

## **WHAT IS WRAYBURN COMMUNITY ORGANISATION TENANT MANAGEMENT ORGANISATION (TMO)?**

WCO is run as a management organisation under the control of its members, who live in the block. It works like this:

- The block is owned by Southwark Council
- People who live here are secure tenants with the right to buy or people who have already bought their flats or the tenants of people who have already bought their flat. The Council sets the rents for their tenants and service charges for leaseholders (people who have bought their flat).
- The block is managed on behalf of all residents by the registered TMO – Wrayburn Community Organisation, which all permanent adult residents can and are encouraged to join for a one-off payment of £1.00 each.

## **WHY WAS THE TMO SET UP?**

The TMO took over management of the block in April 2018. The reasons for doing this were and are:

- Provide a service that is easily accessible
- Using cleaning and grounds maintenance contractors to improve the areas around our homes
- To get better value for money
- To improve community spirit.

## **HOW THE WCO TMO IS RUN?**

Wrayburn House residents set up a Tenant Management Organisation (TMO) in April 2018 and it has a website <https://www.wrayburncommunityorg.co.uk> which contains useful information for residents.

The TMO has employed a manager (Sirajul Islam) and appointed a cleaning and ground maintenance contractor (Pinnacle PSG) to maintain the main block, grounds and the gardens. The TMO is ambitious and has plans to make minor improvements to the block and the surrounding environment and work with everyone to create a healthy living environment. The TMO Board encourages all residents to take an interest in the TMO and participate in the life of the Wrayburn House community. The TMO has its own rules which says that:

- all members can come and vote at the General Meetings
- all members can stand for election to the Board (Management Committee) and elect the Board Members
- Board meetings take place bi-monthly
- there are also sub-committees to deal with the business of the TMO.

The TMO has a legal agreement with Southwark Council, under which the TMO has taken over responsibility for:

- Repairs
- cleaning and gardening
- Collecting rents and dealing with arrears
- Letting vacant flats to people on the Council's waiting list
- Dealing with any tenant problems or anti-social behaviour

The TMO can ask the Council to evict a tenant who persistently breaks their tenancy conditions.

### **WHAT CAN I DO?**

Most of the day to day work is done by the TMO manager and cleaner but there are a number of things which we rely on members to do on a voluntary basis:

- Decide on the future of the TMO and improvements to Wrayburn House by taking turns on the Board and sub-committees
- coming to meetings
- getting involved in gardening and running social events
- delivering block letters, newsletters and TMO paperwork to members
- assisting on managing the website

The TMO expects members to take part in the activities listed above, this spreads the workload and saves money, so we can budget for improvements to the block and do community activities. The Council and the TMO provide training so that members can carry out their voluntary duties in a professional and efficient way.

### **WHO CAN BE A MEMBER?**

- A tenant or a leaseholder
- Anyone living with a tenant or a leaseholder or sub-tenants of leaseholders.
- Must be a permanent resident of the block
- Must be aged over 18
- Pay a fee of £1
- Board has absolute power to accept or reject membership application.

### **HOW DO I BECOME A TMO MEMBER?**

If you are interested in becoming a TMO member please contact the TMO Manager – [wcomanager@outlook.com](mailto:wcomanager@outlook.com) or call 020 7018-5355. The manager will send you an application form.