

TMO and Council Responsibilities

Gloucester Grove TMO Responsibilities

	TMO	LBS	Comments
Repairs and Maintenance			
Communal repairs	TMO		up to value £10k
Plumbing	TMO		up to value £10k
Carpentry	TMO		up to value £10k
Electrics	TMO		up to value £10k
Metalworks	TMO		up to value £10k
Internal decs - senior citizens		LBS	
Roofing		LBS	
Paving	TMO		up to value £10k
Walls, fences and gates	TMO		up to value £10k
Drainage -surface	TMO		up to value £10k
Drainage underground		LBS	
Heating repairs in property		LBS	
Boiler replacement		LBS	
Water supply in property	TMO		
Water - mains to stopcock		LBS	
Lifts		LBS	
Estate lighting	TMO		
Door Entry	TMO	LBS	
CCTV	N/A		
TV Aerials		LBS	
Ventilation/extractor fans		LBS	
Pest Control		LBS	
Gas servicing		LBS	
Asbestos identification	TMO		
Asbestos removal		LBS	
Communal water tanks testing		LBS	
Communal water tanks /tank room repairs		LBS	
Lightning conductors		LBS	
Dry risers		LBS	
Emergency lighting, fire alarms		LBS	

Garages R & M		LBS	
Bulky items removal	TMO	LBS	TMO notify council
Decent Homes works		LBS	
Major works inc structural works		LBS	
<u>OUT OF HOURS</u>			
Lift		LBS	
Heating-Ind		LBS	
Repairs other		LBS	
<u>Ground Maintenance</u>			
Grass Cut	TMO		
Litter Pick	TMO		
Flower Beds	TMO		
Trees	TMO		
<u>Cleaning</u>			
Estate Cleaning	TMO		
Window Cleaning	TMO		
	TMO	LBS	Comments
<u>RENT</u>			
Collection into TMO bank account	TMO		
	TMO	LBS	TMO hand-back serious arrears to Council
Arrears control to hand-back		LBS	
Arrears control post hand-back		LBS	
Legal/Possession		LBS	
FTA Collect		LBS	
Notify Rent		LBS	
Tenant Service Ch		LBS	
	TMO	LBS	Comments
<u>Leaseholder Service Charges</u>			
Setting S/C		LBS	
Billing S/C		LBS	
S/C collect		LBS	
S/C arrears		LBS	
Section 20's		LBS	

	TMO	LBS	Comments
Tenancy Management			
Lettings	TMO	LBS	TMO selects from list provided by council
M/Echange	TMO		
Succession	TMO		
Transfers	TMO		
Monitors intro tenancies	TMO		
Disputes	TMO		
A.S.B	TMO	LBS	TMO deals with ASB - Council serves notice
Voids	TMO		
Breaches of tenancy	TMO	LBS	Council serves notice at TMO's request
Un authorised Occs	TMO	LBS	Council takes legal action
RTB		LBS	TMO provides info
RTB enquires before exchange of contracts		LBS	
Giving consents	TMO	LBS	Joint responsibility
Tenancy checks	TMO		

Our Organisation

- Ensuring effective governance of the TMO including increasing membership, committee membership and sustainability, accountability, and an effective split between governing and operational activities;
- Consulting and involving residents through meetings, surveys, working groups, newsletters and events to ensure that the services we provide meet our residents expectations and needs;
- Maintaining financial accounts including annually audited accounts and reporting to our membership, the Financial Services Authority, and the Council in accordance with the Modular Management Agreement;
- Providing an estate based office which will be open for normal office hours;
- Maintaining an efficient, effective, motivated staff team;
- Ensuring forward planning to fill staff vacancies;
- Ensuring effective management of contractors and on-going assessment for value for money;
- Providing quarterly monitoring reports to the Council including all data required;
- Ensuring regular, at least annual, satisfaction surveys are carried out and results analysed, reported back to residents and acted upon;
- Producing an Annual Report to all residents on our performance across all areas;
- Working with other agencies and community groups to identify and address the needs of **our** community.

Our Services

- Responsive repairs and maintenance through the services of directly employed multi trader and handyman person supported by contractors appointed by the TMO up to the value of £10,000 per job;
- Repairs to door entry system
- Providing a caretaking and cleaning service
- Maintaining the grassed areas and shrubs
- Managing and preparing void properties for re letting (up to value of £10,000);
- Identifying the need for major works and lobbying the Council to programme these works;
- Rent collection into the Council's bank account
- Managing rent arrears and referring cases to the Council for legal action when necessary;
- Dealing with tenancy management issues including investigation into complaints of anti-social behaviour, unlawful occupancies, breach of tenancy or lease agreement, residents disputes, and referring the matter to Southwark Council for further action when appropriate;
- Accompanying prospective applicants under the Council's Choice Based Letting scheme on viewings of vacant properties;
- Providing an initial meeting with the TMO Manager and possibly committee members for all new tenants regarding tenancy rights and responsibilities and TMO membership and participation.

The Council will retain responsibility for the structure of the buildings, major works, refuse collection, lifts, tree maintenance, leaseholder's service charge collection and arrears control.

A detailed schedule of TMO and Council responsibilities set out under the headings of our Management Agreement with the Council is attached to this document as Appendix 1.

We will review the service within 6 months to ensure effective management of contractors and on-going assessment for value for money; and to decide whether one officer is enough, or whether we should employ more resources. We plan to explore a partnership arrangement or collaboration with a neighbouring TMO that also uses Multi-skilled Operators.