



Fair Community Housing

Newsletter

Spring
2019

Vote YES for FCCHS!

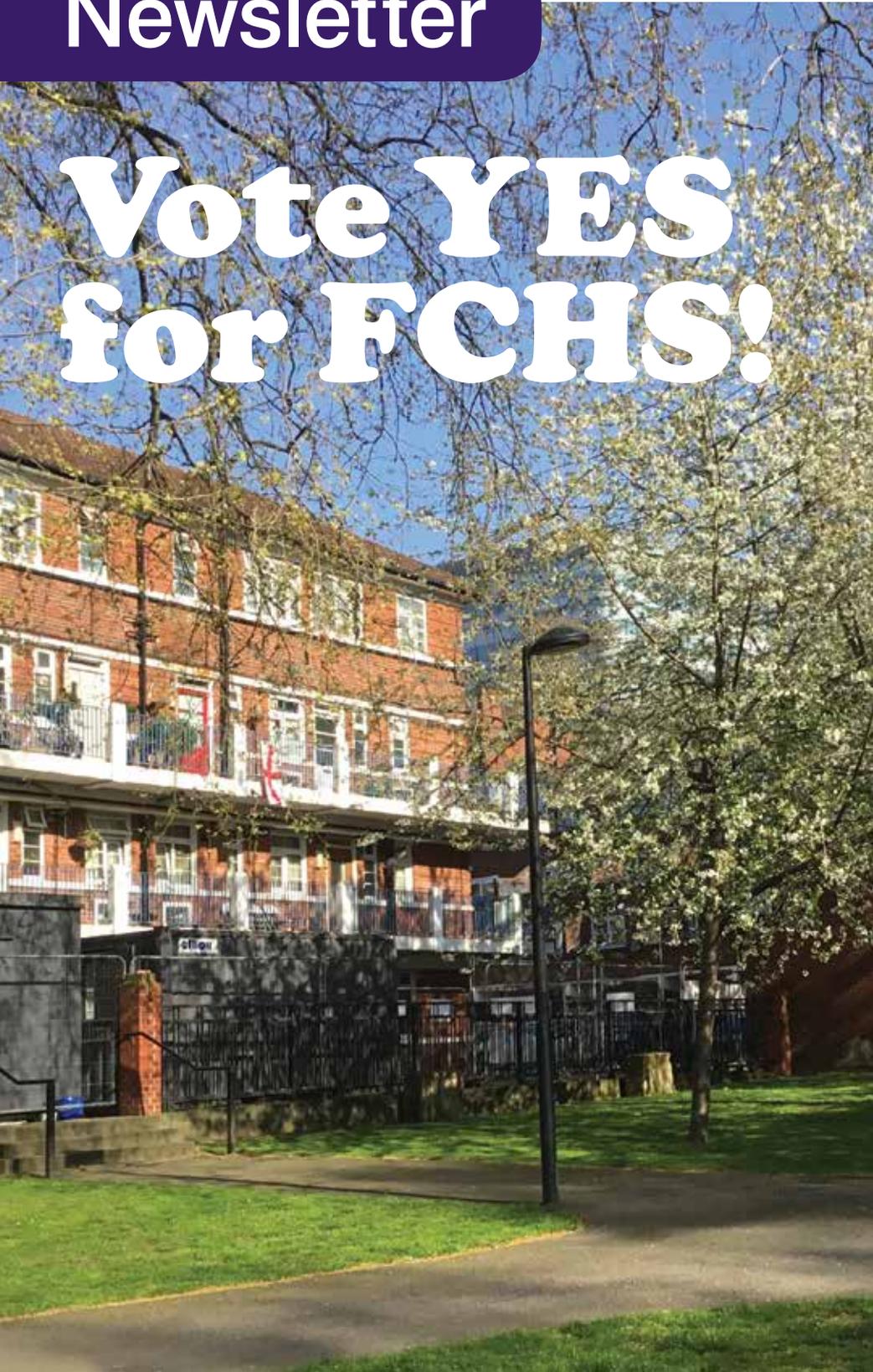
**Continuation
Ballot**

FCCHS is your local TMO (Tenant Managed Organisation) set up and run by local residents to improve services.

It is time for the continuation ballot which this year will run from 17 June to 1 July, 2019. When you get your ballot paper don't forget to vote Yes for:

- ✓ Quality Value for Money Housing Services
- ✓ Improvements to homes and estates
- ✓ A strong, diverse and active community
- ✓ Green, attractive public spaces
- ✓ Services run by residents for residents from a local office with friendly helpful staff

Vote YES for FCCHS!



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Yes!

A few words from Jon and Christine



While both of us have been involved in the running of Fair Community Housing Services for over three years, Christine having joined the Committee in November 2015 and Jon employed as the TMO Manager since February 2016; our connections with FCHS' estates go back far longer. Christine has had a flat at St Johns Estate since the early 80s and Jon was the Housing Officer for a number of the estates in the 90s.

We see the TMO as being a partnership between the residents who live on our estate and run our services, and the staff team that manage and deliver them.

As large organisations both in the public and private sector become more and more remote from their customers, it is a real asset to have a local estate office staffed by people in tune with residents' needs and ready to help.

In this leaflet you can read about the various achievements of the Committee over the last four or five years as well as our plans to build on our success and continue our programme of improvements to the services we provide and the estates we manage.

Voting yes for FCHS will help ensure that you and your fellow residents continue to benefit from housing services which are community based, resident run and people focused.

Christine Nicholls, Chair of Fair Community Housing Services Committee
Jon Harford, TMO Manager Fair Community Housing Services



Vote YES for FCHS!



What we do

- ✓ Estate cleaning
- ✓ Estate lighting
- ✓ Responsive repairs
- ✓ Managing empty homes
- ✓ Tenancy and leasehold management
- ✓ Rent collection
- ✓ Community events
- ✓ Fundraising and grant applications
- ✓ Housing advice and referrals to specialist agencies



Where we are

Our Office is open from 9am to 5pm Monday to Friday, excluding bank holidays and it is based in the heart of our community at:

Horselydown Offices
2 Fair Street
Bermondsey
London SE1 2XA

Real benefits for residents

FCHS has delivered real benefits for local residents.

By voting Yes for FCHS you can help ensure the good work continues.

Below are some examples of what has been achieved by your TMO.

Housing Services

- ✓ An in-house repairs team
- ✓ Value for money handypersons service for all residents
- ✓ Quick letting of empty homes
- ✓ Reduced arrears and rent collection
- ✓ Assisting and signposting residents to appropriate support services
- ✓ Face to face support and advocacy services for vulnerable people



Environment

- ✓ Improved lighting at St Olaves Estate and Lewes House funded by Southwark Council's Cleaner Greener Safer scheme
- ✓ Extension of wildflower meadow on to St Olaves Estate
- ✓ Communal decorations programme underway
- ✓ New equipment and surface for small children's play area at St Johns Estate
- ✓ Blue and Green roofs planned for Lewes House garages together with rain water gardens for Lewes House and blocks 1-3 Devon Mansions
- ✓ Together with residents we have successfully argued for further major works at 1-40 St Johns Estate to include window replacement



“ Working with FCHS we have managed to make a number of environmental improvements to the estates ensuring that the local community benefits from the regeneration of London Bridge. ”

Nadia Broccardo, Chief Executive, Team London Bridge



“ We’ve completed renovation of the listed railings on Fair Street and are looking forward to starting on our other planned improvement to St. John’s Churchyard. We’ll continue to work closely with FCHS to make the park a space for all local residents to enjoy. ”

Sheila Benjamin, Head of Trust Operations,
Potters Fields Park Management Trust



Community and Events

- ✓ Regular social activities such as seaside outings, summer BBQs and the National Get Together
- ✓ Senior Citizens’ Christmas Lunch
- ✓ Gardening workshops
- ✓ Excellent relationships with Police, Southwark Council and fellow voluntary organisations such as Shad Thames Residents’ Association, Potters Field Park Management Trust and Team London Bridge

Finance

- ✓ Generating annual surpluses that are being invested in our estates
- ✓ Together with our partners we have successfully bid for £170k of funding over the last three years for activities, events and greening of our estates

Governance

- ✓ Developing and planning services to address residents’ needs
- ✓ Actively consulting with residents on what matters to them through use of workshop sessions
- ✓ Increased membership of TMO
- ✓ New website
- ✓ Transparent— minutes and financial statements available online

 **Vote YES
for FCHS!**

More than just a Housing Management Service

What sets us apart from the Council

Community run

Residents over the age of 18 have the opportunity to join FCHS and get involved in the decision making process; by voting at our general meetings, nominating their fellow residents for positions on the Management Committee, or even by standing for election to the committee themselves.

Community led

The Management Committee is elected by residents and operates on a voluntary basis. Its role is to oversee the work of the staff team and set the strategic objectives, drawing on the input of their fellow residents and neighbours.

Community based

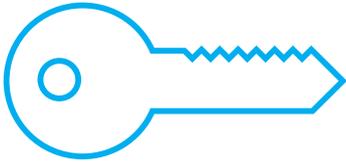
The staff team is managed by Jon Harford, TMO Manager, who reports to the Management Committee. The office is based at the heart of the seven estates, which are: Coxson Way, Devon Mansions Fair Street, Hartland House Lewes House, St Johns Estate and St Olaves Estate.



**Vote YES
for FCHS!**

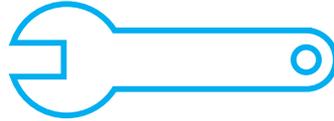


Our performance



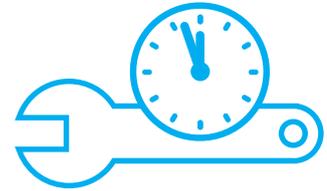
99.74%

of rent collected
(beating our target of 98%)



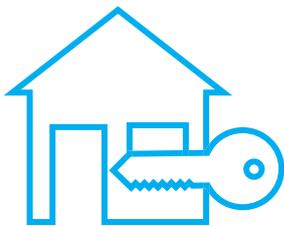
614

repair jobs
carried out



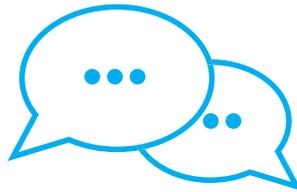
98.4%

repairs completed on time
(beating our target of 90%)



28 days

average turn around time of
empty properties (achieving our
target of 28 days)



87%

of members enquiries
and complaints
responded to on time



100%

of general enquiries
responded to on time



So what happens now?



In the next few weeks you will receive a ballot paper asking whether you would like the TMO to continue providing a housing service, or to hand back responsibility to the Council.

Please vote **YES FOR FCHS** to ensure we build on our success and continue to provide the following high quality services.

Housing

- ✓ Fast and effective repairs service
- ✓ Quality, value for money handypersons scheme
- ✓ Face to face assistance and advice
- ✓ Support in dealing with housing, welfare and debt issues

Environment

- ✓ Clean and green estates
- ✓ Creation of new and improved green spaces
- ✓ More LED lighting, which improves security, value for money and is more eco-friendly

Community

- ✓ Regular opportunities for residents to have input in to the service
- ✓ Regular trips and events
- ✓ Activities for all ages
- ✓ A local office based in the heart of our community

You can return your vote to your local housing office at **Horselydown Offices, 2 Fair Street, Bermondsey. London SE1 2XA**. Alternatively, simply post your vote to the return address provided.

Under our management with Southwark Council, FCHS must hold a continuation ballot, once every five years.

FCHS has commissioned Electoral Reform Services (ERS) to carry out the continuation ballot. Residents will have the option of a postal ballot or to cast their vote at the office, in a sealed ballot box. The ballot process will be independent of any campaign work; ERS will be employed solely to ensure a fair ballot process. The count will take place on 1 July, 2019. Only ERS staff will be involved in the count and voter confidentiality will be maintained at all times.

Get in touch

Please pop into the Housing Office we'd love to see you!

Got an idea for an article for our next newsletter or a suggestion on how we can improve the local area?

• Fair Community Housing Services
• Horselydown Offices
• 2 Fair Street
• London
• SE1 2XA

• Call us on:
• 020 7378 0547
• Visit our website:
• www.fairhousing.org.uk