

# June 2022 Newsletter

*“WCO’s vision is to create a clean, welcoming and friendly place to live with excellent services”*

TMO is organising a family fun day and party to celebrate the **Queens Platinum Jubilee** on **Sunday 5<sup>th</sup> June 2022 - 2pm to 6pm** in the front community garden.

We will have lots of fun activities such as egg and spoon run, 3-legged race, musical statues and prizes will be given for best crown, best drawing of the queen and fancy dress. Light refreshments and snacks will also be served.

All residents are welcome to join and take part and you may also invite your friends. So that we can cater for numbers, kindly let the TMO Manager know if you’re attending and bringing anyone with you – please call Siraj on 020 7018-5355 or email [wcomanager@outlook.com](mailto:wcomanager@outlook.com)



**Garden Update** - Thank you to those that came out and helped clear and tidy the community garden in April. It was an amazing event, and everyone had a lovely time. We have also added new soil and new planters and our regular gardeners are now cracking on with growing their spices and vegetables.

TMO has also successfully secured £11K CGS grant for landscaping the former “illegal parking zone” towards the rear side of Wrayburn House on Llewellyn Street, to place large plant pots strategically to prevent fly tipping in Llewellyn St and for wildlife to flourish on Bevington St side by building arches to link the raised and topping up the beds with better soil and a Mediterranean herb garden.

If wish to be involved in gardening or help organising any social or community events, why not join our GSC (Garden and Social Committee). Please contact the TMO Manager (Siraj) for more information, call on 020 7018-5355 or email - [wcomanager@outlook.com](mailto:wcomanager@outlook.com).



**Bike Shelter Installation Update** – WCO Board recently met and decided we will install a green non-transparent bike shelter using the funding received from Tideway. It will be installed in June/July next to the raised bed (community garden) on Bevington St. If you would like to secure a space in the bike shelter, please call Siraj on 020 -70185355 or email [wcomanager@outlook.com](mailto:wcomanager@outlook.com). We are asking all bike users to avoid using the corridors and landings to keep your bikes, as they are not only causing obstructions and H&S issues for residents and visitors, but it attracts vandals and criminals in the block.

**2021/22 has been a success:** Last year was another challenging year for TMO's across Southwark but in terms of achieving results in key areas of work we are monitored on by Southwark Council, it's been another outstanding year for Wrayburn TMO – we are delighted to report that we have achieved or exceeded all our key targets:

- ✓ *Rent: Income Collection for the year was 101 %+.*
- ✓ *Overall improved Cleaning and Gardening: We achieved more than 80% 'excellent' or 'good' results during monthly estate inspections.*
- ✓ *78 Repairs were issued during the year, and we met our target of 97% + repairs delivering "first time right" and 97% + "satisfaction" achieved.*
- ✓ *We've relet VOIDS within target times.*
- ✓ *Achieved targets for tenancy audits and welfare checks on our elderly and vulnerable residents.*
- ✓ *Anti- Social Behaviour Complaints: Dealt with all ASB complaints swiftly and within target times.*

***ur feedback and ideas and, on the activities and services we provide for residents.***

***Please use the enclosed form and return it to the TMO Office by 21<sup>st</sup> June 2022.***

**Wrayburn residents survey on services provided by the TMO – June 2022**

***Please use this feedback form and give us your views about TMO activities & services or any ideas you might want to share. \* Please be assured any information shared will be kept private and confidential.***

**How would you rate the overall cleaning service?**

1. Excellent ..... 2. Very Good ..... 3. Good ..... 4. Poor .....

If your answer is poor, please explain why and suggest improvements?

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**How would you rate the overall ground maintenance & gardening service?**

1. Excellent ..... 2. Very Good .....3. Good ..... 4. Poor .....

If your answer is poor, please explain why and suggest improvements?

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**For Council Tenants Only – if you have reported a repair recently or in the last 6 months, how satisfied were you with the way it was dealt with?**

1. Excellent ..... 2. Very Good .....3. Good ..... 4. Poor .....

If your answer is poor, please explain why and suggest improvements?

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**If you have contacted the TMO recently or in the last 6 months, how satisfied were you with the way you were dealt with?**

1. Excellent ..... 2. Very Good .....3. Good ..... 4. Poor .....

If your answer is poor, please explain why and suggest improvements?

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**Will you be interested in using the bike shelter and do you have any alternative suggestions for location or type?**

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**Do you have any comment, suggestions, or ideas about the TMO, or ideas for landscaping or gardening – please state below:**

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**Are you a member of the TMO already, if not, would you like to join? Yes/ No**

***If you are interested, the TMO Manager will contact you and send you more information and a membership form.***

Are you a (please tick); Tenant ( ) Leaseholder ( ) or Renting Privately ( )

Your Full Name: ..... Address: .....

Telephone: ..... Email: .....

Signature: ..... Date: .....

**Please drop this completed form to the TMO Office by 21<sup>st</sup> June 2022 – Wrayburn TMO Office, 139 Jamaica Rd, London SE16 4SH**