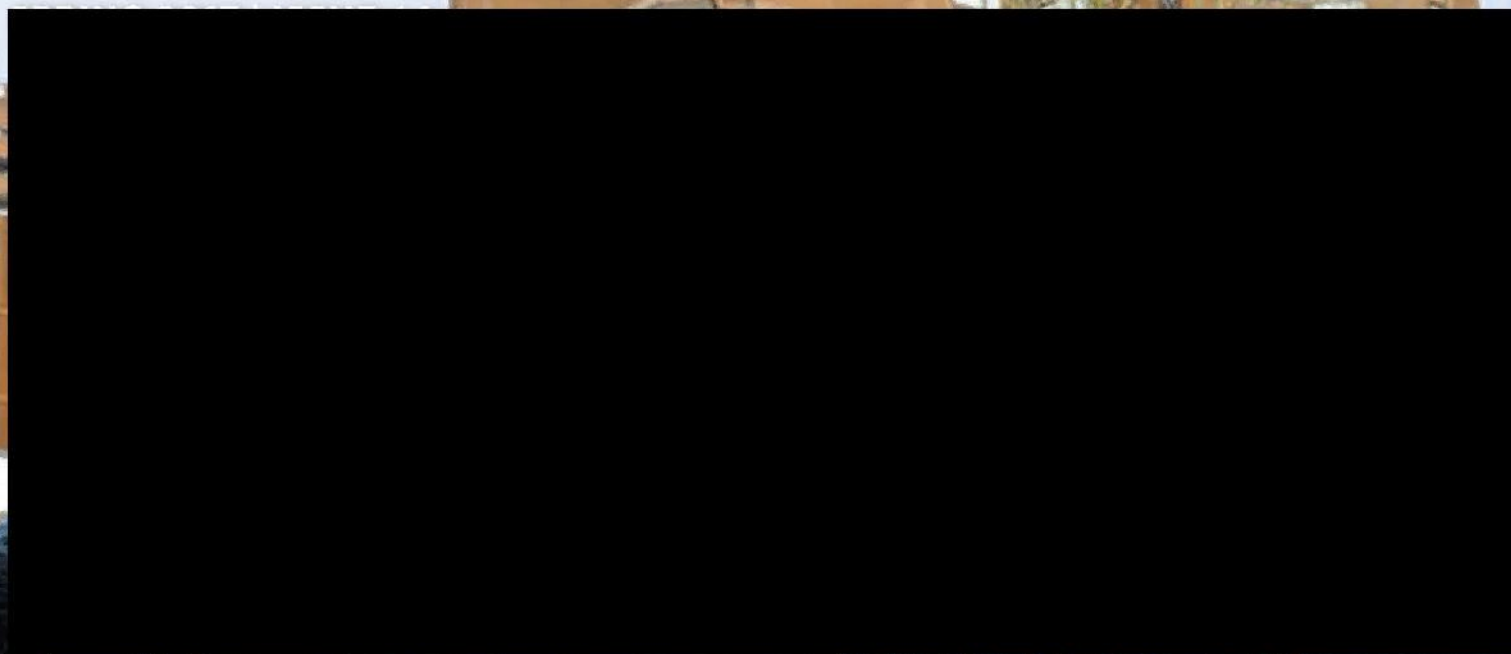


Link



Robert Black The interview

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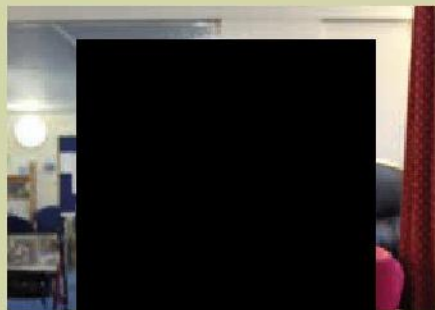


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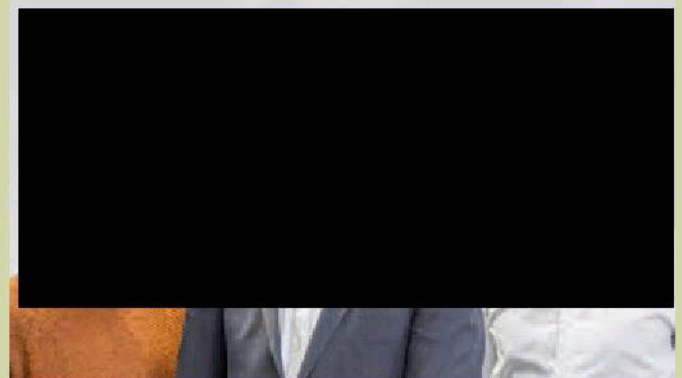
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Published by the TMO's Communications Department



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Cover picture

Our CEO Robert Black (see p12-13) with Jane Radford of St Mark's Grove in Chelsea and Angela Cox of Manchester Drive in Notting Hill.

by Fay Edwards BEM Board Chair

This new edition of *Link* is notable for the in-depth interview with Robert Black. Reading it whilst preparing this column I was reminded how fortunate we are to have such an extremely able and personable chief executive.

Having been a TMO resident for 27 years, I had seen its fortunes ebb and flow to begin with. But the real transformation began in 2009 when Robert was appointed. Robert has fully lived up to the organisation's expectations, providing the vital leadership necessary to deliver the board's vision for the business.

I was particularly struck by what he says in the interview about increased resident engagement. Being a membership organisation lies at the heart of what we do, so the fact that membership has increased so much recently – there are now over 5,000 – is extremely welcome. A TMO member since 1995, I was privileged to become Chair of the then Southern Row Residents' Association in Notting Hill in 2010 and my involvement grew from there.

The highlight of the year so far for me has been the launch of the Greener & Smarter campaign. This means so much to me, as minimising wastefulness and recycling more and more is the way forward for us, the borough and the country at large. Reducing our carbon footprint is a responsibility we all have, but of course it's easier said than done. Our new contract with OCS, which is more environmentally friendly, paves the way for this and we should all do our best to follow.

Best wishes
Fay

Ingelow House: the story behind the name



Jean Ingelow, poet

Born in Boston, Lincolnshire, in 1820, Jean Ingelow was the eldest of 10 children in a prosperous family of merchants and bankers. However, the family's fortunes were volatile - the banks failed and the home was sold. By the time they came to 15 Holland Street in

Kensington, Jean Ingelow's earnings as a poet and writer of children's stories were a very necessary income. She, her mother and two brothers lived in the house where Ingelow House now stands from 1855 to 1875. She used to rent a couple of rooms in a house opposite to have peace to write.

She was much admired by Lord Tennyson. "Miss Ingelow," he said, "I do believe you do this trick [i.e. write poetry] better than I do!" John Ruskin was her friend and gentle critic; of her he said "she was one of the few people I truly loved". Christina Rossetti was a friend and rival, and Robert Browning after he was widowed became a close and intimate friend.

In her day, Jean Ingelow was a very popular poet. Her first publication in 1851 went unnoticed, but her 'Poems' published in 1863 was a huge success and went into 30 editions, earning her a lot of money. The last edition in 1921 runs to 496 pages and can be got through the library. Her most famous poem is inspired by the great floods in Lincolnshire in the mid-16th century. No wonder one critic said "she wrote too much and too long"!

In 1875 she was published in America where she was really big. It is said that her 'Poems' sold over 200,000 copies. So popular was she that a ship was named after her. One young American visitor to London admired her work so intensely that, being too well bred to rush up to her heroine, she contended herself with walking slowly down the passage between Holland Street and Kensington High Street (today's Kensington Church Walk) so that she might trail her fingers along the Ingelow garden wall. When Tennyson died in 1892, a petition signed by leading American writers was sent to Queen Victoria

suggesting she make Jean Ingelow the Poet Laureate. The Queen, not being feminist-minded, curtly dismissed the idea.

Some of Jean Ingelow's poems were set to music and were very popular ballads of the day. So too her children's stories. She was also a very good gardener and naturalist, and was full of good works - twice a week she gave a meal to 12 convalescent poor chosen by the local clergy and she also gave money to the poor weekly.

She is buried in Brompton Cemetery. There is a brass tablet on the north wall of St Barnabas Church, Kensington, and a stained glass window to her in the parish church of Boston.

After 15 Holland Street was demolished the site was earmarked for the new public library (then in the Melli Bank building), and the foundations laid before 1939. During the war the area was used as an air-raid shelter (the Warden's Room notice is still painted on the wall in the basement). Then, after the war, because of the great housing shortage, it was decided to build a block of flats instead of a library.

The basement once had a rifle range for members of the then Kensington Council's shooting club, but it had fallen into disuse by 1982.

Ingelow House today (below) is a block of 33 flats which is mainly occupied by leaseholders.





Making a payment made simple

You can make rent, service charge or major work payments in several different ways. Here are three of the most convenient.

1 Direct debit

Lots of residents pay this way because of its security and reliability. Payments are taken from your account automatically on a regular pre-arranged date and are covered by the Direct Debit Guarantee, which protects against error and fraud.

2 24 hour telephone payment line

We've recently introduced a handy 24 hour telephone payment line. All you need is the card you wish to pay with and your 11 digit payment reference number, which can be found on your latest rent, service charge or major work statement. There's a charge of 1.25% on credit card payments.

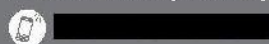
3 Online payments

You can also make 24 hour payments through RBKC's secure online service. Simply visit www.kctmo.org.uk and click on 'Make a payment'. Again, you'll need your payment card and 11 digit payment reference number.

To set up a direct debit



24 hour telephone payment line



Select option six

Leaseholder and freeholder policy consultation

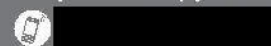
The Council is exploring possible options to regenerate a number of TMO-managed estates. As part of this work it's consulting on its draft Leaseholder and Freeholder Options Policy (see p17).

The policy provides the principles and commitments that will determine what the Council offers to leaseholders and freeholders on affected estates.

You can read the proposed policy at any of the libraries in the borough, the Customer Services Centre in Kensington Town Hall or at www.rbkc.gov.uk/housingpolicyconsult

The consultation is taking place until 7 June and a decision will be taken at the Council's Cabinet at the end of June.

Request a copy of the policy



@ leaseholderpolicy@rbkc.gov.uk

My job

I first entered the housing sector 26 years ago, when I began as a general assistant for a housing association in Westcliff-on-Sea in Essex. My mum had worked for the same organisation but I wanted to be an artist and studied this at college. I started off by doing holiday work but ended up loving the work more than going to college.

I'm still an Essex girl and commute in every day from the coast – in fact, there are a small number of colleagues at the TMO Group who come in from Essex too. I took up the newly created role of Sheltered Housing Team Leader last July, working at Whitchurch House in Notting Dale and Nursery Lane in North Kensington. I currently have a team of two, Dominic Hinds and Charlotte Gallagher, and I report into Hash Chamchoun who is the Head of Housing Support Services.

To keep things fresh and help with our personal development, and with residents foremost in mind, the team rotates roughly every two years. I began at Whitchurch and spent a very happy six months there, prior to Charlotte's arrival. Whitchurch is a very lively place to live and close to the attractions and amenities of Notting Hill.

In January I came to World's End, where there are a number of sheltered flats on Dartrey Walk and Middle Dartrey Walk – 30 in all. It's a very close knit community and some of the residents even lived here when



Jo Jacques, Sheltered Housing Team Leader

the estate was built in the 1970s, moving here to keep close to friends and family.

It's unusual here in that you can't tell the flats apart from any of the others. A further two flats were converted into the Over 50s Club Room back in the late 90s, which is very much at the heart of the community at World's End.

The main purpose of my role is to support the team to deliver excellent enhanced housing management support services to help residents maintain their tenancy. This involves help with reporting repairs and referrals to social services concerning health-related and financial matters. I also carry out flat checks every April and October to ensure that alarm pull cords, pendants and smoke alarms are working, as well as ensuring that

the keys all work. This is also an opportunity to assess the condition of each flat, reporting issues to social services. I also hold regular meetings with the residents to discuss and improve the service offered.

Each resident has a support plan, which I review every year with them. All also have weekly telephone checks – some daily, even. Everybody knows where to find me and this is easy, as my office is in the club room with my schedule clearly displayed.

I'm in daily contact with Dominic and Charlotte, supporting them to develop their knowledge and skills and ensuring the service remains adequately covered. Every afternoon I'm out and about, mostly visiting the other sheltered flats and going to our main office at the Hub.

How we're doing

April to December 2016

Repairs Direct

Resident satisfaction with repairs service

96%

99.97%



emergency repairs
completed within 24 hours

10,046



responsive
repairs were completed



On average it takes

10.4

days to complete a
responsive repair

Gas servicing



properties with valid
landlords' Gas Safety
Certificate

Customer Service Centre



68,082

calls received by
Contact Centre

70.5%

calls were answered
within 30 seconds

94.10%

calls were
answered

85.57%

residents'
complaints responded
to within target

Empty properties

148

general needs
homes were re-let
in this period



On average it takes

21.13
days

to re-let an empty
general needs
home requiring
minor works

Rent collection



collection rate
excluding arrears
brought forward

Neighbourhoods and estates

98.80%

estates passing
estate inspection
standards

92.19%

resident satisfaction
with grounds
maintenance

354

new ASB reports



TMO makes it onto Best Companies list

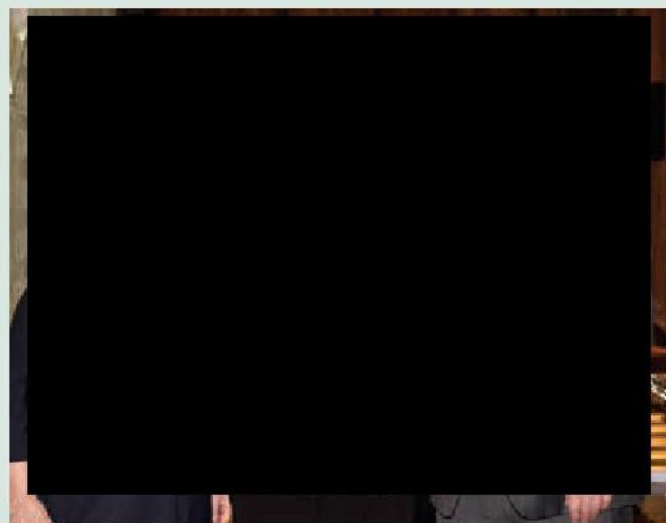
The TMO has reached a major milestone by making it onto the Sunday Times Best Companies list and achieving a comfortable 89th position. We're one of only five London-based housing organisations to make the list, reflecting the challenges of operating in our region in the sector.

Robert Black said: "We can all be extremely proud of this monumental achievement, as it's proof that the TMO Group is certainly a great place to work."

Malihe Khan recognised at Mayor's Awards

Malihe Khan of Whitchurch House in Notting Dale was one of nine local people to receive a Mayor's Award at Kensington Town Hall on 5 April. She was recognised for her work alongside her late husband Sherzada Khan (see [Link 63](#)) to prevent older people living in North Kensington from becoming isolated and for her wider work in promoting older people's health and well-being.

The Mayor's Awards have been running since 2000 and provide an opportunity for the Council to acknowledge the contribution local people make to enhance the lives of others.



Malihe with the Mayor of Kensington and Chelsea, Cllr Mrs Elizabeth Rutherford, and Leader of the Council, Cllr Nick Paget-Brown, after receiving her award

New enterprise hub to support local business

TMO residents will soon have access to free and low cost help when starting or growing a small business. The Silchester Enterprise Hub, developed by the housing association Peabody, will open on Freston Road in North Kensington this July.

The enterprise hub will offer support to the self-employed, networking opportunities and mentoring and business skills training. It'll also provide commercial trading space for small start-up businesses registered in Kensington and Chelsea and nearby boroughs. It'll be accompanied by a second, smaller building designed to support pop-up businesses. Both will be managed by Sobus, which already runs the Dawes Road Hub near Fulham Broadway, and Vital Regeneration.

The project has been funded by Peabody with additional support from the Council's Economic Development Team.

Further information

 info@sobus.org.uk



A computer generated image of the Silchester Enterprise Hub (lowest level new building in the picture)

**New repairs handbook
coming soon**

Hard copies of the handbook will be given to new residents at sign ups and to existing residents upon request once it is published. Further information will be sent out with your June rent statement.

Facilities management contract awarded

Allied Protection has been appointed as our facilities management contractor for a minimum of five years and started on 1 April. Their work includes reactive repairs for estate and communal lighting, lighting protection, door entry systems, powered gates and barriers, key management, CCTV, electrical testing and fire protection.

AlliedProtection

Work starts at Trellick Tower

Wates is now on site at Trellick Tower in Kensal New Town to carry out the first external work on the iconic building in nearly 10 years.

Scaffolding will be put up on the low rise block in mid-May and on the main block in mid-June. The work is expected to last 14 months and will include concrete repairs to the outside, the repair and restoration of all windows and sliding doors in the flats and the replacement of communal windows.



Flower Pot Project flourishes

Residents on estates where there is no green space are being given a chance to test out their green fingers. The Flower Pot Project, started by Community Investment & Membership administrator Jill Brown, provides eligible

residents with free window boxes to grow and care for their own plants.

The boxes are installed on railings, balconies or windowsills by tree care and grounds maintenance providers Tree

Wise Men. Hanging baskets have also been installed where other options are not possible. Seeds are supplied upon request or the boxes can be installed with some pre-planted flowers.

Residents Catherine O'Connor (see p21) and Paul Connors of Southam House in Kensal New Town were the first to get on board with the project. They're shown here with Florin Marica, Grounds Maintenance Manager at Tree Wise Men; Jill Brown; Ken Wilson, Estate Services Assistant; and John Gaffney, Landscape Surveyor.

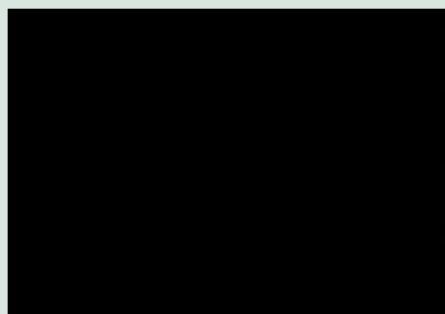
Further information

Jill Brown



@ jbrown@kctmo.org.uk

Introducing our newest board members



Following last September's board elections, we have welcomed two more members to the board – Richard Keenan (left) and Ian Roberts (right).

Richard was appointed as an independent board member last November. He studied law in his home country, New Zealand, before obtaining a masters in environmental policy at Oxford

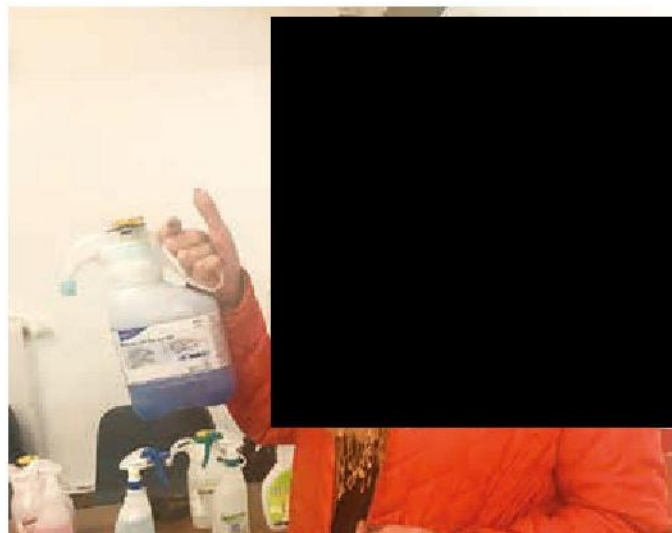
University. He moved to London in 2005 to work for law firm Freshfields Bruckhaus Deringer and is currently Chief Counsel of the Major Transactions Team at BT. He has over 11 years' experience at board level, working with many multinational corporations.

Richard's interests include music, travel and sport. After the 2011 earthquake in Christchurch, New Zealand, he raised over £4,000 for those affected by racing up the 1,037 stairs of The Gherkin in London.

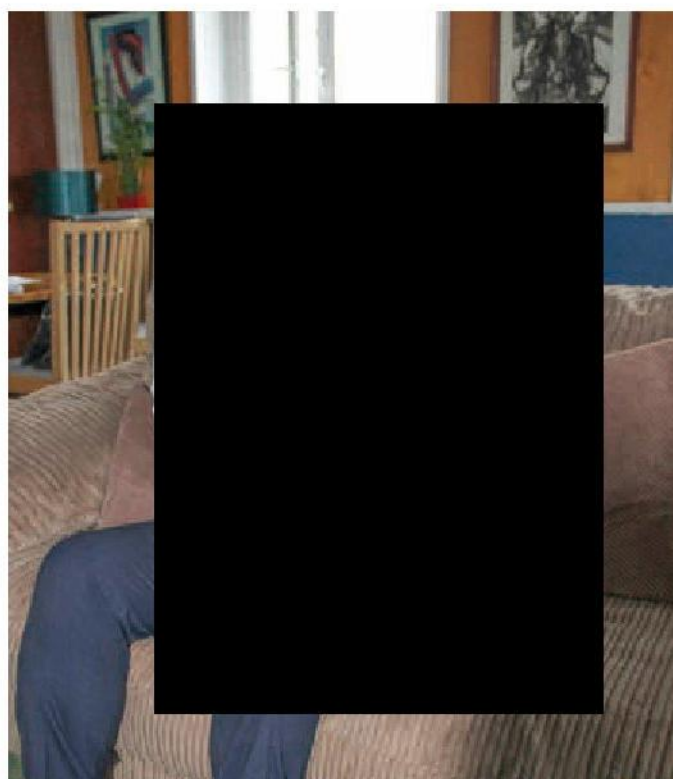
Ian was nominated by the Council and the board appointed him in March. He also studied

law, first at Cambridge University and then the College of Law in London. After qualifying as a solicitor in 1985, he worked at Wilde Sapte in London (now known as Dentons), where he held a number of positions until 2011. He then moved to Pinsent Masons LLP, where he set up and heads its social housing finance practice. He's due to retire from Pinsent Masons this June.

Ian's leisure activities include cycling, motor biking and gardening. He's served in a soup kitchen on a monthly basis for the last ten years and has held a number of voluntary positions at his local church in Muswell Hill since 2013.



Our Chair Fay Edwards BEM launched our Greener & Smarter campaign at Henry Dickens Court on 15 February. The event marked the start of the new communal cleaning contract with OCS.



We were a finalist at the National Federation of ALMOs' (NFA) 'Our House, Our Street: The Place We Call Home' photography competition. The acclaimed photo of Nicholas Burton and his dog Lewis at his flat in Grenfell Tower (see [Link 62](#)) was displayed at the NFA Annual Conference in Birmingham on 27 April. It was taken by Pete Griffiths, Head of Communications.

Universal Credit launches full service borough-wide

Universal Credit will be available throughout the borough from July as the North Kensington Jobcentre will no longer take claims for income-based Jobseeker's Allowance, income-related Employment Support Allowance, Income Support, tax credits or Housing Benefit.

For further information or assistance making a Universal Credit claim

North of the borough - Audrey Giscombe



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



UC Universal Credit



Photo taken by Justin Thomas

Residents at the Treverton and Balfour of Burleigh Estate in North Kensington raised £500 following a Recycle for Charity Roadshow last October. On 20 January a cheque was presented to Full of Life, which provides vital services and support to parents, carers and their disabled children/adults.



Robert Black

The interview

You joined the TMO in May 2009. What are your memories of the first few months?

Any new job is challenging; it was also my first CEO role, so you expect to be stretched. I was attracted to the job because the TMO was going through a number of changes and challenges. To begin with I had to address some key issues quickly in order to satisfy my board, the staff and our key partner the Council. Essential to that was reminding everyone that we were a tenant management organisation and we had to rebuild our membership, get residents involved and re-focus on our roots.

The board is a very different one now to what it was then. How does it compare?

It's difficult to compare each board we've had, as they've all faced different challenges. However, over the last eight years we have seen the board as a whole evolve. I've enjoyed working with them all and I have found each one really supportive. I'm pleased to say that Richard Keenan and Ian Roberts, who have just been recruited as independent directors, will bring fresh perspectives and different skills. Having new people refreshes you. We have worked hard to build stability and good governance in the company and a representative board is key to success.

Our current Chair, Fay Edwards, was first elected to the post in 2012. What is your relationship with her like?

Fay first joined the board in 2010 and, seeing her first take on a Vice-Chair's role and then that of Chair, I know the real difference she has made. She's lived in our homes and on our estates since 1995, so she knows what goes on. I get on very well with her and we meet on a regular basis to make sure she is kept up to date and I can discuss any concerns she has. But she has also made an impact on the Council and her previous work with her own residents' association, Southern Row, and in the community as a whole has been widely recognised, culminating in the award of her British Empire Medal (BEM).

You head the Executive Team, of course. How much do you delegate to them?

Yvonne Birch, Sacha Jevans and Barbara Matthews have clearly defined roles and I let them get on with it. I'm not a micro manager unless I have to be, so the relationship is based on trust and support. They are a great team to work with and we pull together when we have challenges, so I appreciate the support they give me. We have a really good senior management team too.

As CEO of a resident-led organisation, you work closely with residents. How much time does this occupy?

This depends. I work with the residents on the board at meetings and away days and have regular meetings with Fay Edwards. We also have the residents' conference and roadshows; but I'm always meeting people when I am out and about. I think the important point to make here is that it's not just me doing this - almost all our staff work with residents, too. Over the years I have seen engagement with residents - and the diversity of those residents - grow in a number of ways and membership has grown accordingly. The recent roadshow at World's End, for example, shows what an impact we can make. Our work with young people and children has also been a fantastic development. In terms of time it's what the job is all about.

Tell us about some recent achievements.

For me, last year's introduction of a customer relationship management system was hugely significant, giving us the knowledge and information we need to enable staff to help improve our service to residents. The next step is a new website, so that more services are available online - especially through mobiles. Our Best Companies award (see p8) is fantastic recognition because, as we know, engaged staff provide a better service. Developing Repairs Direct and creating 20 new homes under the Hidden Homes programme have, for me, been real achievements. Finally, our asset investment programme, in partnership with the Council, has grown from £7m in 2012 to £16m currently, meaning more residents in more places are seeing their homes improved.

To cap all this, 2017 sees major external work at Trellick Tower and an expansion of Repairs Direct's services to all of the Council's leaseholders.

After eight years in the job, there must be a lot that you have got out of it. What especially?

One highlight has been seeing the benefit of bringing the repairs service in-house in 2013 and under our total control with the creation of Repairs Direct. We may not always get it right but on the whole I'm seeing improvements. Its managing director Graham Webb has the clear vision and confidence to make it even better.

But the elections and annual general meetings, although challenging, give me a great deal of pleasure because seeing more residents stand for election to the board and greater involvement with the AGM has to be one of the most satisfying aspects of the job.



It was great to see so many residents at our latest Get on Board roadshow, TMO Live!, at Chelsea's World's End on 18 March.

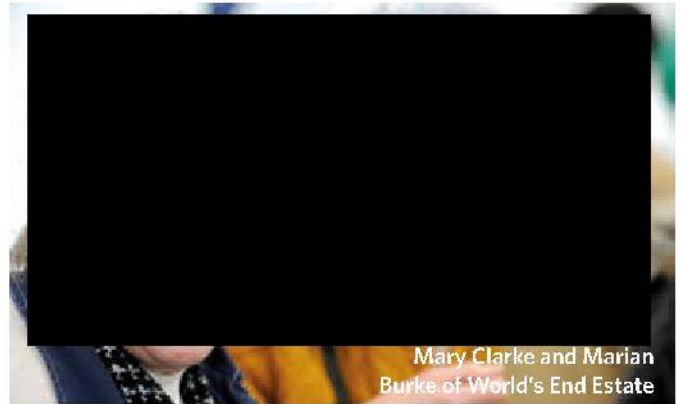
The event was a great opportunity for us to promote our services. It enabled residents to sign up to training, apply for jobs and get advice on subjects including Universal Credit, health and wellbeing, money savings tips and grants. There were also a number of activities such as football and face painting for our younger residents.



The Community Investment & Membership Team



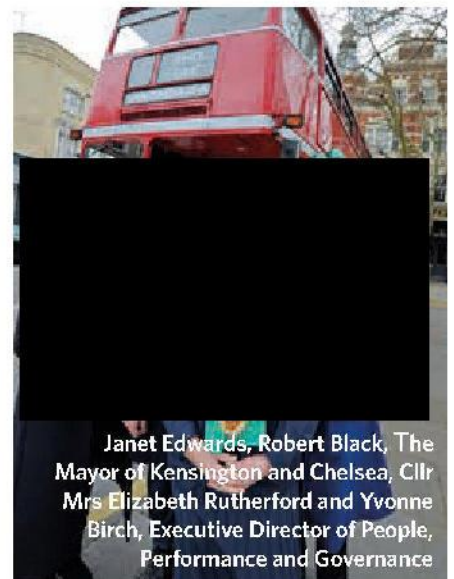
Sheri Carroll of Chelsea and Samantha Burrell



Mary Clarke and Marian Burke of World's End Estate



Samantha DeHaan and Mercedes Lucinda Farias of Cremorne Estate



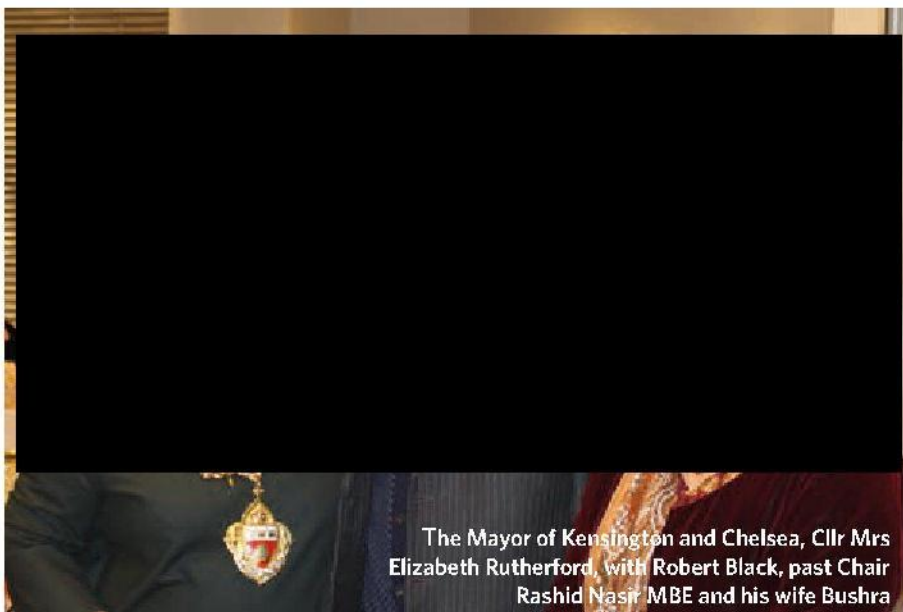
Janet Edwards, Robert Black, The Mayor of Kensington and Chelsea, Cllr Mrs Elizabeth Rutherford and Yvonne Birch, Executive Director of People, Performance and Governance

Senior Citizens' Annual Party

Susan Gillen and Theresa Georgiou of Hortensia House, Rita Fleming of Notting Hill and Laszlo Hortobagyi of Kensal New Town



Olive Mundy and Egbert Glasgow of Nursery Lane



The Mayor of Kensington and Chelsea, Cllr Mrs Elizabeth Rutherford, with Robert Black, past Chair Rashid Nasir MBE and his wife Bushra



Alex Cassely, Margarita Goulden and Mavis Spencer of Cremorne Estate

Why become a member?

by Sinéad McQuillan, Company Secretary

One of the things that I find most interesting about the TMO is our membership scheme, which enables tenants and leaseholders to take an active role in making important organisational decisions.

In my experience, this particular route isn't always the case with mainstream social housing landlords, who often have closed membership or no longer hold an Annual General Meeting (AGM).

Our members can come to and vote at general meetings, including the AGM. They can vote to

elect members to the board or stand for election themselves and they can also vote on whether or not to keep their properties under TMO management.

If you're a named tenant or leaseholder of a TMO-managed property and would like to become a member, please complete the form on p23 and return it to the address provided.

Further information

Robin Lawrence

Community Investment & Membership Team



rlawrence@kctmo.org.uk



UK first for Repairs Direct

by Graham Webb

Repairs Direct will soon announce the further expansion of services to tenants and homeowners.

We recognise that our tenants and homeowners alike lead busy lives and value the importance of having

access to an on demand repairs service. We've listened to tenants and have already expanded our services to offer evening and weekend appointments for plumbing repairs. In the next few months we'll also be offering electrical and carpentry repairs at times more convenient for working tenants. Once these services become available, they'll be offered when you report your repair.

In *Link 63* we outlined our successful pilot programme at Elm Park Gardens and the World's End Estate in Chelsea, which offered selected homeowners a paid-for plumbing repairs service. This follows three years of providing the same trustworthy, cost effective and reliable service for our tenants. As a result of the high customer satisfaction levels for the existing tenant service (now at 96%), Repairs Direct will now launch the full range of repairs services to homeowners and private landlords – the first operation of its kind from a TMO.


The next stage will make plumbing support available to all homeowners across the borough, in addition to regular handyman services. We will be contacting homeowners with more details in the coming weeks.

Contact our dedicated homeowner service line



@ enquiries@repairsdirect.co.uk

Advertisement



FREE FOOTBALL COACHING SESSIONS FOR BOYS AND GIRLS

Come and improve your football skills. Sessions will include healthy living workshops.




When: Every Saturday (except 26 August)
10 June - 30 September 2017

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!
020 8964 9001
golborne@tmo.org.uk

All sessions will be supported by DBS-checked first aid-qualified Chelsea FC Foundation coaches.



Use our new 24 hour payment line!

To make **rent, service charge** or **major work** payments:

- call [redacted]
- select option **six**
- quote your **11 digit** payment reference number



Making a payment has never been easier!



Leaseholder and freeholder policy consultation

As you may have read on p5, the Council is exploring possible options to regenerate a number of its housing estates. As part of this work it's consulting on its draft Leaseholder and Freeholder Options Policy.

The policy outlines the options available so that affected leaseholders and freeholders have the opportunity to stay in their local community. It provides commitments on which the Council has, by law, little or no discretion and commitments on which the Council has some degree of flexibility.

You can read the proposed policy at any of the libraries in the borough, the Customer Services Centre in Kensington Town Hall or at www.rbkc.gov.uk/housingpolicyconsult

To ensure that the policy aligns with the interests, needs and views of those likely to be affected, the Council is encouraging comments from all interested parties via a dedicated email address or in writing (see below). It will also be holding a number of consultation events, dates for which will be posted at www.rbkc.gov.uk/housing/social-housing/social-housing-borough/policy-consultation

The consultation is taking place until 7 June and a decision will be taken at the Council's Cabinet at the end of June.

Further information

Request a copy of the policy



@ leaseholderpolicy@rbkc.gov.uk

Return comments to:

Leaseholder Policy Consultation
Royal Borough of Kensington and Chelsea
Housing Strategy and Regeneration
Town Hall, Hornton Street
London W8 7NX



Road closures on 30 July for Prudential RideLondon

Prudential RideLondon is expected to attract thousands of amateur and professional cyclists to the streets of London and Surrey on 30 July.

While a great spectacle and exciting challenge for those taking part, many of whom are raising money for good causes, the event does cause major disruption as it requires over 100 miles of road to be closed. Last year, some roads in Kensington and Chelsea were closed from 5am and reopened at about 8pm.

Road closures and timings for this year's event are not confirmed but the route is likely to be the same as last year which would mean that Knightsbridge, Brompton Road, Cromwell Road (A4), King's Road, Ashburnham Road, Cremorne Road, Cheyne Walk and Chelsea Embankment will be closed. Other local roads will also be affected.

The event will have a significant impact on anyone travelling in and around London, so please consider this when making plans.

Further information



www.prudentialridelondon.co.uk



helpdesk@ridelondon.co.uk



A morning with...

Sonny Skates, K&T Heating Gas Supervisor



9.30am

Having loaded my van with everything I'll need for a busy day, I arrive for my first job at Manchester Drive – a large block of 82 flats in Notting Hill.

9.45am

I'm doing a gas service safety check in one of the flats. We have to do these yearly at the 72% of TMO homes which have gas appliances.

10am

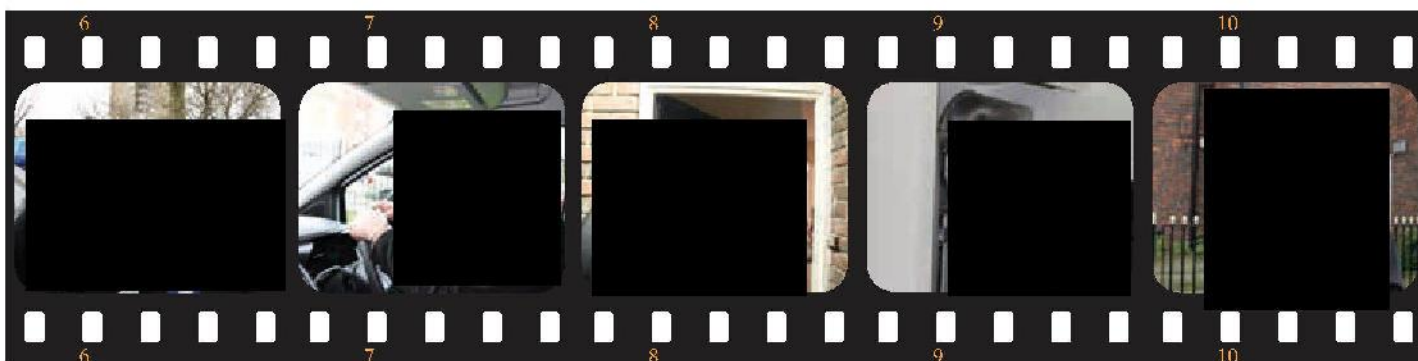
While I'm here I also test one of the most important devices a home can have – a carbon monoxide detector. The TMO gives these to residents for free and we install them.

10.15am

One minute I'm in the flat's warm kitchen, the next I'm outside checking a meter. Needless to say I'm enjoying the recent warmer weather!

10.40am

My next stop is an empty flat not far away in Oxford Gardens, to check the boiler, pipes and heaters. It's important to make sure that everything's safe and in good working order before a resident moves in.



11am

My manager, Ray Dicker, pops over for a quick catch up. He's the contract manager and works closely with the TMO to ensure good service.

11.15am

I've just been called about a boiler repair in one of the 36 flats at Camborne Mews in Notting Hill, so it's back in my van for the short journey over.

11.30am

The first thing I do when I arrive at a resident's home is show my ID badge. Always request to see ID when someone asks to enter your home.

11.40am

The residents here haven't had any hot water this morning. I run a few checks and discover that low water pressure is the problem, so I repair the boiler.

12pm

I end a productive morning by logging the details of my last job and confirming my work for this afternoon – it's a full day in Notting Hill for me.

Life and work in the Royal Borough

by Gaenor Holland-Williams
Chair of the Resident
Engagement Panel

In the last *Link* you may have seen the article announcing my election as Chair of the Resident Engagement Panel. I wanted to take this opportunity to tell you more about me.

I've lived in Kensington's Holland Ward for 37 years and for very nearly all that time I've been a tenant of the TMO. This has therefore given me a thorough insight into how our homes are managed, in my case by many different members of staff working under a widely differing array of circumstances. When I first moved here in January 1980 my landlord was in fact the Greater London Council (GLC), but this wasn't for long as the Council took over later that year.

My connection with the area goes right back to my childhood, when my parents moved to Peel Street just after the war. I was born later and I have very happy memories of growing up with my brother in that part of Kensington. Two of the schools I went to were both nearby: Fox Primary School on Kensington Place and St George's Church of England School in Edge Street (where Hawkesdown House School now is). I went on to study medicine with Oxford University and then began my career with what is now called the Imperial College NHS Healthcare Trust, where I still am. The Trust's hospitals are St Mary's Paddington, Hammersmith Hospital, Queen Charlotte's, Charing Cross Hospital and the Western Eye Hospital on the Marylebone Road. For many years I've been a professor, becoming Imperial College NHS Healthcare Trust's Master



of Medicine in 2012; this involves looking at new ways of both diagnosing and treating a wide variety of conditions.

In my career I've also spent short periods as a housing welfare officer, first with the GLC in Southwark (which included working on the Aylesbury Estate) and then in Brent, where I worked with homeless families.

My involvement in the community has taken on other forms: most recently I've been volunteering with Healthwatch Central West London, the consumer champion organisation for patients and service users based near the Hub at the top of Ladbroke Grove; I also serve as an elected member on its Kensington Local Committee.

Remembering Stuart Craig 1948-2016

by Tory Blair



Tavistock Crescent in Notting Hill has lost one of its long-standing and much loved neighbours.

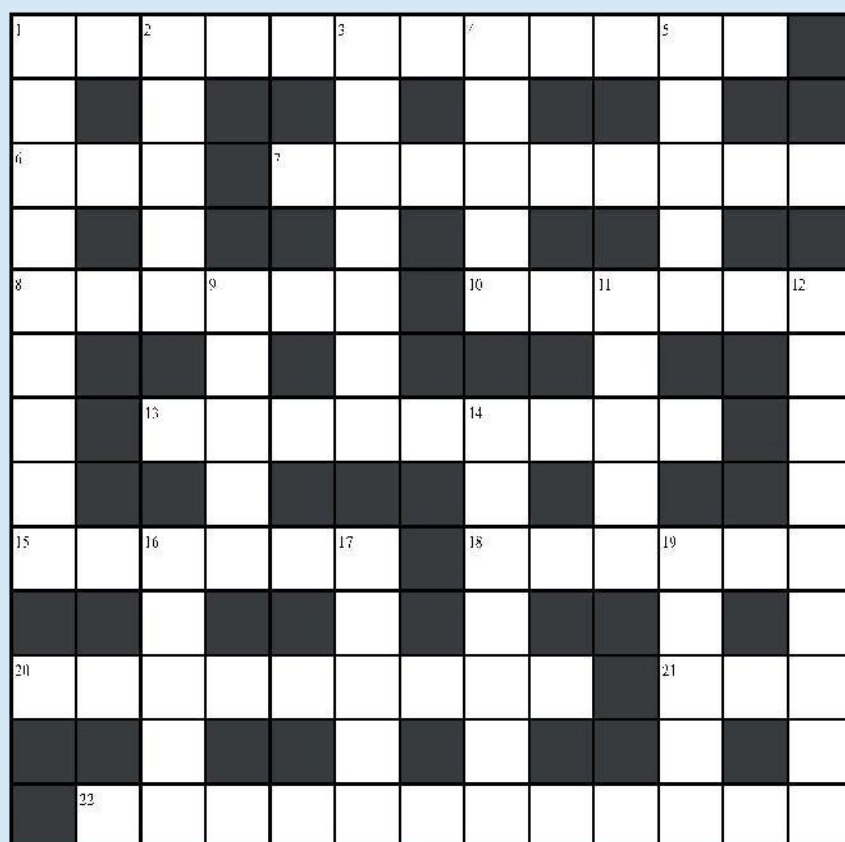
Stuart Craig moved to Tavistock Crescent when the street was first built in the 1980s. From a perch in his studio flat overlooking Tavistock Gardens, he kept an eye on all the comings and goings. Stuart took a great interest in all of our activities, knew everyone and played an active role on the estate right from the

start, holding various roles on Tavistock Crescent Residents' Association – including a number of years as Chair.

Using his expertise from the antiques trade, Stuart filled his flat with treasures from Portobello Market. When space was required for one of his new finds, friends and neighbours would be gifted china, furniture or other collectibles in need of a new home. Many of us on Tavistock Crescent have a lovely teapot or something beautiful that Stuart gave us – reminders of his contribution to our estate and lives over four decades.

Stuart's funeral at the West London Crematorium was attended by many of his friends from Tavistock Crescent, Portobello traders and representatives from the many community groups with which he was involved.

Crossword by Colin Cherrie

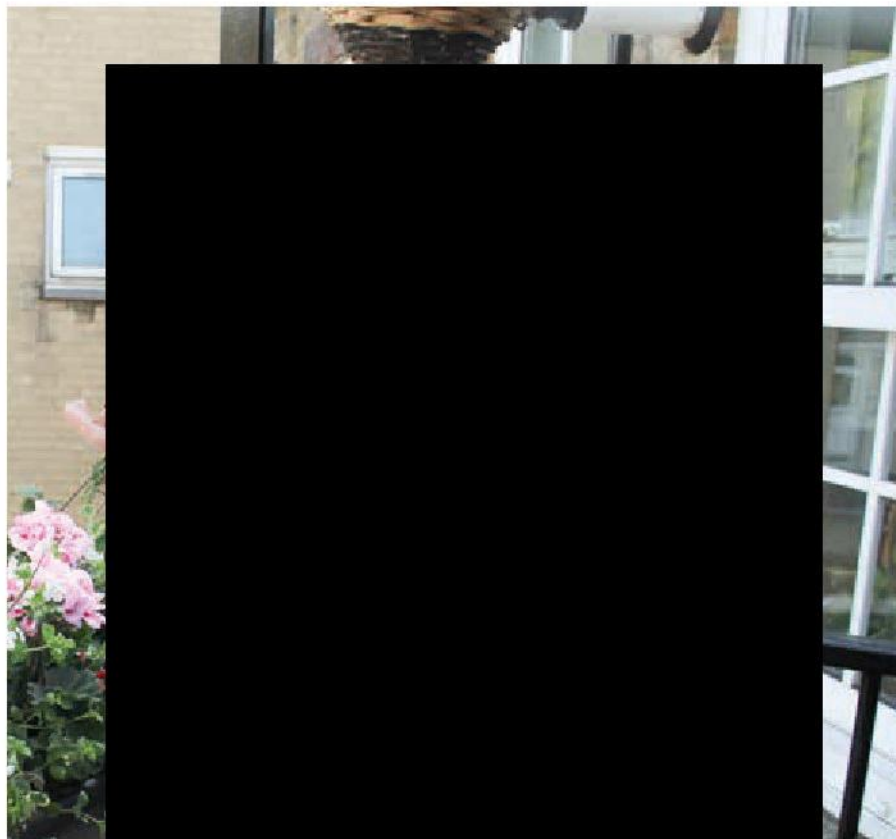


Across

- 1 Ninety year old (12)
- 6 Managed (3)
- 7 It's bad for the environment (9)
- 8 Southern Italian coast (6)
- 10 A big spoonful etc (6)
- 13 Shameless rushing like Ethel (9)
- 15 Foreign, not native (6)
- 18 Lucky, symbolic figurehead (6)
- 20 Superb (9)
- 21 It is not on (3)
- 22 Fair means of allocation (12)

Down

- 1 Return to usual state (9)
- 2 Could be turtle warriors (5)
- 3 Is very touching (7)
- 4 Became unwell (5)
- 5 A moon of Uranus (5)
- 9 ___ be. Beatles song (3,2)
- 11 Part of respiratory system (5)
- 12 A very great deal of (9)
- 14 Small orange fruit (7)
- 16 Possessor (5)
- 17 Vehicular load (5)
- 19 Sing softly (5)



conversation.
"My parents, sister and daughter all live less than five minutes' walk from me. I've never wanted to leave the area because it has everything I need: transport, shopping and a great location. It's a wonderfully diverse place – you meet people from all walks of life every day."

Catherine's pride in her community is reflected in equal measure through her well-kept home. Pictures of Ladbroke Grove line her hallway, the living room is filled with brightly coloured flowers and her kitchen is home to a variety of fragrant herbs. At the start of the year she jumped at the chance to get involved with the TMO's Flower Pot Project (see p10), which gives residents on estates where there is little green space a chance to grow flowers, herbs and vegetables. Keen to see the project flourish, she knocked on several of her neighbours' doors and encouraged their involvement.

After 22 years of membership Catherine strongly believes that the TMO should stay under the management of residents.

"Members have more power over how TMO properties are managed and a greater say in how a range of issues are resolved. It's a unique privilege and a brilliant chance for residents to make a meaningful contribution to the community."

Catherine O'Connor: Member since 1995

In 1995 Catherine O'Connor joined a group of residents pursuing their legal right to manage their own homes. The TMO was born a year later which makes her one of the organisation's longest serving members.

Catherine, 56, has lived in Southam House on Adair Road in Kensal New Town for 38 years. She lives with her partner Paul and has a grown up daughter Claire, who lives on nearby Hazlewood Crescent.

She was just two when her family moved over from Ireland to Lonsdale Road in Notting Hill. They moved to Bosworth Road when she was 10 and her parents have lived there ever since. She went to Colville

Primary School followed by Sarah Siddons Girls' School in Paddington. She finished college with a diploma in child care and has since completed an NVQ Level 2 & 3 in social care.

Catherine started her working life as an onsite cook for building projects at the likes of the Langham Hotel in Marylebone and the Park Grand Paddington Court London hotel. For the last 22 years she's worked as a community independence assistant in the Council's Community Rehabilitation Team, helping people get back on their feet following difficult periods.

Her loyalty to the borough is immediately obvious during



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](https://twitter.com/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 ☐ Other

☐ TMO property address*

First name(s) *

Surname *

Tel no

Date of birth *

Preferred method of contact*

Mobile, email or letter

Postcode *

Email

Correspondence address (if different)

Postcode

Postcode

Link

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 entered

Occupancy key: tenant = T leaseholder = LH

CONTACT US



Kensington & Chelsea TMO,
292a Kensal Road, London W10 5BE



www.kctmo.org.uk



@kctmo



Finished reading me? Recycle me!



Residents told us they wanted to see contact details for our services as well as advice about where to use our website for free!



We include a translated statement in *Link* to ensure it is accessible to all residents in the borough. We arrange translators for those who do not speak English and signpost to local English classes.

YOUR LOCAL HOUSING OFFICES

OPEN WEEKDAYS 9AM-5PM

Network Hub

292a Kensal Road
London W10 5BE

World's End Estate Office

Blantyre Street
London SW10 0DS

Latimer Office

1a Station Walk
London W11 1AH



Do you want this information in any other format or language?
Contact us on one of the numbers below and we will do our best to meet your needs.

Arabic

هل ترغب في توفير هذه المعلومات بأي تنسيق آخر أو لغة أخرى؟ اتصل بنا على الرقم أدناه وسنبذل قصارى جهدنا لتلبية احتياجاتك.

Bengali

আপনি কি অন্য কোন ফরম্যাট বা ভাষাতে এই তথ্যটি চান? নীচের নম্বরে আমাদের সঙ্গে যোগাযোগ করুন, আপনার চাহিদা পূরণ করতে আমরা আমাদের সেরাটা দেব।

Farsi

آیا می خواهید این اطلاعات به شکلی دیگر یا به زبان دیگری ارائه شود؟ با شماره زیر یا با ما تماس بگیرید و ما نهایت تلاش خود را انجام می دهیم تا نیازهای شما را برآورده کنیم.

French

Voulez-vous ces informations dans un autre format ou dans une autre langue? Contactez-nous au numéro ci-dessous et nous ferons de notre mieux pour satisfaire à vos besoins.

Portuguese

Deseja obter esta informação noutro formato ou idioma? Contacte-nos através do número abaixo e faremos o possível para ir ao encontro das suas necessidades.

Somali

Ma rabtaa macluumaadkan oo hab kale u diyaarsan ama ku qoran luuqad kale? Nagala soo xiriiir lambarka hoose, waxaan ku dadaali doonnaa intii karaankeenna ah inaan daboolno baahiyahaaga.

Spanish

¿Requiere esta información en otro formato o idioma? Comuníquese con nosotros llamando al siguiente número, haremos todo lo posible por ayudarle.

We can also provide large print, audio file and Braille formats on request.



100% RECYCLABLE