



Resident's Handbook



**Tenants
Management
Organisation**



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Introduction

This handbook has been produced by staff and committee members of the Suffolk Estate Tenants Management Organisation (TMO), and is designed to be a useful and informative guide for residents. The handbook describes the role of the TMO, the type of services provided by us, and outlines the work we do to ensure Suffolk Estate is a positive neighbourhood with an active community.

If you would like this information in another language, audio tape, large print, easy English or plain text please contact us using the contact details provided in this handbook.

Welcome to our estate!

We are Suffolk Estate Tenants Management Organisation. Our mission is to provide high quality housing and related services on Suffolk Estate, and create an environment that is pleasant to live in and is a source of pride for residents. We strive to ensure our estate is attractive, safe, green and clean; vibrant, welcoming and inclusive.

About Suffolk Estate TMO

1

What is a Tenant's Management Organisation?

A Tenants Management Organisation (TMO) is an organisation run by a board or management committee of residents. A TMO takes on a range of housing management responsibilities and services for an estate or area, through entering into a 'Management Agreement' with a local authority.

Because a TMO is run by a committee of residents, this gives tenants and leaseholders more say in how their estate is managed and enables them to be involved in making important decisions which impact on their housing and their neighbourhood.

About Suffolk Estate TMO

The Suffolk Estate Co-operative TMO was set up by tenants and leaseholders in 1996 to manage the estate. The TMO is registered as a housing co-operative and operates as an Industrial and Provident Society. The council provides the TMO with its own local office in Welshpool Street.

As a community organisation the TMO offers tenants and residents a genuine opportunity to get involved and make a positive difference to the estate and shape the services received. The TMO is led by a committee of elected tenants and leaseholders from the estate. A team of employed staff take day to day responsibility for managing the estate and delivering the services provided by the Co-operative. The Management Committee members are elected each year at our Annual General Meeting (AGM) along with the election of members for the Social & Entertainment and HR & Finance sub-committees.

Suffolk Estate TMO has its own Management Agreement with the London Borough of Hackney. This agreement outlines what services the TMO is responsible for and what services Hackney Council is responsible for. The services provided by Suffolk TMO are mainly funded by the management fees paid by Hackney Council under the management agreement.



About Suffolk Estate TMO

Suffolk Estate TMO Service Responsibilities

The responsibility for repairs services and is generally split between the TMO, Hackney Council and Residents as outlined below:

The key responsibilities of Suffolk Estate under the Management Agreement are:

- ◆ Repairs and maintenance of tenant's dwellings
- ◆ Management of empty properties
- ◆ Rent collection and arrears management
- ◆ Caretaking and estate cleaning
- ◆ Tenancy management, estate and grounds maintenance
- ◆ Lettings
- ◆ Garages management
- ◆ General tenancy and housing advice
- ◆ Governance, financial planning and regulatory compliance

Hackney Council Service Responsibilities:

- ◆ Lifts maintenance
- ◆ Entry phone servicing
- ◆ Gas servicing
- ◆ Allocation of dwellings
- ◆ External communal area maintenance
- ◆ Health & Safety matters
- ◆ Capital and major works
- ◆ Planned maintenance
- ◆ Aids and adaptations
- ◆ Refuse collection

Our Aims and Objectives

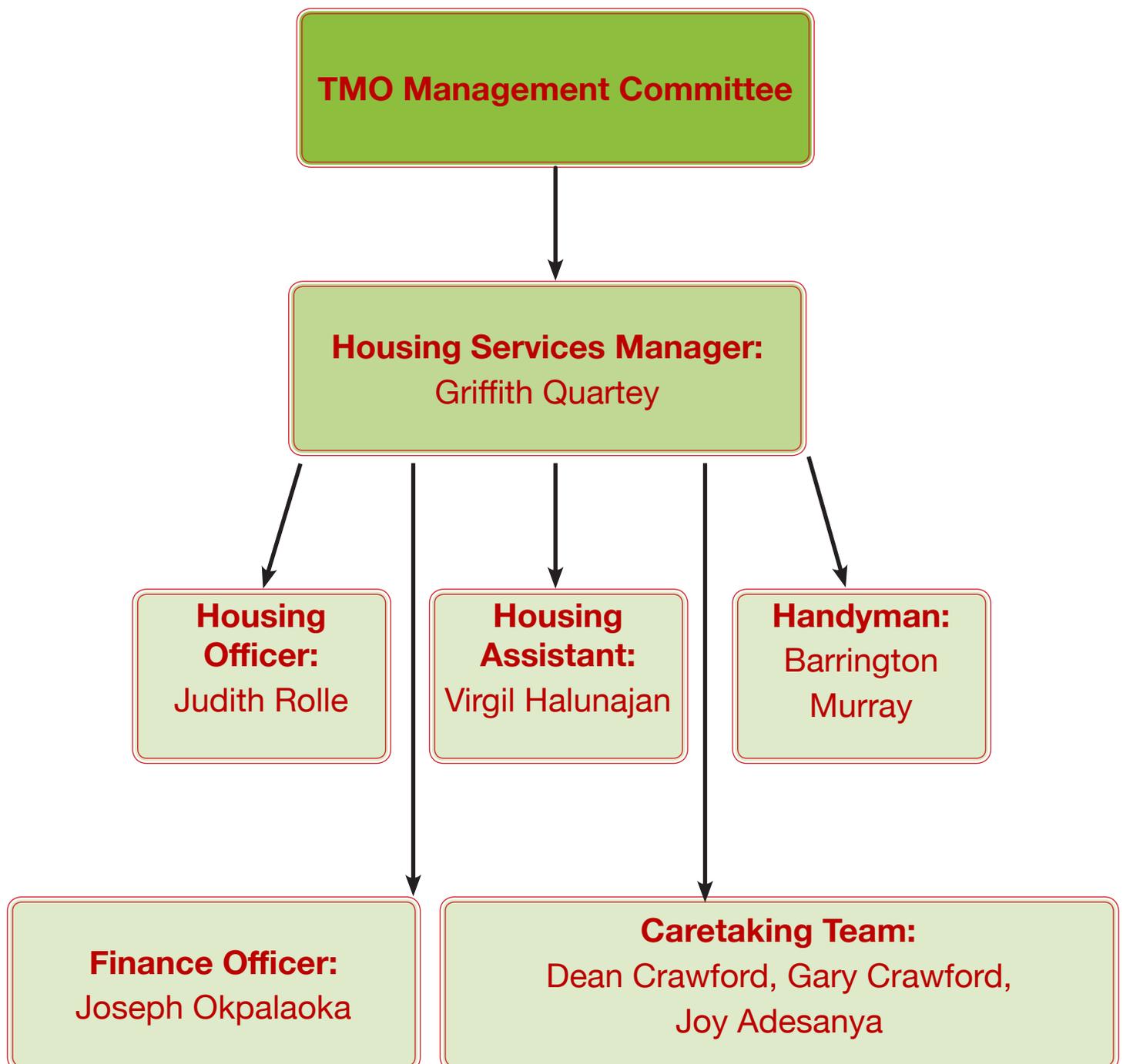
Residents work closely with our small office team to make sure the estate is clean and attractive, that repairs are carried out quickly to a high standard, that tenants get help and advice with paying their rent, tackling anti-social behaviour, making the estate a safe and desirable place to live in and that the whole community gets along with each other.



About Suffolk Estate TMO

TMO Management Committee and Staff

Staff are appointed by and report to the Management Committee of the estate and are responsible for the operational aspects of providing housing services to residents. The staffing structure is set out below:



Suffolk Estate Organisational Structure 2015



Meet Our Staff

Griffith Quarley: Housing Services Manager



I am committed to working with residents to deliver a responsive and effective housing management service on Suffolk Estate. I have been Housing Services Manager for almost a decade. I strive to ensure the structured but flexible work environment provided by the TMO makes working at Suffolk enjoyable. I enjoy the challenge of working with the current group of residents on our management committee to improve governance of the TMO.

Judith Rolle: Housing Officer

I have been working for Suffolk TMO for many years! As Housing Officer, I offer a practical hands-on approach, supporting residents and promoting healthier tenancies. Throughout my time here, I have played an integral part in driving forward Suffolk's objectives with the sole purpose of improving the lives and opportunities for our residents.

What I love most about my work is that no two days are the same, the role is ever changing and ever challenging. Problem solving is my passion – I am always on hand to make processes run more smoothly. Finding that integral cog, giving a little love and seeing the results of my work are rewarding on every level.



About Suffolk Estate TMO

Joseph Okpalaoka: Finance Officer



I am Finance Officer to the TMO, for the last 7 years. My role includes keeping tenant's rent accounts up to date, producing and monitoring the TMO's annual budget. I like the friendly working atmosphere and the positive way in which issues get resolved here.

Virgil Halunajan: Repairs Officer

I have been working at the TMO since 2007. I like what I do because this is my line of interest, dealing with people and helping them in anyway I can. This way, it enhances the development of my skills and strengths.



Barrington Murray: Handyman



I have worked for Suffolk Estate TMO for over two years. I carry out a range of duties in residential properties and community areas. These include: general maintenance and repair work, carpentry, basic plumbing, electrical maintenance, painting and plastering, and a range of other tasks required by residents. I work hard to ensure residents are happy with the service I provide and maintain a professional attitude at all times.

Dean Crawford, Gary Crawford and Joy Adesanya: Caretaking Team

We are the caretaking team of Suffolk Estate TMO and we have a collective service of 36 years. The majority of residents know us by our first names: Gary who has been a caretaker for 16 years, Dean 12 years and Joy 8 years.

Over this period of time we have done our best to maintain designated areas to the highest possible standard and to resident's expectations. Each of us



enjoy working for the estate and we have a great social connection with residents and feel part of the community spirit.

We see ourselves as more than caretakers: we are friends to many of the residents and always go the extra mile to assist people who require our help, have inquiries or concerns – particularly the elderly or those with children. We are proud to be your caretakers and are looking forward to interacting with you all in the future.



About Suffolk Estate TMO



About the TMO Committee

The TMO is run by a management committee elected each year at the Annual General Meeting by members of the Co-operative (tenants and leaseholders who have paid the 10p membership fee). All committee members serve in a voluntary capacity and have strategic responsibility for the TMO and a commitment to the continuous improvement of services to estate residents. The lead officers of the committee are the Chair, Vice-Chair, Treasurer and Secretary. Sub-committees, Sub-committees for HR & Finance and Social & Entertainment activities, are set up to deal with specific projects when required and report to the main management committee at committee meetings.

Key Committee Roles:

Chair

The Chair provides leadership, sets the agenda for meetings and manages meetings in line with the agenda. The Chair ensures that issues are properly debated and agreement is reached.

Vice Chair

The Vice Chair is responsible for deputising for the Chair when required, and supporting the Chair in carrying out his/her duties.

Secretary

The secretary provides a link between committee members and the organisation and outside agencies. He/she deals with all correspondence that the organisation receives. The Secretary's other main tasks are to assist in the smooth running of committee meetings and to keep a record of all members of the TMO.

Treasurer

The Treasurer helps the Committee carry out its duties in managing and controlling the TMO's finances. All committee members have equal responsibility for the control and management of the budget. The Treasurer (in conjunction with the HR & Finance Subcommittee) is responsible for overseeing the implementation of the TMO's financial procedures and related policies.

The Treasurer ensures that records of all income and expenditure are up to date. He/she reports on the current financial position in line with the requirements of the Financial Procedures. All financial decisions taken are recorded in the minutes of the meeting.

TMO Membership

We encourage all residents to become a member of Suffolk Estate TMO. Membership is open to anyone over 18 who lives on Suffolk Estate and is either a Tenant or Resident Leaseholder. Being a member means you can be elected to join the TMO Committee, and have the right to vote on important decisions at Annual General Meetings, General Meetings and Special General Meetings.

Currently, TMO Membership is limited to a maximum of two people per household. Please note: this policy is currently under review and we will be consulting tenants and leaseholders about this very soon.

All new tenants to the estate become automatic members when they sign up and pay the 10p membership fee. However, new leaseholders, unless they have exercised the right to buy as former tenants, will need to complete a membership form and pay a 10p membership fee to become members.

Meet our TMO Committee

Rose Orko: Chair

I am the chair of Suffolk Estate Tenants' Management Organisation. I became a committee member nine years ago to help make our estate a better place to live and to help everyone to feel neighbourly and secure. I like what I do because it is all about giving back to the community and making a difference to people's lives.



About Suffolk Estate TMO

Clare Moloney: Vice Chair

Hello there! In my day job I create art projects for different people and communities to participate in and enjoy. I often use these skills to make a positive contribution to the TMO and improve the social activities on our estate. Since joining the committee in 2014, I have been really keen to improve communication between the TMO and residents and between the TMO and its staff members. I have been involved in producing the TMO newsletter, overseeing the creation of a new website, and organising social events to bring different people and groups together. In the future I would like to create more activities to support young people living on the estate. Being a committee member is really rewarding. Since joining, I've acquired lots of new skills, got to know more of my neighbours, and have a better appreciation of the vibrant community I live in.



Mary Telfer: Treasurer

I am Treasurer of the TMO committee, and also a member of the Social and Entertainment Sub-committee. I have lived on Suffolk estate for over 20 years and I think the estate is a lovely and multicultural place to live. The reason I joined the committee was to find out how the estate is managed. This has paid off now and I have a better understanding of how a TMO functions. I've had the opportunity to do lots of training and this has broadened my horizons and enabled me to take on other roles. It is very rewarding - especially being part of a team organising events on the estate and inviting neighbours to get to know each other as a community.



Tracy Nemorin: Secretary

Mikey Weinkove: Chair of Social & Entertainment Committee

I have lived on Suffolk Estate for 9 years but it was only last year when the Caretakers' jobs were threatened that I realised that the TMO even existed. At that point I felt that if I wanted my point of view to be accepted that it would be wrong to just complain about how things are run, without making a positive contribution. So I joined the committee and began helping organise events for the estate. As an artist who sets up talk shows and discussions, I brought my skills back to the place that I live. It was long overdue. I have got to know my neighbours much better and got to appreciate the challenges of running such a diverse living space. Now I feel much more part of where I live.



Elizabeth Eruwayo: Treasurer of Social & Entertainment Sub-committee

Hello, I have lived on Suffolk Estate for over thirty years and been a member of the committee for nearly ten years. I joined the committee because I wanted to get involved in the day-to-day running of the estate and to be aware of what goes on in the estate and Hackney Council.

Gillian Mash: TMO Committee Member

I have lived on Suffolk Estate for 14 years. I joined the committee about 4 years ago as I wanted to be actively involved in the community.



Eunice Falaiye: TMO Committee Member



John Keyes: TMO Committee Member

Dolores Morato: TMO Committee Member

Committee Meeting Times

Management committee meetings are held every six weeks on a Monday evening from 7.00pm to 9.00pm at the estate office. Annual General Meetings are held in October each year with other general meeting called as and when required.

Committee Meeting Minutes

Minutes of committee meetings can be shared with residents upon request. Minutes can also be accessed through the TMO website.

About Suffolk Estate TMO



Your perspective, ideas and experience as a tenant or leaseholder are important and help us understand what matters most to you and do a better job representing your needs. Resident involvement can be anything from giving us feedback on the services we provide to joining the TMO Management Committee. The more you engage with us and get involved the more we can ensure that your views count and make a difference.

There are many ways in which you can get involved, please find a summary below:

Become a member:

It only costs 10p and it is very simple to sign up. Being a member of the TMO means you have voting rights at Annual General Meetings and other meetings where important decisions are made.

Give us feedback:

Whether you want to pay us a compliment or make a complaint – we want to hear from you. You can also take part in questionnaires and surveys we carry out to assess the quality of the services we provide and resident satisfaction. Don't be shy, be honest! We can't solve a problem if we don't know there is one.

Write articles and features for our newsletter and website:

Share your views and creative writing skills. In the process you will help us engage more residents and improve our community and housing services.

Observe a sub-committee or Management Committee Meeting:

Even if you don't have the time to join one of our committees full time, you are very welcome to observe committee meetings and obtain a copy of meeting minutes – this will give you a great insight into how your estate is managed.

Join a sub-committee:

We have sub-committees for Social & Entertainment, Finance & HR and are in the process of creating one for a new Children's Play Area to develop a new Children's Play Area. Being part of a sub-committee usually means meeting once every two months, sometimes for a limited period until a project is completed. It is a great way to get involved and make something positive happen to benefit the estate.

Join the TMO Management Committee:

The TMO Committee represents Suffolk Estate residents, so as a member of this group you have an important say in how your housing services are run and can play an influential role in improving Suffolk Estate.

By getting involved, you can:

- ◆ Make a positive difference for yourself and your community
- ◆ Address and resolve local issues and help foster community spirit
- ◆ Make sure the TMO does its job properly and hold us to account
- ◆ Make sure Hackney Council fulfils its services to the estate to a high standard
- ◆ Help us provide better quality homes and services that are value for money
- ◆ Help us to improve and increase levels of resident satisfaction
- ◆ Influence policies and procedures so they meet your needs
- ◆ Help us to create an active local community and a better neighbourhood
- ◆ Gain new skills and valuable experiences and knowledge that will be useful for your CV.

2

Your New Home

Rights and Responsibilities:

Tenants

Your Tenancy Agreement and Conditions of tenancy is set out in the Rights and Responsibilities booklet from Hackney Council which refers to the TMO as a 'Landlord's agent' and you as 'tenant.' When you sign your tenancy agreement you are agreeing to all the terms of the tenancy. These terms are known as the Condition of Tenancy.



You can obtain a full copy of the terms and conditions by visiting the the Housing Office directly or by telephoning 020 7923 3774 or emailing: info@suffolktmo.co.uk.

The Conditions of Tenancy summary is as follows:

1. The TMO reserves the right to enter your home to complete repairs, and to complete gas and electrical checks.
2. Your Housing Officer will also visit you at home periodically to confirm your household details, check who lives at your property, and inspect all areas of your home.
3. You must pay your rent promptly and ensure housing benefit claims are made on time. If your circumstances change, or anyone moves in or out of your home, you should advise your Suffolk TMO, the Benefit Office and Department of Work & Pension if you are in receipt of benefit.
4. If you move from your home you must give four weeks' notice to your housing office, leave the property in a good condition.
5. Neither you or any member of your household should disturb your neighbour or cause any form of anti-social behaviour.

Leaseholders

The rights and responsibilities of leaseholders and their tenants are set out in the 'Hackney Council Leaseholders' Rules and Regulations' booklet. The booklet can be viewed online at www.hackneyhomes.org.uk or hard copies can be obtained from the TMO Office (contact telephone: 020 7923 3774 or email: info@suffolktmo.co.uk).



While the TMO manages the external/communal areas of the estate including caretaking, rubbish collection, grounds maintenance, parking, garages, pram sheds and anti-social behaviour services, other services are provided directly by Hackney Council's and outlined in the 'Leasehold and Right to Buy' section. The local authority retains responsibility for services including service charges, major works and repairs specific to the property as per the lease conditions.

Ending Your Tenancy

If you want to end your tenancy, you must give the TMO at least four weeks' notice in writing. The tenancy will end on the first Sunday after the end of the four-week notice period. If you do not give us proper notice, your tenancy will not end and you will continue to be responsible for paying the rent, service charges and any other payments due to us. If you are a joint tenant, the tenancy will end if one tenant gives us at least four weeks' written notice.

Please check Your Tenancy Conditions (P 7, 3.11 in the Rights and Responsibilities Booklet) for full details on ending your tenancy.

Empty Homes

Empty homes will be brought up to a re-lettable standard and re-let within the target times set annually (Further details about lettable standards can be obtained from the TMO office).

How to Pay Your Rent

It is important to keep your payments up-to-date: the rent collected allows the landlord to carry out improvements to your home and the estate.

Your New Home

The rent is due every Monday for the week ahead. If you wish to pay fortnightly, four-weekly or every calendar month you must make the payment in advance and not in arrears.

You will be provided with a rent payment card which contains a unique identification number linked to your account. If your payment card is lost or stolen, please contact Suffolk TMO on 020 7923 3774 and we will order you a replacement card.

Ways to Pay Your Rent:

There are several ways you can pay your rent and service charges. You can easily use one of the following services to pay your account.

- ◆ **Set up a DIRECT DEBIT**

Paying your account by Direct Debit offers a hassle-free solution to those who worry about paying their bills on time. You will need to have a bank account or building society current account before you can set this facility.

- ◆ **Visit www.allpayments.net**

Available 24/7. You are required to register online before making your first payment. When you make your payment, have your payment card handy with your debit or credit card.

- ◆ **Use the ALLPAY PAYMENT APP**

Direct or credit payments can be made at your convenience 24/7 through allpay Payment APP, available to download for free for apple, Android and Windows smartphones: visit www.allpay.net/app for more information.

- ◆ **Send a TEXT MESSAGE**

Use your payment card and debit or credit card to register at www.allpayments.net/textpay. Text "Pay" plus the text code you set up during registration along with the amount you want to pay and your password (the last four digits of your debit or credit card) to 81025. Available 24/7.

- ◆ **DIAL 0844 557 8321**

Available 24/7. Have your payment card and a pen handy with your debit or credit card. Each time you use this automated service you will be given an authorisation code as proof of payment, which you should note for safe keeping.

Alternatively, you can use your payment card to pay at any outlet displaying one of the following signs:



- ◆ **PP**

Pay by cash at any store displaying the Pay Point Logo.

- ◆ **POST OFFICE**

Pay at any Post Office with cash, cheque or debit card.

Housing Benefit

If you are on a low income, you may be entitled to apply for housing benefit. If you think you are entitled to housing benefit you can use the online benefit calculator at <http://www.entitledto.co.uk/benefits-calculator/startcalc.aspx> or <http://www.moneysavingexpert.com/family/benefits-check>

All claims for housing benefit must be submitted online. For convenience you can visit the Hackney Council website, which will be updated with any new developments.

Claims forms & Change in circumstances form:

http://www.hackney.gov.uk/f-hb-current-claim-70.htm#.Vf_W6suFM3E

<http://www.hackney.gov.uk/f-council-tax-housing-benefits-claim-form-2htm>

New Claims:

<http://www.hackney.gov.uk/f-hb-new-claim-69.htm>

Residents do not need to provide details of rent or proof of tenancy Agreement as this can be obtained directly.

Residents can complete their application up to 13 weeks before their tenancy commences. This means that new tenants who are signed up on an Open Date Tenancy can complete the form online and provide proof of application when they come to collect their keys.

You will need to provide proof that a claim has been made when you are collecting your keys, in the form of a receipt or reference number.

If you do not have access to a computer you can visit the Benefit Office at Hackney Service Centre, 1 Hillman Street, London E8 1DY and contact them on the number, 020 8356 3399.

If you do qualify for housing benefit it is your responsibility to advise housing benefit of any changes as soon as possible.

Worried About Debt?

We recommend that you plan ahead and try and anticipate how much money you have coming in and going out over a longer period of time, not just a day, week or month.

Getting a better handle on your finances and finding out whether you are getting all the financial help you are entitled to will make it easier for you to keep up to date with your payments.

Your New Home

If you are struggling with debt, don't despair. There are ways to get out of debt no matter how bad it may seem. Suffolk TMO works in partnership with the Citizen Advice Bureau who can offer you a specialist debt advisor to help you with any financial concerns you may have. This service is free and completely confidential. You can also get free and impartial money advice from:

- ◆ **StepChange Debt Charity**
0800 138 1111 Freephone
(including all mobiles)
www.stepchange.org
- ◆ **National Debt Line**
0808 808 4000
www.nationaldebtline.org
- ◆ **The Money Advice Service**
0300 500 5000
www.moneyadviceservice.org.uk



Bulk Rubbish

The TMO has a bulk waste collection service on the estate. Bulk waste is removed on Tuesdays and Thursdays so we advise you to put out any bulk waste on the previous evening of collection i.e. Monday and Wednesday evenings.

The above service complements the Council's own free collection service for bulk items. The council service will remove up to five items per collection and will make up to four collections per household each year. You can only have one collection of five items per day. Arrange for collection on 020 8356 6688.

The bulk waste service is for items that are too large to go in bin bags with your normal refuse. This includes:

- ◆ unusable furniture
- ◆ large appliances like televisions,
- ◆ fridges and washing machines
- ◆ mattresses.

The council's waste removal service is provided Monday to Friday apart from public holidays. You will be given the next available slot for your collection. Depending on demand this is usually within five working days.

Please place your items outside your property by 7am on the day that you are expecting your collection. If you live in a block please leave it in your communal storage area on the

ground floor. Disabled people or older people may be eligible for help with lifting their bulk items.

Protect Your Home

Tenant Home Contents Insurance is a tenant's insurance policy that provides standard contents cover for your belongings (not used for business purposes) within your home.

For peace of mind and at an affordable cost, you can take out Home Content Insurance to insure your possessions with the London Borough of Hackney. It is a simple and affordable policy and premiums range from £1.27 a week if you are aged under 60 (or £0.85 a week for tenants aged 60 and over).

Some of the **benefits** include:

- ◆ Paying weekly alongside your rent
- ◆ No excess (you don't pay the first part of the claim)
- ◆ No additional security requirements
- ◆ Extended accidental damage cover, personal possessions, wheelchair, mobility scooters, hearing aids and also buildings cover for sheds, garages, and greenhouses are also available for an additional premium

All tenants are encouraged to take out home content insurance, either through London Borough of Hackney's special scheme or by making your own arrangements.

Please contact Suffolk TMO office for an information pack: 020 7923 3774 / info@suffolktmo.co.uk

Pets

You are responsible for your pet's welfare as defined under the Animal Welfare Act 2006. The Tenancy Conditions (4.21) and leaseholder rules and regulations (3.18) set out the terms for owning pets at Hackney Council.

(Please see the Booklet "Pets ownership guidance for tenants. P.5 & 6 provides further details)

If you own a dog please clean up after them – especially in the communal and green areas in the estate.

Parking Permits/Garages/Pram sheds

Parking on the estate is controlled by the TMO and permits to park on the estate can be obtained from the TMO Office. Garages and pram sheds on Suffolk Estate can also be applied for and rented through the TMO Office.

3

Repairs, Maintenance & Safety

The responsibility for eligible repairs is generally split between the TMO, Hackney Council and residents as outlined in the table below:

TMO	HACKNEY COUNCIL	RESIDENTS
<p>MINOR REPAIRS (inside the property including)</p> <ul style="list-style-type: none"> Plumbing Electrics Immersion heaters Glazing repairs Kitchen units / cupboards Doors Boundary fences Re-secure back or front door Replacement of light bulbs in communal areas Garage door locks Repair to worktops, doors and drawers Minor chute or hopper blockages Gutters & external pipes 	<p>MAJOR REPAIRS (mainly exterior & structure of property)</p> <ul style="list-style-type: none"> Boiler & central heating Roof, chimney & stacks External doors & windows Decorations – external & communal parts Pest control Estate lighting, lifts, refuse disposal systems, aerial and communal entrance doors Replacement of kitchen units when beyond repair Paving stones and slabs Drains TV Aerials 	<p>MINOR REPAIRS</p> <ul style="list-style-type: none"> Cooker connections Decorations Forced entry – lock change and keys replacement Light bulb changes Replacing fuses Re-set trip switches Batteries in smoke alarms Dividing fences between neighbours Floor covering Minor repairs to doors drawers, worktops and shelves Small cracks or holes in plaster Blocked sink/WC – initial attempt Sink / bath plugs and chain Tightening loose handles and catches to windows/doors Extra fobs Toilet seats

Reporting a Repair

Repairs which are the responsibility of the TMO should be reported to the TMO office. The TMO office is open between 9am and 5pm from Monday to Friday excluding bank holidays. You will need to give a clear description of what the problem is and provide your contact details so an appointment can be made for a contractor/repairs operative to attend to the request.

Repairs that are the responsibility of Hackney Council can be reported directly to the council

on the repairs telephone line: 020 8356 3691.

Repairs will be carried out within agreed target times depending on the nature of the problem, as follows:

Repairs will be carried out within agreed target times.

- ◆ **Emergencies – 24 hours:** This will include repairs such as severe water leaks, blocked toilets, no drinking water and no electricity supply.
- ◆ **Urgent – 7 days:** These will be repairs which cause significant inconvenience but no potential security risk i.e. loose or broken sockets, broken glazing, blocked sinks/baths or drains
- ◆ **Non-urgent – 28 days:** Non-emergency or urgent repairs are dealt with under this category as they will not pose a danger to residents or the public.

Out-of-Hours Service

During non-office hours you should report repairs to the out-of-hours service line on 020 8356 2300. You should only use this number if there is a genuine emergency. Non-emergency repairs should be reported during office hours.

Missed Appointments

If a repair operative attends at an agreed appointment and you are not in, the job order will be cancelled. If you still want the job to be done you need to start the reporting process again. You will have to keep a pre-arranged appointment made with contractors but if you fail to provide access you will be re-charged for the abortive call out.



Repairs, Maintenance & Safety

ASB

The TMO takes anti-social behaviour (ASB) seriously and takes a tough stance in ASB cases working closely with the neighbourhood police and the local authority to deal with such behaviour. This behaviour includes any actions which cause distress or alarm and affect the quality a person's quality of life.

You can report any ASB to the estate office by visiting in person or by contacting us on: 020 7923 3774 / info@suffolktmo.co.uk. During out of office hours you may contact:

- ◆ The police by dialling 101 or if it is an emergency 999
- ◆ The ASB service on 020 8356 3310

Maintaining and Improving your Neighbourhood and Community

- ◆ Anti-social behaviour cases will be dealt with quickly and formally. Routine ASB reports will be responded to within 3 working days and more serious incidents with 24 hours.
- ◆ Lifts will be regularly checked to ensure they are in working order and are kept clean
- ◆ The communal areas of the blocks will be kept clean and the lights regularly checked
- ◆ Footpaths will be regularly swept and litter removed
- ◆ Chutes will be regularly cleaned and bulk rubbish moved for collection
- ◆ Grassed areas will be regularly maintained
- ◆ The football pitch will be regularly cleaned and maintained and be locked up after 9pm on weekdays and 8pm on weekends.
- ◆ A General Estate Inspection will be carried out monthly and defects rectified

Value for Money

- ◆ Tenants will be advised of the different ways in which they can pay their rent
- ◆ Tenants will be advised on benefits for which they might be eligible
- ◆ The TMO will follow good practice in the delivery of a value for money repairs service and report on service expenditure and jobs completed.

How to make a Complaint

Suffolk TMO is committed to providing high levels of service to its residents and customers.

We do recognise that we may not always get things right and we take all complaints seriously. We aim to resolve issues as quickly and fairly as possible while learning from our mistakes to improve our service for the future.

If you feel that any service you have received falls short of what you expect, please make a complaint, providing as much detail as possible, to the office or to a committee member either verbally or in writing. The TMO aims to resolve complaints at the 'resolution stage' - which first response the complaint. If you are not satisfied with response you receive from the TMO at resolution stage, you can take your complaint further by contacting Hackney Council.



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Communication and Community Involvement

Performance Standards

The TMO Management Committee has set out and agreed performance standards which are summarised below:

Resident involvement and empowerment

- ◆ The TMO will collect demographic information about residents and ensure our services meet the needs of its diverse population
- ◆ Complaints will be dealt with promptly and a written response sent within 10 working days.
- ◆ The TMO will survey residents every two years to identify how satisfied they are with the TMO's service
- ◆ The TMO will produce a quarterly newsletter and maintain an up-to-date website to keep residents informed of its activities, services and future plans
- ◆ The TMO will offer a range of opportunities to engage and involve residents including attending and participating in social events and recreational activities

Communication and Community Involvement Strategy

How we communicate with you

We keep in touch with residents in a number of different ways. These include:

- ◆ Text messaging for urgent news and important updates. If you would like to receive important updates from the TMO, please pass on your mobile number to the estate office.
- ◆ TMO Quarterly Newsletters in a variety of formats: as well as the hard copy posted through resident's doors, we produce an electronic copy which can be emailed upon request. We can also provide the newsletter in a range of languages – please contact the TMO office for further information
- ◆ Letting residents know when committee meetings are happening and ensuring minutes are available to residents upon request.
- ◆ Notice boards: The TMO utilizes estate notice boards and we put up posters next to lifts to convey important news and share information about upcoming

events and activities.

- ◆ TMO Website: TMO committee members and staff have been working throughout the summer to create a new website designed to keep residents informed about enable them to carry out practical tasks such as pay their rent or give feedback. We will launch the website before the end of the year.

Social & Entertainment Committee

The Social & Entertainment Committee creates events and opportunities to bring different people living on the estate together. We aim to deliver at least three social activities and events per year and we encourage residents to get involved: whether it is telling us what sort of event or activity you would like to see happening, or helping us to organise one. You are also very welcome to join our Social & Entertainment Committee group which meets separately to the regular TMO Committee.



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Useful Contacts

Suffolk Estate Office

The Suffolk Estate office is the operational centre of its services and activities:

The Housing Office

Welshpool Street

London E8 4PF

Telephone: 020 7923 3774

Email: info@suffolktmo.co.uk

Services

Hackney Council's Main switchboard
020 8356 5000

Repair Call Centre (Hackney)
020 8356 3691

Out of Hours (Emergencies only)
020 8356 2300

Street Lighting
020 8356 2897

Gas leaks-National Grid
0800 111 999

Thames Water
0800 714 614

Hackney Police
101

Safer Neighbourhood Team
020 7161 9026

Council Tax
020 8356 3154

Housing Benefit
020 8356 3399

Citizen Advice Bureau
03444 111 444

National Debt Line
0808 808 4000

StepChange Charity
0800 138 1111

The Money Advice Service
0300 500 5000

Ways into Work
020 8356 5700

Domestic Violence
0800 056 0905

Social Services
020 8356 3807

Learning Trust
0208 810 7000

Mental Health Team
020 7033 6100

Right To Buy-post sales
020 8356 2299

Noise Nuisance
020 8356 4455

Satellite Ariel - Avonline
0800 694 0319

Bulk Rubbish
020 8356 6688

Environmental Health
020 8356 4911

Meals on Wheels
020 8356 4550

Age Concern UK
020 7249 7149



SUFFOLK ESTATE CO-OPERATIVE LTD

The Housing Office, Welshpool St, London, E8 4PF

Tel: 0207 923 3774

Office Hours:

Monday to Friday: 9.30 am-12.30 pm, 2.00-4.00 pm.

Wednesday: 9.30 am-12.30 pm. **ONLY**

**FOR EMERGENCIES OUT OF HOURS
PLEASE TEL: 0208 356 2300**



