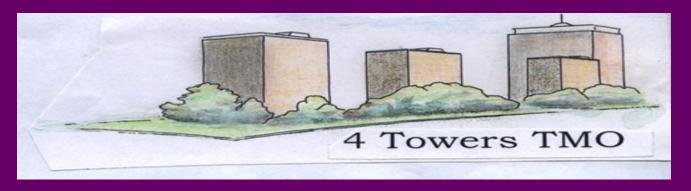
# 4 Towers TMO Annual Report 2011 & 2012







### **Chairs Message**

Welcome to our 1st year of operation and what a busy year it has been. It started with the ballot in February 2011 to transfer the services to the TMO. The successful yes vote enabled us to go ahead and recruit the staff and take over the day to day management of the repairs, caretaking, cleaning and housing management services from Birmingham City Council (BCC).

May 2011 saw us appoint our manager Carole Donnelly: delays with funding meant she didn't start until July. Since then we have negotiated the Management Agreement with BCC. Recruited a repairs contractor via an open Tender process; appointed a Handyperson service and a Housing Officer as well as transferring the caretakers over from BCC.

November saw us 'go live' and opened our office in Kendal Tower. The first few weeks were a little hectic and we have learnt a lot along the way. It has become increasingly clear to everyone living on the estate that our staff, under Carole are now providing them with an excellent and improving service. You can go to the office or call and (1) they get listened to and (2) something gets done for them, quickly, sometimes very quickly.

Providing a really good service for the tenants and leaseholders is the primary reason for our TMO's existence and more and more of this is being achieved.

My thanks go to all concerned including, my fellow Board members, the staff and our partners.

Alan Slingsby

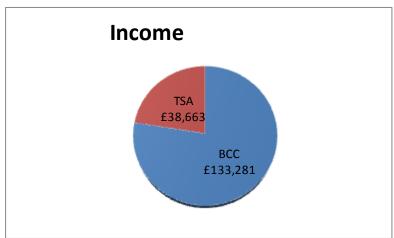
# Financial Report

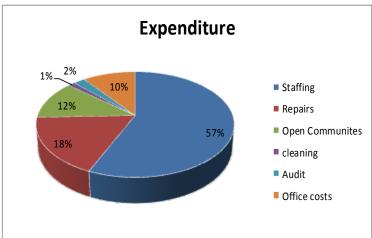
**Total Allowances: £171,944** 

**Total Expenditure: £112,300** 

Alan on a recent birthday trip tank driving, hopefully the tank won't be needed on the 4 Towers estate?

Surplus: £59,644 projected to be reinvested into 4 Towers TMO to benefit the tenants & leaseholders on the estate.





# **Achievements and Highlights**

- Successful ballot of tenants & leaseholders to set up the 4 Towers TMO
- Completing the Modular Management Agreement with Birmingham City Council prior to going live in November 2011.
- New Board Members recruited to help oversee the services provided
- Recruiting a manager, handyperson & housing officer plus the successful transfer of the caretakers from BCC.
- Successfully tendering a repairs contract and appointing Burrows Home
   Comfort Ltd to carry out the day to day and out of hours repairs service.
- Going live in November 2011, with day to day repairs, caretaking & housing management services
- Managing the empty properties (void) process and successfully letting 8 properties since Nov 2011
- Undertaking 4 Residents meetings with Guest Speakers
- Attending the National Federation Of Tenant Management Organisation (NFTMO) Regional Conference

## **Performance Information: 1st Nov— 31st March**

| Performance Indicator              | BCC Target | Achieved |          |
|------------------------------------|------------|----------|----------|
| Average re-let times               | 38 days    | 23 days  | <b>©</b> |
| Let first time                     | 70%        | 100%     | <b>©</b> |
| Average time to complete repair    | 10 days    | 5 days   | <b>©</b> |
| Right to repair completed on time  | 98%        | 100%     | <b>©</b> |
| Cleaning satisfactory or better    | 65%        | 100%     | <b>©</b> |
| Complaints resolved in 10 days     | 90%        | 100%     | <b>©</b> |
| TMO members as % of all properties | 55%        | 35%      | 8        |
| % of Board members attending Board | 80%        | 83%      | <b>©</b> |
| Quorate Board meetings             | 100%       | 100%     | <b>©</b> |



# **Objectives for 2012—13**

- To provide a quality repairs and management service for all tenants & leaseholders.
- To look at ways to improve the services we currently do and look at new areas to manage
- To manage our money effectively & invest in services that make a real difference
- To recruit and retain new Board Members
- To provide training for all tenants and leaseholders who want to help us manage the TMO
- To work in partnership with Birmingham City
   Council to ensure 4 Towers TMO have a voice
   within the Edgbaston Constituency & the City

**Working in partnership with:** 











4 Towers TMO Ltd

Flat 3, Kendal Tower, Malins Road, Harborne, Birmingham B17 0JY 0121 426 4862 email 4towersoffice@gmail.com