link* we reported that the TMO and the Council were almost ready to implement the new estate parking arrangements and provided information on what this would mean for residents. On 3 May the new arrangements went live.

The new visitor scratch cards are available upon request to all households of the TMO estates. These scratch cards provide up to three free days of parking per month and are only valid for use in the designated visitor bays. Our customer services staff need at least 48 hours' notice to process a request and get your scratch cards delivered to you. Therefore please ask for your scratch cards in advance if you think that you may need them.



Now that the parking project has gone live the TMO's Parking Manager, John Parrott, is leaving the company. All parking operations will be managed by the Customer Service Centre.

For a variety of reasons, several estates have been excluded from the new arrangements for now. We will continue to monitor the parking on these estates.

Further information

Customer Service Centre



kctmo.org.uk/parkingchanges

parking1@kctmo.org.uk

Hazel Tomlin is the longest serving resident here; I meet both her and her son Junior, who's visiting today.

Finally, I see Wates' site manager Anthony Stevens and Stewart Thompson, Baily Garner's clerk of works, to review progress. These meetings are always helpful and ensure that any issues are resolved quickly.

Do you have what it takes?

Session 4	Effective communication	19 May 2016	2.00pm – 5.00pm or 6.00pm – 8.30pm
Session 5	Equality and diversity	16 June 2016	2.00pm – 5.00pm or 6.00pm – 8.30pm
Session 6	KCTMO Board election matters	28 June 2016	6.00pm – 8.30pm

Results will be announced on 15 September 2016 and the elected Board members will be appointed to the Board with effect from 18 September 2016. They will be introduced to the members at the AGM on 17 September 2016.

Depressed?

Lonely?

Anxious?



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take-time-to-talk.com

From the Council

Burglary in the borough is up

by Jodie Green
Community Safety Team

More homes are being burgled in the borough, with a greater variety of properties being targeted by criminals.

Figures from the Metropolitan Police Service show that residential burglaries in the Royal Borough rose to 971 in the 12 months to December 2015, an increase of 7.3% over the same period in 2014, when there were 905 similar crimes.

The wards that suffered most over the past year were Pembridge, Colville, Royal Hospital, Courtfield, Golborne and Redcliffe. The borough as a whole is ranked the fifth worst in inner London and tenth across the whole of the capital for residential burglaries.

With burglary one of the top three community safety concerns of the borough's residents, the Council's Community Safety Team is committed to reducing this crime in the borough and has worked with the police on tactics known as target hardening and cocooning to drive down the numbers.

Target hardening means using physical and/or electronic security devices to protect vulnerable premises that have either been burgled or repeatedly burgled or fall within a current residential burglary hotspot.

Landlords, homeowners and tenants are encouraged to get the recommended security works carried out within three to six weeks to ensure a repeat incident does not occur, while the Community Safety Team funds or part funds the recommended security works through a discretionary security grant.

Cocooning involves police officers visiting people living near the victims of burglaries within 24 hours to offer crime prevention advice designed to prevent them becoming the next target.

Cocooning reflects the fact that burglars tend to return to the same area to commit offences because they get to know a road or an area, how much they are

likely to get from a home and if they might get caught – and is designed to stop it happening. Residents are encouraged to take extra precautions, while criminals are made aware that the area has been targeted so they think twice.

With more than 80 per cent of Royal Borough homes being houses in multiple occupation, the borough is susceptible to burglary via common door entrances, but sometimes burglaries can be prevented by taking simple precautions.

According to police figures, 17% of all residential burglaries are walk in – through an open or unlocked door; while in other cases residents haven't used existing security such as deadlocks and mortice locks.

Help yourself by following this security checklist:

- close and lock all windows and doors at the front and rear of your property, even if you are only going out for a few minutes
- **keep your valuables out of sight**
- do not leave your house or car keys near a door, letterbox or window
- **fit a letterbox cage**
- make sure you have up to date contents insurance and don't risk invalidating it by forgetting to use your mortice lock
- **do not leave ladders outside as they could be used to access higher windows**
- mark or etch your property with your postcode and your house or flat number
- **register items with serial numbers at www.immobilise.com**
- leave some lights on if it will be dark before you get home
- **consider upgrading locks and installing key operated window locks that meet current BS and PAS European standards.**

Further information

Kensington and Chelsea's
Community Safety Team



commsafe@rbkc.gov.uk



www.securedbydesign.com

Your Resident Engagement Team

The Resident Engagement Team (RET) encourages and supports residents to get involved in all aspects of the TMO's services and shape them in a way which is tailored to the needs of every one of our residents.

The team runs the hugely successful Get on Board roadshows, which now also focus on wellbeing as well as on employment and training, money saving tips and grants.

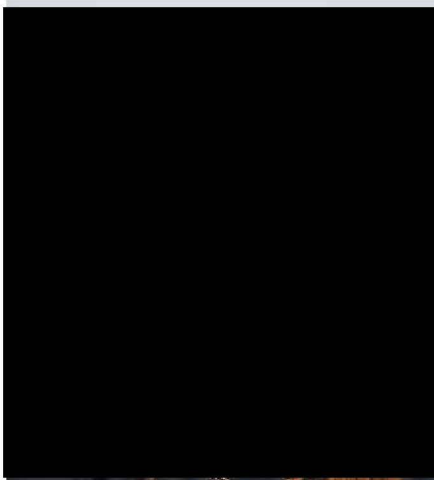
We help resident groups set up constituted residents' associations (RAs) or local residents' compacts. Once established, we provide them with ongoing support. Our annual residents' conference and senior citizens' party and quarterly resident engagement panel meetings all ensure that our activities and initiatives are fully inclusive.

The RET is also responsible for the resident training programme, which now includes the KCTMO

Personal Development Academy. We also arrange employment and training initiatives in conjunction with the Council.

At the heart of it all is a determination that residents can be proud of their homes and estates. The Resident Engagement Panel and the Repairs Direct Service User Panel both keep a close watch on progress, but it doesn't all happen at committee level. There have been twelve FutureFit five year investment plan roadshows, when residents are asked what their priorities are for kitchen and bathroom replacements, lifts, electrics, communal heating systems, external redecorations, brick repointing and roofing.

We're proud that every age group is catered for, as we now also have the thriving Youth Engagement Project for age eight to 19 year olds.



Janet Edwards

Janet Edwards has headed our Resident Engagement Team since 2011. Her wide range of experience covers everything from finance, corporate and customer services to responsibility

for repairs and environmental changes.

Amongst many other things, Janet's team is responsible for setting up resident associations and compacts. As she explains: "These give people a voice, they help residents become more involved in our activities and affairs."

Event management is a favourite part of Janet's work. She launched our innovative Get on Board roadshows soon after she arrived and these have been a resounding success. To date she has organised 16 roadshows in all and a fifth series, TMO Live!, starts on 14 May.

Janet is very proud of the Youth Project, which has now expanded from an original six members to 300. Janet hopes to expand the team's pioneering intergenerational projects by arranging more joint events for older residents and children.

Another groundbreaking project is the new KCTMO Personal Development Academy. This gives tenants and leaseholders the chance to enhance their skills through free training workshops, benefiting them in both their personal and professional lives.

Hobbies:

Derek White

Chair of Silchester Residents' Association



Silchester Residents' Association in Notting Dale, North Kensington, was formed when the two Silchester Estates, East and West, were built in the 1970s. It has been chaired since 2011 by the dynamic Derek White, ably supported by a very active committee of seven.

Indeed, in 2014 it was awarded Gold Standard Status by the Council (this recognises and rewards excellent tenant and resident associations all around the borough).

Silchester East and West are on opposite sides of Bramley Road, near Latimer Road Tube station. West features three tower blocks (Finstead House, Markland House and Dixon House), Darfield Way, Waynflete Square and Shalfleet Drive; East has one tower block (Whitstable House), Kingsnorth House and Silchester Road. Combined there are 444 homes, as well as attractive communal gardens and community kitchen gardens.

Derek White tells *Link*: "I like to think we're standing on the shoulders of people who've gone before us, as we build on the foundations of community they laid down. A lot of our current residents moved onto the estate when it was built and are now in their pensioner years." Derek and his wife Mary have lived on Shalfleet Drive since 2008, having moved there from Lancaster West.

He continues: "I'm a resident engagement evangelist, as I believe a residents' association is a great way to empower the residents. I encourage residents to participate by doing what they're good at – there's a wealth of local talent." His predecessor as Chair was Eman Yosry, who is

now Treasurer. The Committee includes people from the tower blocks and low rise properties: tenants, leaseholders, longstanding residents and more recent arrivals. Derek continues: "Our Secretary, Jo Poole, was instrumental in setting up our website (www.silchesterestate.org.uk), which launched earlier this year and was funded by a grant from City Living, Local Life. This has proved to be a really successful way of engaging with residents, as they can send us their stories and pictures for publishing. We also have a Facebook page with the slogan 'We love Silchester'. We're immensely proud of our estate," he says.

The TMO supports many of its activities, including an annual summer barbeque. Derek says: "This is a very popular event. Residents stay on chatting well into the evening, it's a really nice way to get to know each other."

Increasing numbers of people are coming to meetings, with thirty five present at one in March this year. "The time commitment is up to the individual. Some people attend meetings just to put a couple of thoughts forward and others are more involved," Derek says.

He adds: "Community is important – it's the way you build up a city. I'd say we've got a full range of adult members, from parents to pensioners – plus the Youth TMO. We've got a strong and friendly community and I'm proud of people's staying power – we're in this for the long haul.

"As with everything there are stresses; being on a residents' association has its stresses. But it has its benefits too, as we share the load. For me being part of a local community adds something to life – it brings out the sunshine. There's so much you can gain by being active in your residents' association."

What is a residents' association?

A residents' association (RA) is an organisation formed by a group of people in any particular area to create a voice for their own community.

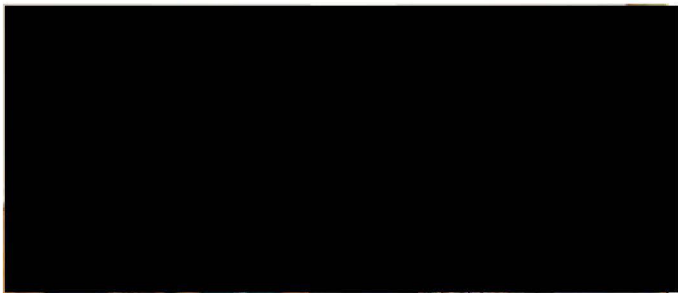
RA meetings and events can tackle any community issues and help to improve our area. The community spirit created can particularly benefit those socially excluded because of ill-health and disability, low income and cultural differences.

RAs have voting rights on the TMO's local area review boards (ARB), where they can put forward proposals for improvements to a block or estate. They are also consulted by the TMO and the Council on major projects. Each RA signs up to a constitution and must be democratically elected.

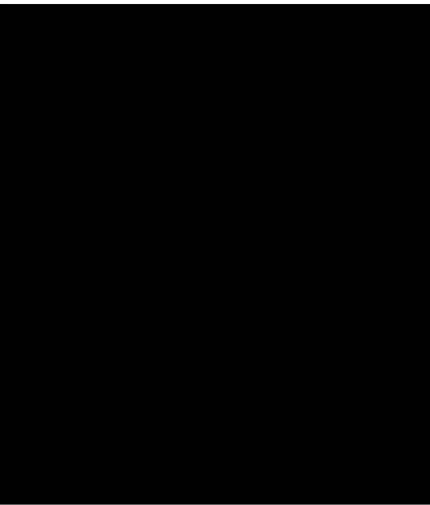
What is a residents' compact?

A residents' compact is an agreement between the TMO and representatives of a block or estate. It sets out how residents will be involved in decisions affecting their homes.

The compact is an alternative way of influencing decision making, but without the formalities of an RA. Only TMO tenants, leaseholders (not sub-lessees) and some freeholders are eligible to become representatives of their block or estate. Compact representatives may participate in estate inspections and vote at area review board meetings; they can also put forward proposals to their ARB for improvement projects.



Janet Edwards and her team



Samantha DeHaan

Seven years ago Samantha found her natural home in the RE team. Before this she'd worked in various departments since 1996 when the TMO was launched.

She sets up and supports resident associations (RAs) and local compacts in the south of the Borough - Kensington, Chelsea, Earl's Court and World's End. She also co-ordinates large events such as roadshows, the residents' conference and the senior citizens' annual party.

Samantha plans meticulously to make sure certain events are seamlessly choreographed and run smoothly and efficiently. Exceptionally well organised, she is skilful at overcoming obstacles creatively and managing risk.

She is passionate about resident engagement and enjoys being part of a supportive team which shares the load. "I'm pleased to

be able to use the talents of team members to get the job done. It's so rewarding when residents and colleagues join in and enjoy TMO events."

Samantha's successes include ensuring that all residents' needs are met when planning events such as social parties, roadshows, training and consultation. "This means residents have been able to attend and enjoy both small and large events in a range of locations across the borough with no issues," she says.

Hobbies: [redacted]



Chris Joannou

Chris Joannou joined the RET last year, bringing with him broad experience of community development and engagement.

He'd helped groups set up and run projects that made a real difference to them while working on Tottenham's Broadwater Farm estate in north London and managing Haringey Council's community fund.

"Working with residents is the most rewarding part of my job. Gratitude from residents is worth more than any accolade," he says.

Chris, along with Samantha DeHaan, supports residents in the south of the borough (Kensington, Chelsea, Earl's Court and World's End) to establish resident associations and compacts.

Chris' special line of work includes reviewing and updating the team's resident involvement policies and procedures. He is also producing an information booklet for residents on how to set up and run a residents' association and is currently leading on updating the model constitution that will be used by them.

Hobbies: [Redacted]

Rohima Khatun

Youth engagement officer Rohima has worked for the TMO since April 2014, having previously gained experience in resident engagement and community development roles.

"I'm responsible for ensuring that young people have a relationship with the TMO and get the opportunity to feedback their views

to help us deliver a better service to them," she says.

Rohima engages with young people through the Youth Forum and Children's Forum, as well as through various sports projects and residential programmes.

Her major successes since joining the TMO have been increasing youth participation from 30 to over 300, as well as launching the Youth

Forum which means that the TMO is now engaging with 14 to 19 year olds.

"What I enjoy most is being able to support young people's emotional and social development and to help them gain the skills and confidence to make a positive contribution to, and shape the communities they live in," Rohima says.



Profile: Lisa Wilkinson Resident Engagement Panel Chair

Lisa Wilkinson was elected Chair of the Resident Engagement Panel in 2011 and under her watch many associations that were previously working in isolation have been brought together. The panel plays an important part in the policy process and regularly requests TMO officers attend its meetings to explain important issues affecting residents. Since 2011 Lisa has been twice re-elected.

She first became active in TMO affairs through her own residents' association at Clydesdale House in Notting Hill, determined to help bring about a whole range of improvements: a redesigned front entrance, replanted garden, food growing area, a new meeting room, new recycling facilities, and the ever popular Christmas lights. By 2006 Lisa had been elected its chair.

In 2010 Lisa became Chair of Portobello Area Review Board (ARB), where she widened the membership and increased participation; she's especially proud of all the landscape improvements she won funding for.

Lisa was born in Kensington and lived on Ladbroke Grove until she was three. Her family then moved to Queensway, returning to North Kensington in 1975. She was educated at Holland Park Comprehensive, leaving at 16 to travel. Lisa's first home of her own was in Blenheim Crescent, where she lived from 1978-94. Her career began in film editing, later moving to production.

She travelled for work and pleasure regularly over the next ten years. Made homeless after the sale

of the house she had lived in at Blenheim Crescent, in 1998 she was re-housed by the Council at Clydesdale House.

Yvonne Birch, the TMO's Director of Policy & Performance, says Lisa is "always focused on the resident perspective and has on many occasions effectively challenged policies and practice".

Environmental Services Manager Dominic Davies adds: "Lisa's dedicated service to the community is exceptional. She has provided skilful and knowledgeable assistance to many residents, not just in TMO properties but to householders throughout the borough."



Mamusu Komon

Mamusu Komon encourages residents to get involved with the TMO through various engagement opportunities. This includes formal residents' groups, informal compact groups or one-off focus groups. Resident feedback helps us improve services.

Mamusu is passionate about ensuring all residents have access to services based on their individual

needs. She leads on KCTMO Communities Outreach, which promotes and improves access to our services through proactive outreach and engagement with Black Asian & Minority Ethnic (BAME) residents.

"We'd like to see more BAME representation on TMO committees, forums and working parties," she says.

KCTMO Communities Outreach, which targets Arab and Somali speaking families, was shortlisted in the 2016 National Federation of ALMOs Awards 'Making a difference in communities – adding value to housing services' category.

A lot of Mamusu's focus is on partnership working. This means networking and developing relationships with community groups and agencies working in the borough.

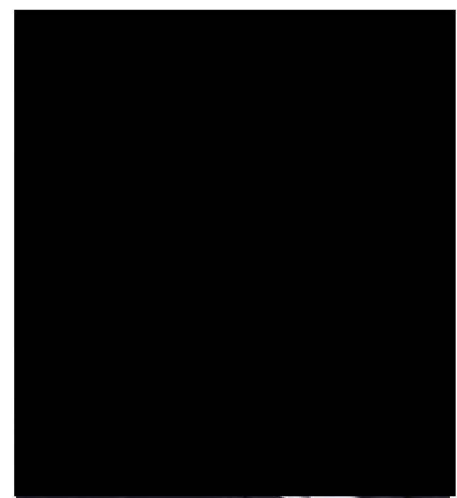
Mamusu has worked for the TMO for 15 years, starting her career as a customer service adviser (CSA) before moving on to Lancaster West to work in parking accounts and repairs.

Ever mindful of inequality, she is a founding member of the KCTMO BAME staff group, which raises awareness about diversity and brings people together in unity.

Now a proud member of the Resident Engagement Team, she helps plan events like roadshows, residents' conferences, Eid surgeries and senior citizens' parties which are all added engagement opportunities.

"I work with some great people. We've created many memorable moments; I'm thrilled to say that our commitment and dedication has changed the face of resident engagement," she says.

Hobby:



Robin Lawrence

Robin joined the TMO in 2010 and managed the day-to-day operation of the Customer Service Centre before joining the Resident Engagement Team in early 2014.

His specialities include planning and managing the year-on-year effort to increase TMO membership, which has been successful in adding 1,000 new members in the last two years. Robin also specialises in floor planning the venues used for roadshows, conferences and other resident engagement-led events.

When asked about his achievements, Robin says: "It's being a part of, and making an ongoing contribution to, a small team producing increasingly successful resident-centred events and activities. This has led to more residents becoming actively involved with the TMO and their local communities."

Robin is an accomplished photographer and an official photographer for the men's and women's GB Wheelchair Basketball teams, covering events such as the London 2012 Paralympic Games.



Patricia Kayrouz

After taking time out to raise her family, Patricia found it difficult to secure paid employment. She undertook voluntary administration work to gain experience and good references, yet despite applying for lots of jobs she was frustrated that she hardly ever heard back from the employers.

In October 2013 she went to a Get on Board roadshow and registered to receive news of job and training opportunities from the Housing and Worklessness Project.

She carried on doing voluntary work, but in October 2015 she contacted the Council's Housing and Worklessness Co-ordinator, Charlene Hallal, saying: "I just wanted to let you know that I still

can't find a job - could you please somehow find me a job. It has been four years so far with no luck."

Patricia and Charlene arranged to meet to discuss how Patricia could access help. Charlene told Patricia of an administration position with Keepmoat, one of the TMO's contractors. Patricia was very interested and so Charlene sent them her CV. She was invited for an interview a few weeks later.

Keepmoat offered Patricia a full-time administration post, saying that she stood out from other candidates. A delighted Patricia started her job last November. On her first day she told Charlene: "Just to let you know I'm on my first day induction and signing all the papers.

I just wanted to say thank you very much for giving me this opportunity. I will make you proud that you recommended me to the company."

Patricia has kept that promise, recently telling Charlene: "I had the probation review and I passed and now I am placed with Keepmoat permanently; they are so pleased and happy with my work. It was all positive feedback from the manager yesterday about me and the quality of my work. Thank you for opening this opportunity to me, it really changed my life completely and I got my self-esteem back."



www.kctmo.org.uk



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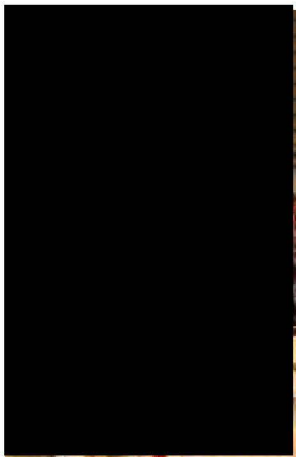
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Party time

Senior Citizens' Annual Party



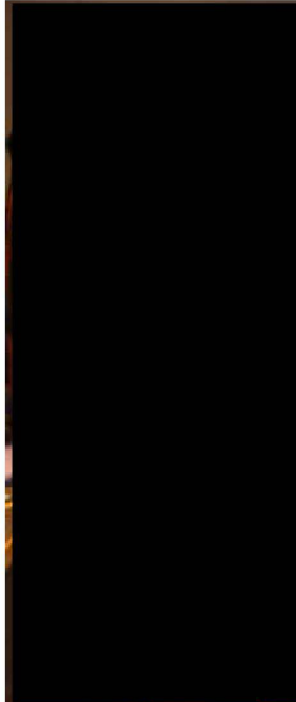
Alliza and Adbeed Karrowmi of World's End Estate



Janine Fitzgerald, Secretary of Cuffey-Pratt



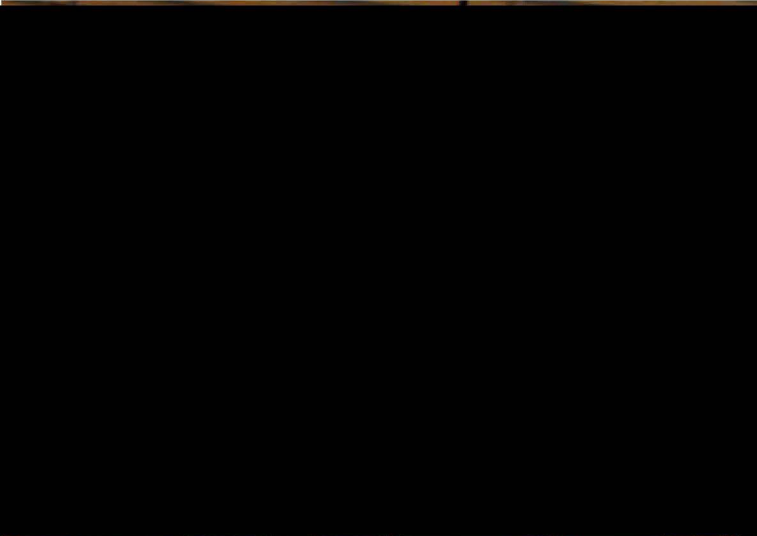
Fay Edwards with Celine Green of Manchester Drive



Olive

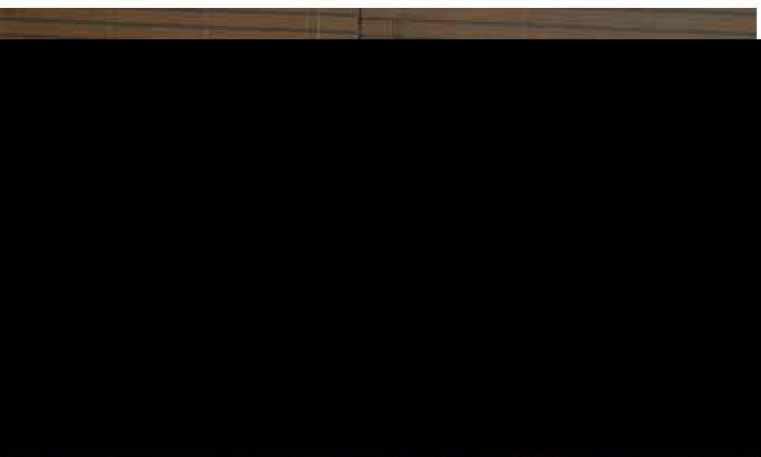


Silvia Thornton and Pamela Connolly of Fulham Road

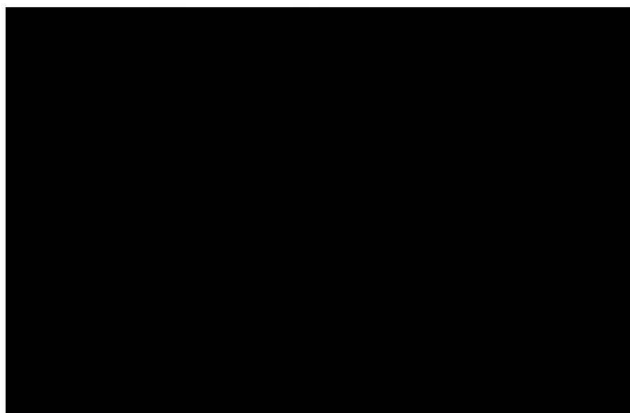


Laszlo Hortobagyi and Rita Fleming of North Kensington





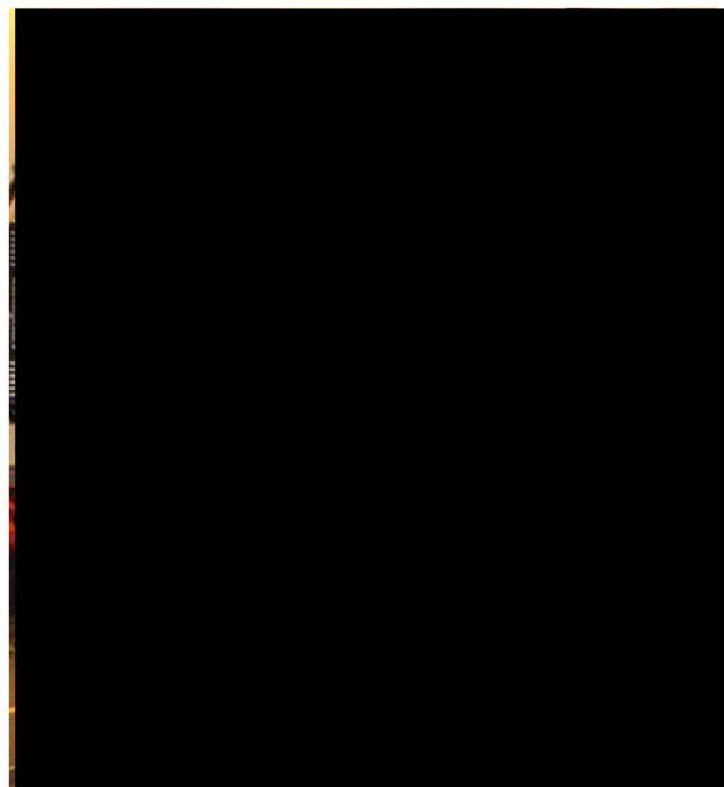
Senior Sheltered Housing Officer (second right) with Agnes
t, Dot Clarke and Woo Yung Kim of Nursery Lane



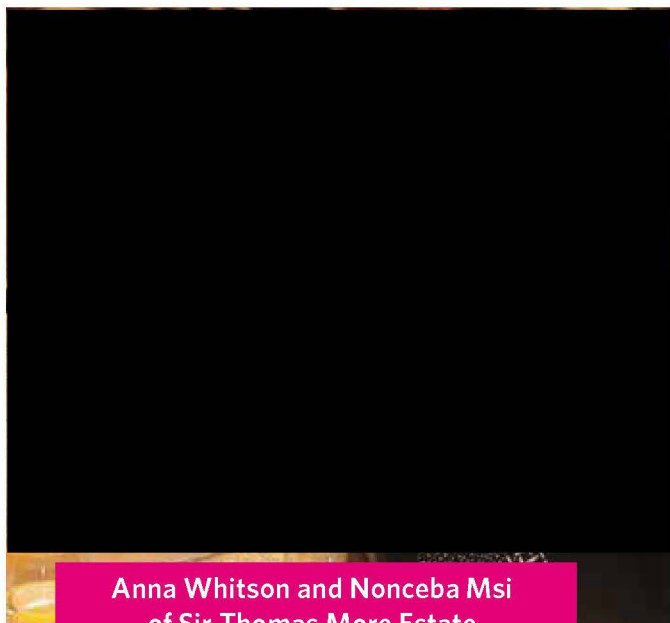
Stella and Jozef Kaleta of North Kensington,
who were celebrating his 101st birthday



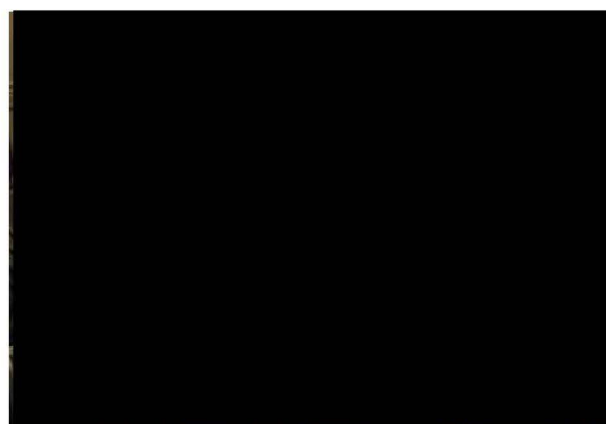
Mundy and Agnes Cuffey-Pratt of Nursery Lane



The Mayor of Kensington and Chelsea, Cllr
Robert Freeman, and the Mayoress



Anna Whitson and Nonceba Msi
of Sir Thomas More Estate



Sherzada and Malihe Khan of Whitchurch House

Notice board



North Kensington Fire Station

Sunday 15th of May 2016 11am-3pm

Come and celebrate 150 years of London Fire Brigade at our family open day. Meet your local firefighters for fire safety advice, see exciting fire and rescue demonstrations and join in with lots of fun activities.

242 Ladbroke Grove North Kensington W10 5LP

For more info contact : North Kensington, Red Watch

T [redacted] Ext [redacted]

Supported by

playmobil

f #LFB150





Annual general meeting

The annual general meeting will be taking place on Saturday 17 September 2016 at the Royal Garden Hotel, 2-24 Kensington High Street, London W8 4PT. The AGM will start at 9am, taking place before the residents' conference which will run throughout the rest of the day. All members will receive an invite and papers will be sent closer to the time.

If you would like to get involved in the 2016 elections or AGM 2016 but are not a member, please complete the membership application form at the back of this edition of *Link*.





**GIRLS
MULTI-SPORTS**

Come and try a variety of sports!
Whether if you are a beginner,
intermediate or advanced player,
these sessions are perfect for you.




Where: Every Thursday, 7 April - 28 July 2016

Times: 5.30pm - 7.00pm
for 10-14 year olds

Where: Hazlewood Games Pitch
Golborne Gardens, W10 5DU

All sessions will be supervised by
DBS-checked, first aid-qualified
Chelsea FC Foundation coaches

Limited places available, register now!

gotinboard@chelseafc.org.uk

IMPORTANT SAFETY NOTICE – PRODUCT RECALL

Center brand fan heater – product code 105161



We have been made aware of a technical fault with our Center brand 2Kw fan heater (product code 105161) that may cause safety issues. As a precautionary measure we are recalling this product which has been sold by Wolseley since January 2014.



This is a Center FH-06A 2kw portable electric fan heater. It has two heat settings – 1000W/2000W with cool/warm/hot function along with an adjustable thermostat. It is CE approved.

We have been made aware of a potential safety issue with the plug/fuse. There is a risk of the plug and/or fuse overheating and could be a fire hazard. You should not use it. We strive to provide customer satisfaction and safe quality products at all times and therefore would like to apologise to our customers for any inconvenience that this may have caused.

For more information, please refer to <http://www.plumbcenter.co.uk/product-recall/>
or call our helpline [REDACTED] Monday-Friday 8am-6pm, Saturdays 9am-1pm



**FREE
FOOTBALL
COACHING SESSIONS**

Come and improve your football skills




When: Every Saturday, 16 April - 29 October 2016
(except 27 August)

Times: 2.00pm - 3.30pm
for 8-12 year olds
3.30pm - 5.00pm
for 13-16 year olds

Where: Hazlewood Games Pitch
Golborne Gardens, W10 5DU

Limited places available,
register now!

getonboard4chelsea.org.uk

All sessions will be supervised by DBS-checked,
first aid-qualified Chelsea FC Foundation coaches

Kensington & Chelsea TMO

GARDENS COMPETITION 2016



**Do you have a passion for gardening?
Big or small, we judge them all!
Then enter this year's Gardens Competition**

The competition is divided into four categories:

- Gardens
- Balcony/Window Box
- Estate
- Kitchen Gardens

All welcome

Judging takes place week of 18 – 22 July 2016

For your chance to win, contact John Gaffney on [REDACTED] or email jgaffney@kctmo.org.uk to enter.

Last date for submission of interest: 8 July 2016

IN ASSOCIATION WITH:



Residents' corner



A Pearly life

by Doreen Russell

I'm the Pearly Queen of Bermondsey, where everyone calls me Pearly Queen Dee.

How did Pearly Kings and Queens come about? Well, in the nineteenth century the original Pearly King, street sweeper Henry Croft, wore a pearl button covered suit to help raise money for charity; Pearlies have carried on the tradition ever since. A Pearly Queen or King maintains the customs started by Henry Croft, to draw crowds and raise money for charity. The tradition originated in the East End but not every borough has a king or queen. I would like to introduce the Pearly tradition to Chelsea, having been part of the community here for 40 years.

I was actually born in Hoxton, in the famous boxer Pedlar Palmer's house. The air didn't suit me, so I was sent to school in Rottingdean, East Sussex. My ancestor Sir William Sevenoke was Lord Mayor of London in 1418. My Pearly title is inherited and I've got pictures of myself with generations of Pearlies. I have longstanding connections with Bermondsey, south east London, through other ancestors. Married in 1951, we moved to Chelsea in 1976 and I have lived at Chelsea Manor Court on Flood Street since 1977.

For years I've been a charity volunteer in the community. Six of those years I cooked dinners for

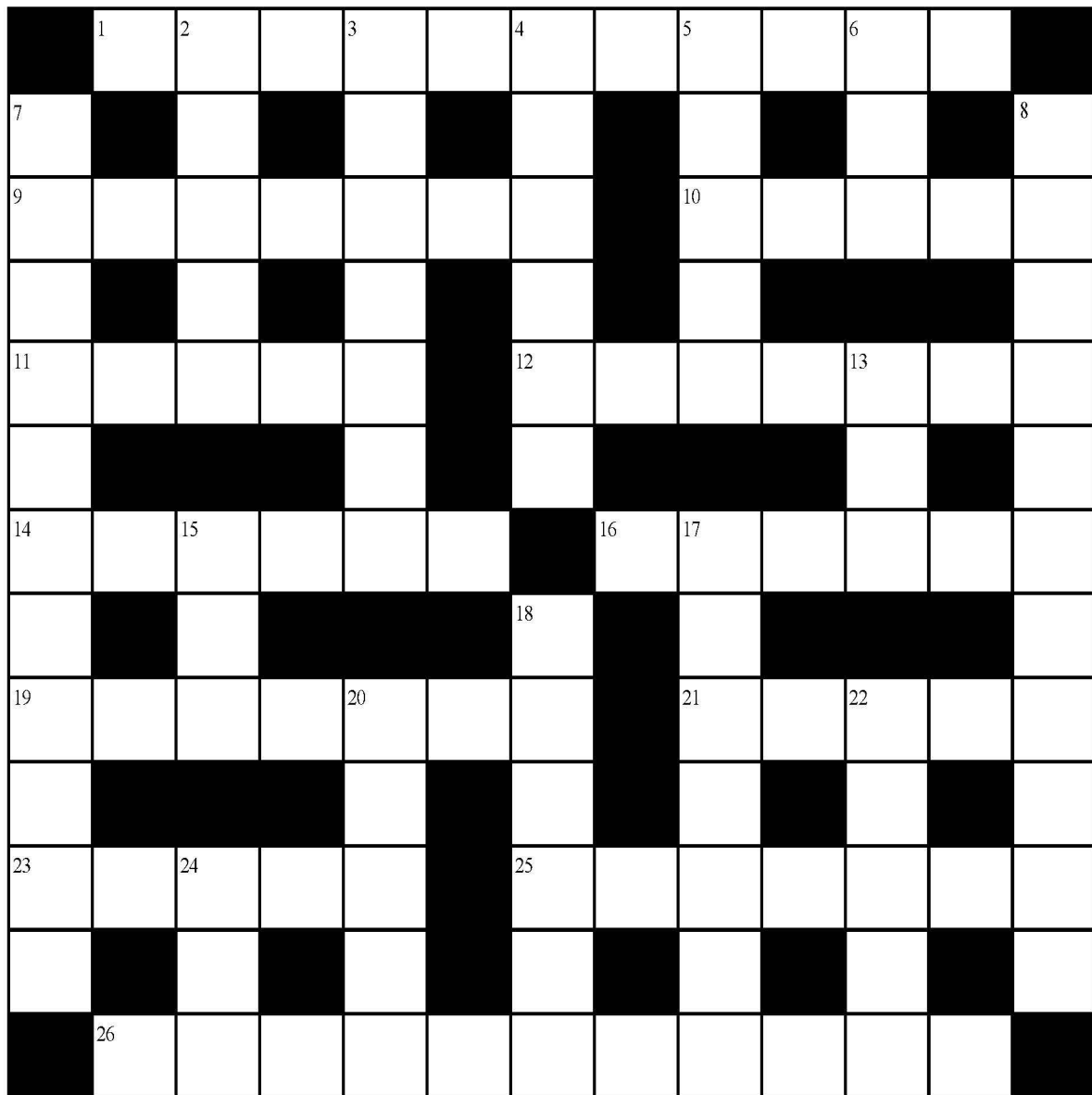
the homeless at the Methodist Church on the King's Road – they still call me mum when they see me. I am the patron of two old people's homes and have raised many thousands for Demelza Hospice Care for Children in Eltham and Help for Heroes. You've got to help people – some really struggle.

I have six children, 31 grandchildren and six great-grandchildren. They are all very proud of me and I hope the Pearly tradition will be continued. If I ever become Pearly Queen of Chelsea, it would be an honour.



Opening the new King's Road branch of NatWest

Crossword by Colin Cherrie



Across

- 1 Comprehends (11)
- 9 These can be found in Brecon (7)
- 10 African language (5)
- 11 Red or white flowers (5)
- 12 Between husband and wife (7)
- 14 Overrun unpleasantly (6)
- 16 Pallid and weak looking (6)
- 19 Spanish nobleman (7)
- 21 Near sighted cartoon character
Mr. (5)
- 23 Man made fibre (5)
- 25 Strangely inquisitive (7)
- 26 Light for readers (7,4)

Down

- 2 Comes closer (5)
- 3 Self-believers (7)
- 4 Small edible seed (6)
- 5 Between red and green (5)
- 6 Awful noise (3)
- 7 Better than two in a bush (1,4,2,4)
- 8 Good place for a drink (6,5)
- 13 Not really Jerry's friend (3)
- 15 A new craze (3)
- 17 Counting symbol (7)
- 18 Big beaked bird (6)
- 20 Not plain paper (5)
- 22 Popular with a bride (5)
- 24 Untruth (3)

Performance chart

Performance during the final three months of 2015-16 improved across all repairs performance indicators. The focus moving into the new financial year will be on continued improvements. During 2015-16 Repairs Direct completed 2,567 emergency and 13,420 non-emergency responsive repairs, as well as works to empty properties and other planned works such as disabled adaptations.

100% of homes requiring an annual landlords' gas safety check had a valid up-to-date certificate at the end of March. In order to ensure continued compliancy with gas safety legislation, warrants to gain access to homes continue to be sought where access is unreasonably withheld.

Targets were met in 2015-16 for the percentage of calls to the Customer Contact answered and the number that were answered within 30 seconds. Following recruitment drives during 2015 along with a robust training schedule, the department has been able to retain the correct number of staff members needed to maintain our service levels.

During the year we re-let over 250 homes across the borough. Our average re-let period for the turnaround of an empty home requiring minor works was 18.69 days, against a target of ≤ 23.0 days.

This achievement, together with a significant decrease in the number of properties requiring major works during the vacant period, meant that the rent lost due to homes being vacant decreased significantly when compared to the previous year, resulting in financial savings for the TMO.

Of the 25,350 individual grounds maintenance inspections undertaken during the year, 98.52% achieved inspection standards. In the same period 558 residents completed satisfaction questionnaires regarding the service provided, with 92.65% reporting back that they were satisfied with the service provided, against a target of 90%.

Performance indicator	How we did last year 2014-15	April-March 2015-16	Target 2015-16	Traffic light
Repairs Direct				
Number of responsive repairs completed	16892	15987	-	-
% Emergency repairs completed within 24 hours	95.48%	97.86%	$\geq 99\%$	▶
% Non-emergency repairs completed in target	93.09%	95.65%	$\geq 98\%$	▶
Resident satisfaction with repairs service	93.69%	97.14%	$\geq 95\%$	▲
Gas servicing				
Properties with valid Landlords' Gas Safety Certificate	99.45%	100.0%	100%	▲
Customer contact				
Number of calls received by Contact Centre	83696	87955	-	-
Percentage of calls answered	91.21%	93.69%	$\geq 90\%$	▲
Percentage of calls answered within 30 seconds	64.40%	71.58%	$\geq 70\%$	▲
% Residents' complaints responded to within target	93.95%	92.41%	$\geq 90\%$	▲
Empty properties				
No. homes re-let in the period	202	252	-	-
Average time taken to re-let an empty general needs home requiring minor works (calendar days)	23.86	18.69	≤ 23.0	▲
Rent collection				
Collection rate excluding arrears brought forward	99.65%	101.07%	$\geq 99.96\%$	▲
Neighbourhoods and estates				
No. new ASB reports	233	301	-	-
% Estates passing estate inspection standards	98.28%	98.52%	$\geq 97\%$	▲
Resident satisfaction with grounds maintenance	91.63%	92.65%	-	-

KEY: ▲ Target met ▶ Near to target ▼ Off target

Member profile

Member benefit

Yolanda Camacho

Members play a fundamental role at the TMO. We are an organisation built on the engagement of its members, particularly because at each AGM members are required to consider a resolution on the TMO continuing to manage the Council's residential properties. Last year 712 of the votes cast were in favour of this. At 98.3%, this was the highest ever figure in our history.

Also, members are eligible to be nominated for, and elected to, become a Board member.

Twenty-five-year-old Yolanda Camacho is a busy mother of two living in North Kensington who is just one of the 501 residents who became a TMO member in the last financial year, 2015-16.

She quickly entered the spirit of membership by voting in the Board member elections and at the AGM. The residents' conference at the Royal Garden Hotel in Kensington was her first taste of a TMO event; this she had greatly looked forward to and was delighted to spend the day there with her children.

"I believe in playing my part in the community and being a member is a very effective way of going about it. Being a full-time mum to a [REDACTED] girl and [REDACTED] boy means I don't have the

same amount of spare time that I used to, but to be an effective member doesn't take up much time at all. My first taste of community participation in London came when I volunteered with an after-school club at All Saints Church in Notting Hill.

"I love the area, which manages to be both safe and vibrant at the same time – there's so much going on. My home is in Oxford Gardens and early this year it was improved when the TMO put in a new kitchen as part of the FutureFit programme. In the long-term I hope to find a bigger home through a mutual exchange."

Yolanda has lived there for eight years, having come to England from Guyana. Her ambition is to eventually train as a physiotherapist, but already she has enjoyed some notable personal successes. She represented Guyana at the Miss and Mr Afro-Caribbean UK Scholarship Pageant in 2014 and was runner up at Miss Guyana UK in 2012.

As it happens Yolanda is an avid *Link* reader and finds it a very useful source of information about both TMO and community affairs. "The magazine's enlarged membership section is a valuable aid to carrying out my responsibilities," she says.



Membership application form

Come and join us. It's FREE!

We provide our residents with the opportunity to influence the success of the company. We encourage all tenants and leaseholders to become members. We **believe it makes a positive difference to how we work together** and ensures residents are at the centre of housing services.

As a member you are entitled to influence some decisions in the company. You can vote in our annual board member election and you can vote at any general meeting of members.

By becoming a member you have a stronger voice in how we run things.

Joining is simple and it's FREE. Just fill out this form. If you need help with it, or language support, please contact us:



companysecretariat@kctmo.org.uk



@kctmo

Membership benefits:

- join a community that wants to work with us to change and improve housing services
- make your voice heard in how we run things
- vote at the annual general meeting
- receive updates on our performance
- stand for election as a resident board member
- have the right to vote for resident candidates standing for board member elections
- attend meetings - including the annual general meeting - and contribute to discussing residents priorities
- get your own personalised membership certificate.

Our promise to you is:

- a voice - your views will make a **difference to housing services** you receive
- partnership - you speak, we listen, and we find good solutions together
- real accountability - with clear focus on residents' priorities, including checking and measuring progress.

Who can join?

Anyone who is over 18 and the named tenant, leaseholder or freeholder of a property managed by KCTMO.

However, if you are not the named tenant or leaseholder you can become an associate member if you are a child of the tenant or leaseholder and participate in KCTMO activities. Contact us to find out more.



I would like to become a member

Please print all details in this box in BLOCK CAPITALS

☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

TMO property address*

First name(s)*

Surname*

Postcode*

Tel no

Email

Date of birth*

Correspondence address (if different)

Preferred method of contact*

Mobile, email or letter

Postcode

*Mandatory fields

How did you hear about signing up to become a member?

Membership statement

I undertake to comply with the provisions of Article 5 of the constitution of the company. I agree to be bound by the constitution, any rules or bye-laws adopted by the company from time to time.

Please enter my name on the register of members of the organisation.

Signature

Date

Twitter account name (if applicable)

Would you like more information about opportunities to be involved with us? ☐ Yes ☐ No

Data protection statement

We collect your information and process it in accordance with the Data Protection Act 1998. We will only use your information for the purposes of your membership of the company. Your information will not be shared with third parties without your consent or unless required by law.

When you have completed this form please return it to any member of TMO staff or post it to:
The Company Secretary
The Royal Borough of Kensington and Chelsea Tenant Management Organisation Limited
FREEPOST RLYX-BE2B-CLYB
346 Kensington High Street
London W14 8NS

FOR TMO USE ONLY

Submitted by _____

Verified eligible by _____ Occupancy _____ Date ____/____/____

Membership no _____ Date entered ____/____/____

Occupancy key: tenant = T leaseholder = LH

