



If you cannot understand the contents of this letter and do not have access to anyone who can translate it for you, please tick the box next to the language appropriate for yourself and we will try to interpret it for you as soon as possible.

Hindi
 इस पत्र में लिखी गई बात यदि आपको समझ में न आए और अगर आप किसी ऐसे व्यक्ति को नहीं जानते/जानती जो आपके लिये इसका अनुवाद कर सके तो कृपया अपनी भाषा के खाने में टिक का निशान लगाए। हम जल्द से जल्द आपकी भाषा में इसका अनुवाद कराने का प्रबंध करेंगे।

Urdu
 اس خط میں لکھی گئی بات اگر آپ کو سمجھ میں نہ آئے اور اگر آپ کسی ایسے شخص کو نہیں جانتے / جانتیں جو آپ کے لیے اس کا ترجمہ کر سکے تو براہ مہربانی زبان کے خانے میں ٹک کا نشان لگائیں۔ ہم جلد از جلد اس کا ترجمہ آپ کی زبان میں کرانے کا بندوبست کریں گے۔

Arabic
 إذا لا تتمكن من فهم محتويات هذه الرسالة ولديك إمكانية الاتصال بمن يستطيع ترجمتها لك، نرجو أن تقوم بوضع إشارة بالقرب من اللغة المناسبة لك حيث سنحاول القيام بترجمتها لك بأسرع وقت ممكن.

Bengali
 আপনি যদি এই পত্রের বিষয়বস্তু না বুকে থাকেন এবং এর অনুবাদ করতে পারে এমন কারো সাহায্য না পেয়ে থাকেন, তাহলে আপনার জন্য প্রয়োজন্য ভাষার পাশের বক্সে টিক দিন। আমরা যত তাড়াতাড়ি সম্ভব এটা আপনার জন্য অনুবাদ করে পাঠাবো।

Gujarati
 "જો તમે આ પત્રની વિષય- વસ્તુ સમજી ન શકો અને તમારા માટે તેનો કોઈ તરજૂમો કરી શકે તેવી સુગમતા ન હોય તો, કૃપા કરી તમારી યોગ્ય ભાષાની ઓકસની બાજુમાં નિશાની કરો અને અમે શક્ય હશે તેટલી જલદીથી તેનો તરજૂમો કરવાનો પ્રયત્ન કરીશું."

Punjabi
 ਜੇ ਇਸ ਖ਼ਤ ਵਿਚ ਲਿਖੀਆਂ ਗੱਲਾਂ ਸਮਝਣ ਵਿਚ ਤੁਹਾਨੂੰ ਮੁਸ਼ਕਿਲ ਆ ਰਹੀ ਹੈ ਅਤੇ ਤੁਹਾਡੇ ਆਸ ਪਾਸ ਕੋਈ ਅਜਿਹਾ ਵਿਅਕਤੀ ਨਹੀਂ ਜੋ ਇਹਦਾ ਤਰਜਮਾ ਤੁਹਾਡੇ ਲਈ ਕਰ ਸਕੇ, ਤਾਂ ਤੁਸੀਂ ਜਿਸ ਭਾਸ਼ਾ ਵਿਚ ਇਹਦਾ ਤਰਜਮਾ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਉਹਦੇ ਸਾਹਮਣੇ ਵਾਲੇ ਖ਼ਾਨੇ ਵਿਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਾ ਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਅਸੀਂ ਜਿੰਨੀ ਵੀ ਛੇਤੀ ਹੋ ਸਕੇ, ਇਹਦਾ ਤਰਜਮਾ ਤੁਹਾਡੇ ਲਈ ਕਰਵਾ ਦਿਆਂਗੇ।

Somali
 Hadii aadan fahmaynin waxa warqada ku qoran, aadna haysanin cid kuu turjunta. Fadlan buuxi ama qalinka ku qor meesha dhahayso ma u baahan tahay in lagu turjumo. Sidaa darteed anaga ayaa kuu raadinayna cid kuu turjunta sida ugu dhaqsaha badan.

Polish
 Je eli wy nie mo ecie rozumie zawarto tego listu i nie ma dost p wszelki kto mo e tłumaczy to dla was, sprawia przyjemno tykaj skrzynek nast pny do j zyk stosowny dla siebie i my b dzie próbowa interpretowa to dla was jak najszybciej.

Please tick relevant box and return to; OPEN COMMUNITIES, FREEPOST, Elite House, 70 Warwick Street, Birmingham B12 ONL

Board Members still wanted!

Join Us! We are currently still looking for a few more Board Members to help us at this important stage of our Business Planning process. We need a few tenants/leaseholders who could give up a couple of hours a month (unpaid) to help us shape the future of the housing service across Bedminster & Redcliffe. If you're interested, please contact us during normal office hours on 373 6271. Alternatively, we meet monthly on the second Thursday of each month at 10.00am in the meeting room in Bedminster Library on East Street – why not pop along?!

Membership Drive:

Vanessa Lewis (our Project Worker) will be door-knocking all Bedminster & Redcliffe blocks over the coming months to talk to you. She will also be offering you FREE membership of YOUR TMO if you're in support of what we're doing – so please look out for her! Membership will mean that you will be kept updated by post, and will give you voting rights at our Annual General Meeting (AGM). If you would like further information about this specifically, or about anything in this newsletter, or to speak to a Board Member or Vanessa, please contact us at our office during normal office hours (see below). You can also visit our website at www.bedminstertmo.co.uk BEDMINSTER TMO, SUITE 106, CITYPOINT, TEMPLE GATE, BRISTOL BS1 6PL. Tel: 373 6271 E-mail: bedminstertmo@yahoo.co.uk

Introducing Vanessa Lewis

Vanessa Lewis is our Project Worker. She's a local woman with many years experience of community engagement. She will be door-knocking over the coming months to talk to you about any questions you have about YOUR TMO.

She will also be offering FREE membership if you're in support of what we're doing – so please look out for her!



If you would like a copy of this newsletter in large print or another language, please contact us. If you would like to know more about any of the information presented in this newsletter, please contact us. You can contact us on 373 6271 or by email at bedminstertmo@yahoo.co.uk



In this issue:

- An update from Bedminster TMO
- Message from your Chair
- Our service plans
- A reminder about what a TMO is
- Board Members still wanted!
- TMO footprint
- General Meeting
- Membership Drive
- Further information

AN UPDATE FROM BEDMINSTER TMO: OUR DRAFT BUSINESS PLAN IS WITH THE COUNCIL FOR COMMENT!

As you will hopefully remember from previous newsletters, in order to look into the idea of setting up a Tenant Management Organisation (TMO) for Bedminster & Redcliffe, YOUR Board of tenants has had to undergo a lot of training, policy development, independent assessment, and business planning. Our draft Business Plan is now being reviewed by the Council – which sets out our aims, risks, service proposals and financial projections. Our Business Plan is a detailed document that has taken us months to put together. It will be carefully scrutinised by the Council and by central Government before YOUR Board is declared “competent to manage housing”. The long and short of our Business Plan, is that we will do things slightly differently – see further on. More importantly however, we will spend every penny we have on the housing service provided to tenants. The amount we have is based on what the Council spent last year. The Council has to transfer this money to YOUR TMO to spend how it sees fit.

This then happens year on year. There will be NO CUTS under a TMO! We will spend every penny on improving the repairs & maintenance service, caretaking, grounds maintenance etc. to Bedminster & Redcliffe tenants. Its as simple as that! YOUR TMO staff team will provide the housing service to Bedminster & Redcliffe tenants only, from a local office. We will not be responsible for rent collection and arrears management, and YOUR TMO Board will never know personal information about tenants.

Finally, we'd like to remind you that YOUR TMO Board won a training award last month. We were awarded 'Winner' in the Learning & Development group category.



Our Service Plans

Repairs & Maintenance:

We are going to make 2 key changes. Firstly we are going to operate a 'handyman scheme' – who will be based locally and on-hand full time (including Saturdays) to carry out minor repairs. This will be a fast and responsive service which will prevent many repairs becoming more major. Secondly the Repairs Contractor will be directly employed by, and accountable to, YOUR TMO Board. The Council will no longer appoint and manage the Repairs Contractor.

Grounds maintenance:

We are going to fundamentally review the grounds maintenance contracts in place at the moment. We know we can reduce costs AND increase quality – we've already got some good advice from other TMO's across the country about how to do this.

Caretaking:

We want to make YOUR Caretakers proud to be Caretakers. We want to offer training & development opportunities to allow them to get back involved in minor repairs – like they used to be. They will be directly responsible to YOUR TMO only & we expect them to get back the sense of community we used to have.



Staffing:

Under a TMO, ALL of the staff responsible for providing the housing service will be managed by our own TMO Manager – who in turn will report directly to YOUR TMO Board. The Council will no play a part in this – simple!

Message from your TMO Chair Gilbert Webster:



Thank you for taking the time to read this newsletter. By way of a reminder, YOUR TMO Board continues to work many hours every week (completely unpaid) in an attempt to set up a TMO that will provide a better housing service to Bedminster & Redcliffe tenants.

We're now at the business end – so if you have a couple of hours a month to spare, and have any business or administration knowledge, YOUR TMO Board would be very interested in hearing from you. How about e-mailing me at bedminstertmo@yahoo.co.uk

Thanks again, Gilbert.

General Meeting

We are holding a General Meeting at
1.00pm on

**Thursday December 9th 2010
in Littlecross House Community Room.**

Please come along & ask any questions you may have. Please don't think this is just another 'talking shop' & please don't believe any nonsense you hear about this being privatisation. Come along & ask YOUR questions YOURSELF.

Drinks & snacks will be provided – and there will be a FREE raffle with a £10 Asda shopping voucher to be won by someone there&then!



YOUR TMO Footprint:

IF YOUR TMO Board is declared "competent to manage housing" by central Government, and IF the majority of tenants vote YES (more information on this in our next newsletter), YOUR TMO will be responsible for the housing service to the following 1703 properties:

Redcliffe:

**13 Blocks in total.
5 high-rise & 8 low-rise.**

Patterson LOW RISE
Proctor LOW RISE
Spencer LOW RISE
Yeamans HIGH RISE
Francombe HIGH RISE
Waring HIGH RISE
Underdown HIGH RISE
Broughton HIGH RISE
Canynge LOW RISE
Aston LOW RISE
Plimsoll LOW RISE
Chatterton LOW RISE
Freeling LOW RISE

Bedminster:

**19 Blocks in total.
13 high-rise & 6 low-rise.**

Mawdeley HIGH RISE
Berchel HIGH RISE
Berrycroft LOW RISE
Northfield HIGH RISE
Gaywood HIGH RISE
Polden HIGH RISE
Holroyd HIGH RISE
Littlecross HIGH RISE
Chalcroft HIGH RISE
Brandon HIGH RISE
St Peters HIGH RISE
Southbow HIGH RISE
Winderstoke HIGH RISE
Whitemead HIGH RISE
Hillsborough LOW RISE
Carrick LOW RISE
Clifton Vale LOW RISE
Hollidge Gardens LOW RISE
Gladstone Street LOW RISE

**This is NOT a Council newsletter.
This is a newsletter produced FOR
Bedminster tenants & leaseholders
BY Bedminster tenants &
leaseholders.**

What is a TMO?

A reminder about what a Tenant Management Organisation (TMO) is:

A TMO is a non profit making company which is set up and managed BY tenants & leaseholders FOR tenants & leaseholders. A TMO takes responsibility for some of the housing management functions currently provided by the Council - e.g. employment of repair Contractors, grounds maintenance, caretaking & cleaning, repairing empty properties etc. Tenants & leaseholders do not actually do the work, they form a Board that oversees paid housing professionals to do the work. The money comes from the Council who must BY LAW give an annual Management Allowance to the TMO directly proportional to the number of properties managed by the TMO. The Council remains the landlord, there's no privatisation, stock transfer or ALMO, and the TMO is a not-for-profit company.