



Four Towers TMO



Annual Performance Report 2018-19

WELCOME

4 Towers TMO Ltd

ANNUAL PERFORMANCE REPORT

2018 - 2019

Welcome to 4 Towers TMO Ltd Annual Performance report 2018/19. It is indeed a great privilege to be part of this organisation, providing affordable, suitable homes and services to our tenants/leaseholders.

This report provides a summary of how we have performed against the commitments in our Corporate plan and the Tenant Quality Promise and shows how we have used the resources available to us in the best interest of all tenants and leaseholders.

4 Towers TMO is now in its eighth year of operations as a Tenant Management Organisation, serving the residents of Kendal Tower, Metchley House, Derwent House and Coniston House and taking care of the environmental surroundings.

We have a small but extremely dedicated and loyal workforce along with the Board of Management, our contractors and the support of the liaison team from Birmingham City Council (Place Directorate) that have worked hard to enable the delivery and quality of service our tenants/leaseholders deserve.

Much appreciated

**Cynthia Spence
TMO Consultant**

INTRODUCTION

This Annual Performance Report provides a summary of 4 Towers TMO Ltd.'s achievements over the last financial year and demonstrates its commitment to providing high quality service to tenants and leaseholders.

We continue to deliver great value services in terms of repairs, estate services, cleaning and general housing management services. We work very closely with our local West Midlands Police team and the anti-social officer's from Birmingham City Council to ensure that acts of anti-social behaviour are dealt with early and individuals know that their behaviour will not be tolerated.

Over many years the residents of Kendal Tower have experienced problems with soil and vent pipes, we are pleased to report that over several months Birmingham City Council through their contractors have renewed the soil pipes throughout the building.

Following the Grenfell fire on the 14 June 2017, residents became concerned about their properties however the Housing Manager was very quick to invite West Midlands Fire Service to visit and check the 4 Tower blocks and reassure us, Birmingham City Council was also quick off the mark to confirm the type of material used on our blocks. This was followed up by block safety inspections and a review of Caretaking and Cleaning services.

We are committed to ensuring that our residents and customers are kept properly informed about our services and achievements, through our regular Newsletters, tenant consultations and face to face contacts with the office staff and board members.

We will continue to make 4 Towers TMO a place where **'people are proud to live and stay'** and to be an **'OUTSTANDING'** TMO in Birmingham and beyond.

CHAIR'S MESSAGE

Dear Resident,

First and foremost, I should acknowledge the service of our previous Chair, Malcolm Harwood, who oversaw a major transition for this organisation. Malcolm took over at a time when the TMO faced numerous challenges and, together with the late and much respected, Tom Boxe they put into place a new and strongly experienced housing management team and created a more sustainable and effective organisation. Malcolm has retired to another part of the country now and we wish him well and thank him for his dedication to this organisation and the greater community it serves.

I note that in last year's Report we indicated that we had negotiated for the following works to be undertaken:

- Renew communal lighting in Derwent House, Coniston House and Metchley House. **DONE**
- Renew Coniston House door entry system throughout the block. **DONE**
- Fully renew the SVPs in Kendal Tower. **DONE**

We have also adopted an Invest to Save policy in regard to communal lighting in Kendal Tower. Residents will note the renewed reliability of the lighting this is due to us converting old lighting to new LED whenever they need replacing. This costs more initially but the reliability and savings kick in over the medium to longer term.

We are actively liaising with Birmingham City Council about our own plans for permit parking, however, this has been protracted since BCC also now have plans for such parking in the local area and we are ensuring that we work together on this important project.

We have had a static staffing once again with only natural churn prompting the retirement of two Caretakers – Andy Boulton and Ken Finch – we thank both for their service and offer good wishes to both.

Our housing management team continue to provide an unrivalled service to residents and have provided caretaking on all bank holiday periods during the last 12 months – something not provided at any other blocks across the city. We also continue to ensure the community are safe by proactively working with West Midlands Police to go above and beyond what is expected to keep 4 Towers a safe place to work and live.

Finally, I wish to thank my fellow Board Members for their selfless and unpaid commitment to this community and I wish to thank the residents for their ongoing support – it is appreciated.

Minesh Pattni, Chair of 4 Towers TMO.

OVERVIEW

4 Towers TMO is small in terms of number of properties we manage, however, our aims and aspirations for the future are big and forward looking. We are committed to the delivery of high quality services to our tenants/leaseholders and to developing and building new and strong relationships with other groups and like organisations.

Our Tenant Quality Promise sets out our intentions to you and seeks to ensure that the outcomes are as positive as they can be. The basis of our achievements is based on good Governance, strong management, excellent working relationships with Birmingham City Council, our repairs contractors and partners, and our team of skilful and committed staff.

ACHIEVEMENTS

4 Towers TMO delivers on its promise to do all within it's power to ensure that residents feel secure and are being listened to. Following consultation with residents across the estate, we have been listening to feedback, and are now in the process of re-lining our car parks to ultimately allow for exclusive resident parking in the future. Works have already been completed at Kendal Tower and Metchley House, and we are now working to complete the lining at Derwent and Coniston House.

After many months of making representations and lobbying by the Housing Manager on behalf of Kendal Towers' residents, Birmingham City Council has finally started the much needed work on various issues such as:

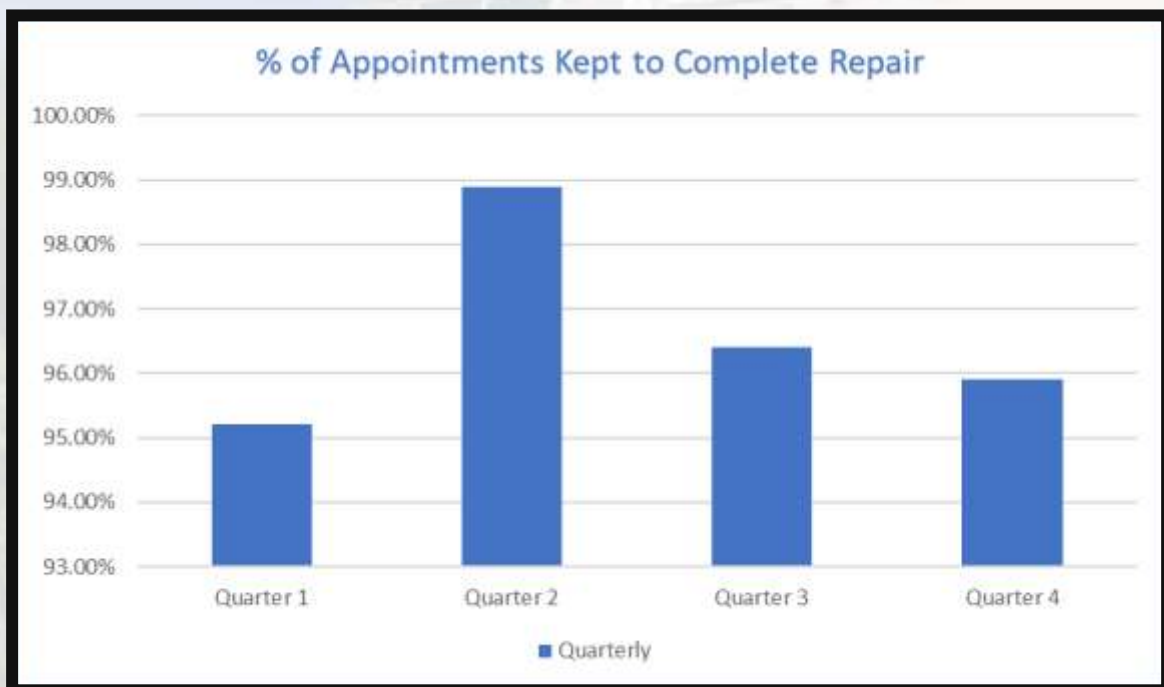
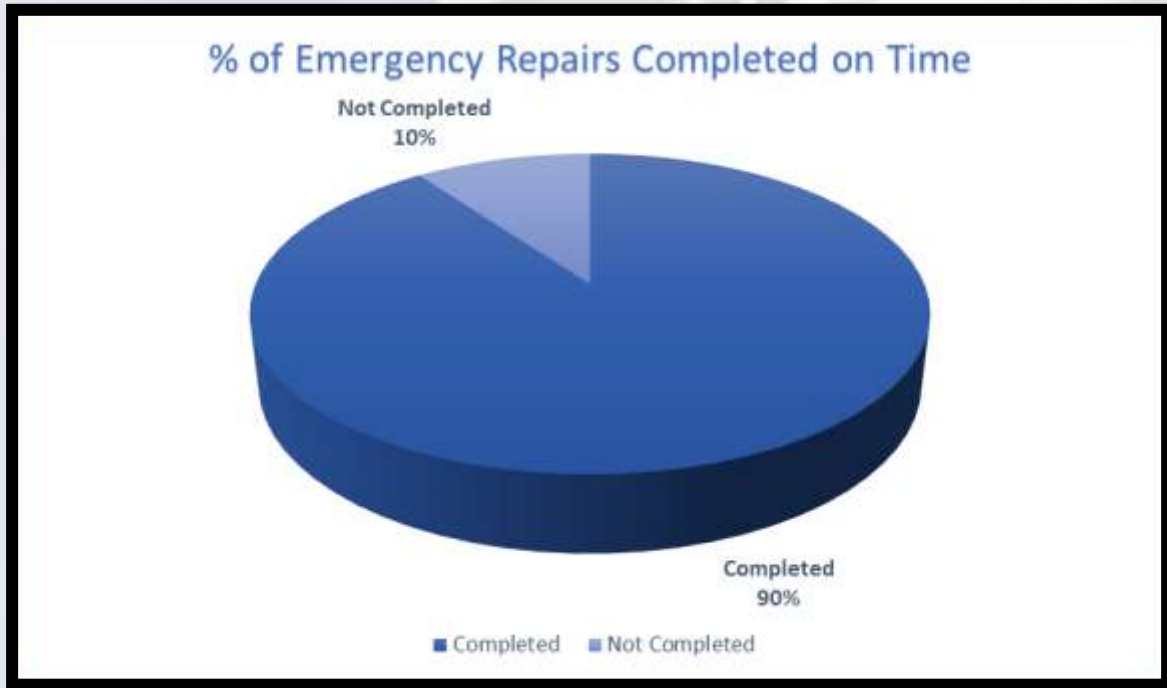
- **Implementation of a new Sprinkler System in all blocks by 2022.**
- **Lighting and electrical works at Metchley, Derwent and Coniston House (Completed 2018).**
- **Soil and Vent Pipe Works at Kendal Tower (Completed 2018).**

Getting involved – we have been able to attract new members to the board of management. A new chair, Minesh Pattni, was also elected in 2018.

PERFORMANCE 2018/19

Repairs and Maintenance

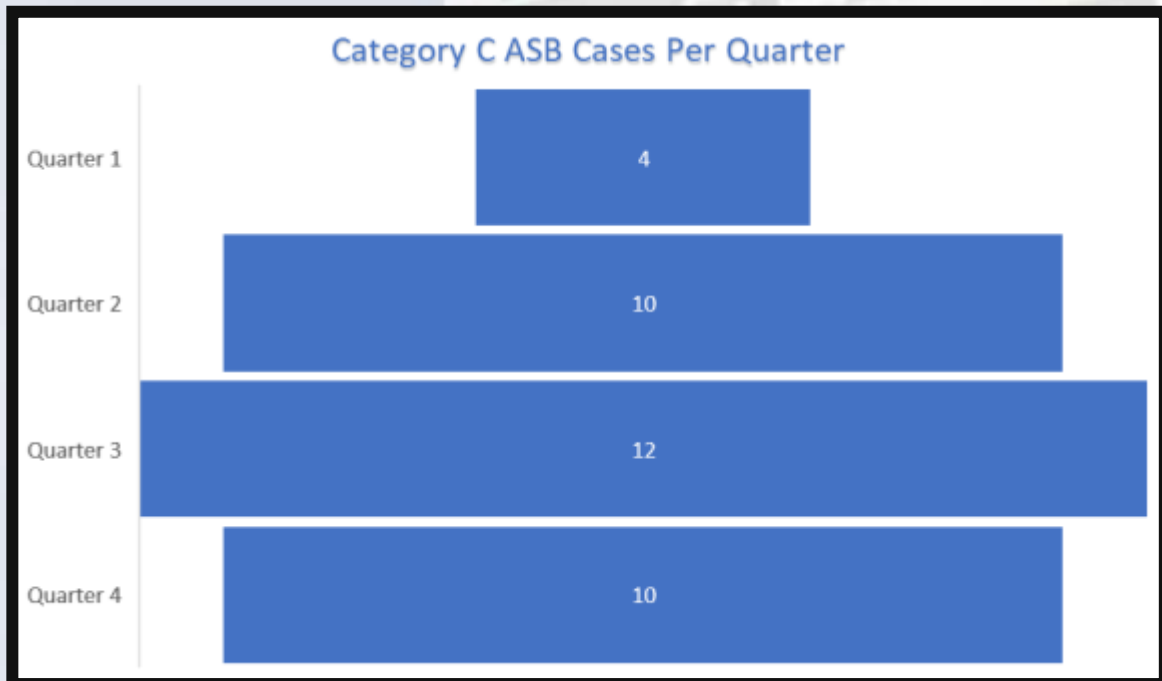
Wrekin Housing Trust provide all day-to-day responsive repairs and also our out-of-hours service and emergency repairs.



AVERAGE: 96.6%

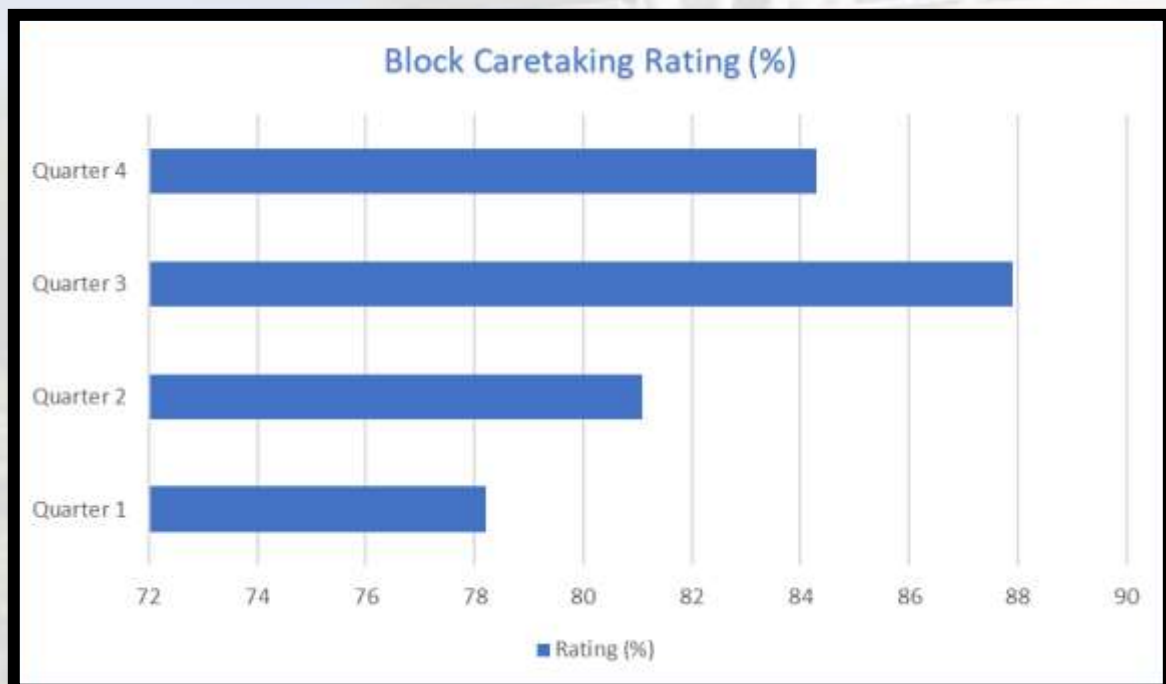
PERFORMANCE 2018/19

Anti Social Behaviour



100% of Category C ASB cases were responded to well within the timescales set by BCC.

Estate Services & Caretaking





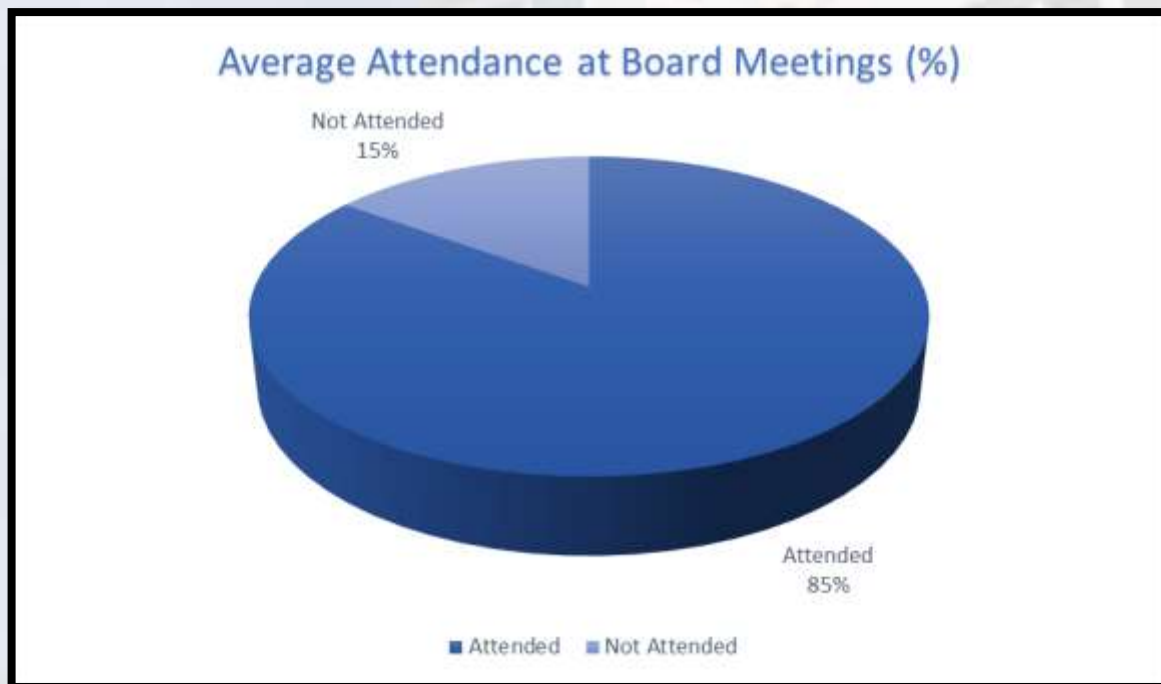


PERFORMANCE 2018/19

Complaints

We take complaints very seriously. We use our complaints data to improve our services. We have received just one complaint related to the TMO in the last financial year.

Quorate Board Meetings



Empty Property Management

There have been a total of 23 void properties this year, with an average turnaround period of 67.5 days. This time period is mainly the result of extensive repairs which needed to be conducted in several properties before they were considered fit to re-let. Additionally, deceased tenants have frequently led to a protracted re-letting process as a result of probate issues. Large amounts of waste left within properties has considerably slowed at least 2 lettings, one of which requiring 6 skips during the clearance stage... On 2 different occasions, the TMO was also required to seek legal advice surrounding the tenancies of residents now residing in care homes. As a result of new knowledge, we anticipate the void process to speed up in the new financial year. We look forward to welcoming new tenants and, as always, are sad to see our tenants leave on any occasion.

4 Towers TMO and the Local Area

4 Towers TMO, is an estate made up of 212 flats located over 4 High Rise buildings in Harborne, located in the South West of Birmingham. The area falls into the wider Birmingham Edgbaston voting district and has a population of roughly 25,000. Our local MP is Preet Kaur Gill, MP for Edgbaston.

The Victorian suburb has a busy high street located near the TMO with numerous bus routes leading in and out of the city. Within a 15 minutes' walk of the TMO there is the University train station providing links into the City Centre as well as other suburbs across the city. The Sunday Times voted Harborne as the best place to live in Birmingham in both 2018 and 2019.

Things to Do

The Botanical Gardens in Edgbaston offer a great family day out. The University of Birmingham host community events throughout the year, most of which can be found on their website. Winterbourne House is a favourite with the kids, holding seasonal festivals and events for all in beautiful surroundings.

Local Services

Pool & Fitness Centre – Lordswood Road

Cricket Club – Old Church Road

Golf Club – Tennyal Road

Library – High Street

Shops

4 Towers TMO is a 5 minute walk from the main high street which has a range of food shops, charity shops, restaurants, bars and pubs, a number of which are independent retailers, as well as the essential range of chemists, banks and a post office. These local amenities are constantly improving, offering convenience and adding to the prestige of the local area.

Health

Harborne Medical Practice, which has recently undergone an expansion, and Lordswood Medical Group are the two doctor's surgeries that cover the Harborne area both within walking distance of the TMO. Additionally, Harborne Dental Practice, Elmhurst Dental Practice and Cottams Dental, Implant and Orthodontic Practice are the dental surgeries that cover the Harborne area. 4 Towers is also closely situated to the Queen Elizabeth hospital which can be reached by car or by walking

Education

There are four main primary schools within the area, one of which is an independent fee paying school. There are also four main secondary schools in the area, two of which are gender specific schools. We are also close to the University of Birmingham, a Russell group institution.

THE FINANCIAL PROCESS

The four high rise buildings that incorporate 4 Towers TMO Ltd are owned by Birmingham City Council. The TMO has the responsibility through a Management Modular Agreement (MMA) to provide the following services:

- Repairs
- Caretaking and associated functions
- Tenancy management (including anti-social behaviour)

The TMO receive a quarterly allowance from Birmingham City Council to cover the cost of over-heads, contractors, staff wages and utility, to be spent in the interest of residents.

Our outgoings are scrupulously examined on a regular basis to ensure the efficiency of all transactions and that Value for Money (VFM) principle is adhered to at all times. Full accounts are published every year and made available to members at the Annual General Meeting (AGM).



GOING FORWARD

Our Aims:

- To seek to attract new people who are passionate about the progress of 4 Towers TMO to strengthen the Board of Management
- To continue to build on our successes in service delivery
- To ensure that we are always seeking to deliver the best possible service to our tenants/leaseholders, while making sure that we can demonstrate Value for Money (VFM)
- To make contact with all our tenants at least once per year by continuing to roll out the Annual Tenancy visits programme
- We will seek to achieve efficiencies in the purchasing of goods and services, demonstrating our pledge to seek Value for Money (VFM) where possible
- To hold regular business and performance meetings with our repairs contractor and other service providers who carry our work on our behalf
- To attend all local and group TMO liaison meetings with Birmingham City Council
- To continue to work closely with Birmingham City Council and West Midlands Police (Rose Road – Policing team) to tackle pockets of anti-social behaviour in our neighbourhood.



Partnership Working

Partner Organisations

4 Tower TMO works in partnership with a number of organisations to provide the best service possible to our residents. Below is a list of some of the organisation which we work closely with...



The TMO works closely with West Midlands Police, specifically the local Harborne Police force. We conduct regular out-of-hours patrols with local officers in order to ensure the estate is safe for all of our residents. West Midlands Police are a regular and reassuring presence around the estate.

Wrekin Housing Trust provides the day-to-day repairs service for 4 Towers TMO. Since renewing the repairs contract in the last financial year, Wrekin Housing Trust continue to provide our residents with a punctual and high quality service. We receive monthly performance reports and are happy with the service provided.

The Wrekin Housing Trust



4 Towers TMO works in partnership with Birmingham City Council. As a partner organisation, we work closely with Birmingham City Council in a number of areas.

Working with the University of Birmingham



For several years, 4 Towers TMO has utilised its close proximity to the University of Birmingham in providing employment opportunities for students, particularly those with an interest in the public sector. This opportunity is mutually beneficial, providing students with valuable experience and opportunities to help the students develop their skills, whilst providing 4 Towers TMO with highly capable part time staff to help with the everyday management of the estate. Over the last 12 months we have employed two student staff members. This partnership continues to be of paramount importance to the 4 Towers TMO and demonstrates the ability of the organisation to fully utilise the skills and talent source from the local community.



Governance Structure

Board Members who have served in the last 12 months

- Minesh Pattni (Chairperson)
- Elizabeth Moroney (Company Secretary)
- Elizabeth Gillings (Treasurer)
- Kavan Hawker
- Georgina Hanna
- Janice Frost
- Brian Winks
- Kaash Choudhry (Co-opted)
- Cheryl Sewell
- Pamela Smith (Resigned)
- Sherrie Keeling (Resigned)
- Patrick Wilcox (Resigned)
- Malcolm Harwood (Resigned - Moved away)
- Steven Holt (Resigned - Moved away)
- Tom Box (Deceased)

