SGIC

Southwark Group of Tenants Organisations



TRA Essential

Tookit Manual

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1. Forming a TRA - how to go about it

What are Tenants & Residents Associations (TRA)?

A TRA is made up of residents living on an estate, block or street(s) who have formed a TRA to improve the area in which they live. TRAs give residents a voice in how their area is managed by working with the London Borough of Southwark (LBS) housing services.

Tenants often find that when talking to the council, or their landlord, that many voices are better than one. By getting together with other tenants to form a group, people have a stronger standpoint from which to bargain with the council.

A Tenants and Residents Association is a democratic organisation run by tenants and residents who live on the estate.

An association has:

- A Constitution
- The Associations Aims and Objectives
- A defined membership, open to all tenants and residents living on a certain estate or specific area.

The Association usually:

- Elects a committee to carry out its aims and pursue the concerns of the membership it represents.
- Decides on what matters the committee should address.
- Agrees on what is to be done.
- Receives reports about, and comments on, the work of the committee.
- Encourages the harmonious functioning of a multicultural and multi- racial society.

BEING A MEMBER OF A COMMITTEE

ATenants' and Residents' Association would normally elect a committee at its Annual General Meeting. The Committee would comprise of officers, usually Chair, Vice Chair, Secretary and Treasurer, and several Committee members-For an Association to be successful and representative they should meet regularly to progress the aims and objectives of the association, and to report back to the membership.

The success of a Tenants and Residents Association is dependent on the participation of all those elected to serve on a Committee. Similarly, the success of a meeting is dependent on the participation of all those present. It is important that Committee members make every effort to attend meetings and give their apologies if they are unable to attend.

MEMBERS OF A COMMITTEE SHOULD

CONTRIBUTE

- Join in the discussions
- Put forward constructive ideas
- Prepare for the meeting by reading necessary papers
- Support statements with relevant ideas, facts and opinions.

CONCENTRATE

- Maintain interest
- Listen to others.

CONTROL

- Control your temper
- Avoid personality clashes.

CO-OPERATE

- Support the Chair
- Points of compromise
- Accept majority decisions
- Involve quieter or less confident members.

RESPONSIBILITIES OF THE COMMITTEE

The role of non-office holding committee members on a Tenants' and Residents' Association is vital to how well the Tenants and Residents Association functions. Members of the Committee must not sit back and let the Chair, Vice Chair, Secretary, etc. get on with it.

Members of the Committee should contribute to meetings, offer support and constructive advice to officers, welcome new members onto the committee. The more energy and effort put in by the Committee as a whole, the more effective the Tenants and Residents Association will be.

'The more energy, the more effective a TRA will be'

THE CONSTITUTION

The Constitution is a legal document that sets out the rules for governing an organisation.

A constitution is necessary for the following reasons:

- To ensure accountability.
- To clarify liability and lines of responsibility.
- To gain credibility with funding bodies and bank managers.
- To provide mechanisms for making decisions and resolving disputes.
- To ensure that the aims of Tenants and Residents Association are clear and agreed by its members.

All members must uphold the Constitution and there must be a copy available at every meeting.

SOUTHWARK TENANTS AND RESIDENTS ASSOCIATION SAMPLE CONSTITUTION

| NAME | 1. | The Association shall be known as: |
|--------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | |
| D IEOTIVEO | | (hereafter referred to as 'the Association'). |
| BJECTIVES | 2. | The Association has been primarily established for charitable, benevolent and philanthropic purposes. It's objectives are these: |
| | | To promote the exercise of tenants and residents rights and the maintenance and improvement of their housing conditions, amenities and environment; To provide facilities for recreation and amenity and to encourage a community spirit; |
| | | For the furtherance of these objectives to represent the interests of tenants and residents in consultation with the local authority and other bodies; To promote the harmonious functioning of a diverse community and |
| | | the elimination of all forms of discrimination within it. |
| | | In order to achieve these aims the Association will have the power: |
| | | To obtain, collect and receive money by way of contributions, donations (by means of fundraising or otherwise), affiliation fees, subscriptions, legacies, grants and any other lawful method; |
| | | To become members of or accept membership from any organisation having aims and objectives similar to those of the Association; |
| | | To give administrative help and guidance to other local groups having similar objectives and mutual support; |
| | | To employ staff/consultants to carry out special projects or activities in the area of benefit; |
| | | To purchase, take on lease or in exchange, hire or otherwise lawfully acquire such property or other rights and privileges as may be necessary for the promotion of its objectives, and to construct, maintain or alter the same. |
| AFFILIATIONS | 3. | The Association shall have the power to affiliate to any body whose objectives may be of benefit to its membership. |
| MEMBERSHIP | 4. | Membership shall be open, irrespective of nationality, race, disability, sexual orientation, political or religious belief, to all those legally resident on the |
| CODE OF CONDUCT | 5. | It shall be a condition of membership that members conduct themselves in a reasonable manner at all times and in compliance with this clause and constitution. |
| | | This includes at meetings of, and in premises used by the Association, during any activity performed or attended on behalf of the Association, including attendance at other meetings or bodies. |
| | | Everyone present must: |
| | | a) Treat other participants with courtesy and respect; |

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| | | Be sensitive to the needs of those participants who are not used to speaking in public, or whose first language is not English; |
| | | Conduct themselves in a way that does not cause offence to others or limits in any way others' ability to participate in meetings; |
| | | Not engage in any activities which create a conflict of interest, or might appear to conflict with, their responsibilities or obligations to the Association. |
| | 6. | Any member may be excluded from attending meetings or Association activities for breaching this condition of membership, or for any other conduct contravening the objectives of the Association, by a majority of those present and voting on a motion to this effect at any meeting. |
| | | After the meeting in which the motion has been passed the Association will put it in writing to the member concerned. |
| | | Any member so excluded has a right of appeal to the following general meeting, by notifying the Secretary not less than 21 days before the meeting. |
| SUB- SCRIPTIONS | 7. | Any subscriptions or other monies raised by or on behalf of the Association shall only be used to support the Association's objectives |
| CONDUCT OF BUSINESS | 8. | The business of the Association shall be conducted by a committee elected at each AGM, which shall consist of a Chairperson, Treasurer, Vice-Chairperson, Secretary and not less than four (4) other members. Nominations for the officer posts of the Association shall be sought from all voting members present at the AGM. No two (2) or more officers shall be elected from the same household The composition of the committee must as far as possible reflect the diversity of the community |
| | 9. | represented. Elected councillors of the Landlord authority shall not be eligible for election to the Association's committee, nor shall they represent the Association. |
| | 10. | Where a Tenant Management Organisation exists in the same estate or area as the Association, that body's committee members may not make up more than one third of the Association's committee. |
| | 11. | The committee shall have the power to co-opt anyone it considers to have a local interest and/ or expertise. Such co-optees will not have voting rights and may not be an officer of the Association. |
| | 12. | The election or removal of officers or committee members may only be carried out by a general meeting of the Association. The committee may temporarily fill any vacancy arising among the officers of the Association from its other members of the committee until the next general meeting of members. In exceptional circumstances the committee may remove officers or committee members pending ratification by a General or Special General Meeting held at the earliest possible opportunity |
| MANAGEMENT OF ASSETS AND FINANCE | 13. | All Association assets should be recorded in a register and only used as agreed by the committee in a minuted decision. Members of the Association may not gain financially as a result of their membership. The Association shall hold Public Liability Insurance and shall endeavour to ensure that its assets are also suitably insured. The Association shall consider whether it is appropriate to take out an insurance policy that indemnifies committee members from and against legal claims against them personally if they are acting on behalf of the Association and if it is considered appropriate, the Association shall take out such insurance. The committee shall be responsible for proper financial control. |

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| | | An updated financial report on income and expenditure since the last meeting should be on each meeting's agenda. |
| RECOGNITION | 14. | TRAs must apply to the council for recognition annually. |
| COMMITTEE MEETINGS | 15. | The committee shall meet as necessary and not less than 6 times in each year. Committee meetings shall be open to any member of the Association wishing to attend who may speak but not vote. Where circumstances dictate, part or all of a committee meeting shall be attended only by committee members. Committee members shall be given not less than seven (7) days notice of any committee meeting. |
| GENERAL MEETINGS | 16. | Not less than two (2) of the committee's meetings shall be general meetings of the Association, including an AGM. At which all members over 16 may speak, and all members over 16 living in the estate or area - except non-resident landlords - may vote. The decisions of general meetings of the Association shall be binding on the committee. All decisions shall be taken by a simple majority of members present and voting. All members shall be given not less than 14 days prior notice of any general meeting. |
| ANNUAL GENERAL MEETINGS | 17. | The committee shall call an Annual General Meeting (AGM) of the Association each year in the month of |
| SPECIAL GENERAL MEETING | 18. | The TRA shall call a General Meeting at the request of a majority of the committee or on receipt of a written petition by not less than 15 members of the Association giving reasons for their request. The Secretary shall give not less than 14 days notice of the holding of a Special General Meeting, with the reasons for calling the meeting, which shall take place within 28 days of the receipt of the request or petition. |
| QUORUM | 19. | The quorum for committee meetings of the Association shall be one-third of its elected membership, or four (4) members, whichever is the greater. The minimum quorum for general meetings will be at least ten (10) of the properties being represented. If after 15 minutes of the advertised starting time a quorum is not achieved, |
| | 20. | the meeting shall be closed. |
| NOTICE OF MEETINGS | 21. | Notice of all general meetings shall be delivered to each property covered by the Association and shall include the date, time and place of the meeting and an Agenda of matters to be discussed. Notice of committee meetings shall be sent to each committee member's dwelling and should be widely publicised using notice boards and appropriate public areas. Following the AGM a schedule of meeting dates for the year shall be provided to each committee member. |
| SUB-COMMITTEES | 22. | The committee may appoint such sub-committees as may be required to carry out the activities of the Association. Such sub-committees shall be directly accountable to the committee. The committee shall agree in advance the terms of reference of any sub-committee, which may then act and apply any finance raised by itself or on its behalf only within those terms. The Chairperson and Treasurer of the Association shall be non-voting ex-officio members of any sub-committee. |

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| | 23. | Where any sub-committee is to continue in existence beyond the AGM following its appointment, its members shall submit themselves for re- |
| | | election at that meeting and annually thereafter. |
| | 24. | All sub-committees shall keep accounts of income and expenditure, and a |
| | 24. | |
| | | record of all meetings, and shall report on them or deliver them up as |
| | | required by the committee or general meeting. |
| | 25. | The committee or general meeting may dissolve any sub-committee, |
| | | whereupon the accounts, records and assets, (financial and otherwise) |
| | | of the sub-committee shall pass into the hands of the committee. |
| | 26. | Where a Recognised Tenants Association (RTA) under the provisions of Section 29 of the Landlord and Tenant Act 1985, with its own terms of reference and sufficient accountability to leaseholders in the area exists within the area of the Association, the RTA may be appointed as a sub-committee of the Association. |
| DUTIES OF OFFICERS | 27. | THE CHAIRPERSON, or in his/her absence, the Vice Chairperson shall |
| | | preside over all meetings of the Association. In the absence of both the Chairperson and Vice Chairperson from any meeting of the association the members of the Committee shall elect from among it members a person to preside for that meeting only. |
| | 28. | THE TREASURER shall open and maintain a banking account in the name of the Association. All cheques shall be signed by the Treasurer and one of three (3) or more other committee members nominated by the |
| | | committee as signatories on the bank account. The Treasurer shall keep |
| | | accounts of income and expenditure and report on them or deliver them |
| | | up as required by the committee or general meeting (see also clause 15). |
| | | Such accounts shall be financially verified by a non-member of the |
| | | Association, who will be appointed by the membership at the Annual |
| | | General Meeting. |
| | 29. | THE SECRETARY, in consultation with the chair, shall be responsible |
| | 25. | for convening all meetings and giving the prescribed notice to members. S/he shall ensure that a proper record is kept of all meetings of the Association and committee in the form of minutes, and shall deliver up such records as required by the committee or general meeting. The Secretary shall permit the agreed minutes to be examined within seven (7) days of receipt of a written request by any two (2) or more members of the Association. |
| | 30. | Any member of the Association delegated to represent it in consultation |
| | | with any other body shall act in the best interests of the Association. |
| | | The delegate shall wherever possible consult with the Association and |
| | | act on their instructions and report back to the following committee or |
| | | general meeting, whichever is the sooner. |
| ALTERATIONS | 31. | Any proposal to alter this Constitution must be submitted to the |
| TO THE CONSTITUTION | • • • | Secretary of the Association not less than 21 days before the general |
| | | meeting at which it is to be discussed. Not less than 14 days notice |
| | | shall be given of such a meeting, together with the original wording and |
| | | the proposed alteration(s). Any alteration shall require the approval of |
| | | two-thirds of those present and voting at the meeting. |
| DISSOLUTION | 32. | If the committee, or if a committee no longer exists, any ten (10) members |
| DISSOLUTION | 32. | of the Association, shall decide that the Association should be dissolved, |
| | | they shall give at least 14 days notice to all those eligible for membership |
| | | of a meeting at which the matter shall be discussed. For the sole purpose |
| | | of dissolution, a quorum need not apply, and the Association may be dissolved by a two-thirds majority of those present. The assets, financial and otherwise, remaining when the Association has satisfied its liabilities, |
| | | shall be applied for such purposes of benefit to the local community as the meeting shall decide. |

| Southwark Group of Tenant Organisations TRA Essential Toolkit Manual THIS CONSTITUTION WAS AGREED AT A GENERAL MEETING OF: |
|----------------------------------------------------------------------------------------------------------------------------|
| (Specify name of TRA): |
| HELD ON: |
| SIGNED (CHAIR): |
| SIGNED (SECRETARY): |
| Appendix 1 |
| Estate Composition |

| Block/Street | Units |
|--------------|-------|
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| Total | |

EQUAL OPPORTUNITIES

It is important that a Tenants and Residents Association represents the interests of everybody that lives within the Associations area. The TRA Constitution has a section on Equal Opportunities and it is the responsibility of all members of the Committee to make sure that the business of the Association is conducted in a way, which to quote:

Southwark's Model Constitution, must:

...promote harmonious functioning of a multi - racial community and work towards the elimination of all forms of racism and discrimination within it..."

For a Tenants and Residents Association to receive recognition by Southwark Council and be accepted for membership of the Southwark Group of Tenants' Organisation, its membership must, to quote the Constitution:

be open, irrespective of nationality, sexual orientation, race, colour, political or religious belief"

There are some practical ways to encourage involvement from all sections of the community:

New Tenants

People who are new to the area may not know your Tenants and Residents Association exists. Try to make personal contact and tell them about your Association.



Meetings

The venue could also be a way of encouraging people to attend.

Wheelchair access is important.

Meeting in a pub or club may deter women and people from certain religious groups.

The possibility of conducting an online zoom meeting is an option to be embraced by (TRAs).

Publicity

Make sure that notices and newsletters are written in plain English (no jargon).

English may not be the first language of some tenants possibility of translations may be necessary.

Ensure that your Association is addressing all sections of the community.

Consultation

TRAs should constantly ask people for their views and ideas. Talking to people from different groups will enable your Tenants and Residents Association to speak with more authority about what your whole community thinks.







Committee & Group meeting

Publicity

Consultations

WHY CHALLENGE PREJUDICE AND DISCRIMINATION

Because:

- It is wrong.
- unwelcome.
- You may feel angry about what was said.
- Women, black people, gays, people with disabilities will feel
- Not challenging will weaken the Tenants and Residents Association.
- It breaks the Tenants and Residents Association Constitution.
- Not challenging be the Tenants and Residents Association agreeing with prejudice and discrimination.

Challenging racism, sexism, gay attitudes, and other forms of discrimination is the responsibility of the entire committee.

It is the responsibility of the entire committee to support and take seriously any member of the Tenants and Residents Association who brings up an Equal Opportunity issue.

The Tenants and Residents Association should create an atmosphere where all members of the community feel comfortable to bring up issues of concern.

GOOD PRACTICE AT MEETINGS

Each member has a responsibility for ensuring that procedures and practices are understood and adhered to.

The five P's offerguide lines or acheck list. These need to be turned into a code of practice for each meeting you attend.

PURPOSE A clear understanding of the aim of each

meeting.

An understanding of each person's

role/function.

PREPARATION Agendas

Timetable, venue.

Reports, financial statements, information

sheets.

Individually reading all papers before the

meeting.

Check that you have done the agreed tasks.

PRE- Warning.

NOTIFICATION All papers, with enough time to read.

PARTICIPATION Listening and responding with your view.

Asking for clarification.

Making sure all opinions, ideas are heard.

PUT ITON Minutes.

RECORD Refer to the record





HOW TO DISRUPT MEETINGS

- Always come late.
- Always leave early.
- Never stop talking on every topic.
- When someone is talking, fall asleep.
- When someone is talking, tap your pen.
- When someone is talking, always interrupt.
- Never say anything until the meeting is over.
- When someone is talking, make "tut-tut" noises.
- When someone is talking, start telling funny stories.
- When talking, use twenty words when five would do.
- When someone is talking, look at your watch and yawn.
- When someone is talking, talk across the group to one person.
- When talking, use jargon as though you had swallowed a dictionary.
- When the discussion moves onto the next item, keep talking about the last one.

DEALING WITH AN ISSUE

MEMBERS OF A COMMITTEE SHOULD BE ABLE TO

DECIDE

| D | DEFINE | Define the problem/situation, the people involved, the information needed, the timing. Record. |
|---|------------------|------------------------------------------------------------------------------------------------|
| E | EXPLORE | Collect Information, Jook at different options, find out people's feelings. |
| С | CLARIFY | Make sure all members have and understand the information. |
| I | IDEAS | Think of all possible solutions including silly/serious. Record. |
| D | DECIDE | Calmly assess. Compromise. Needs willingness to implement. |
| _ | | Who/how/when - will this be done. |
| E | ENACT & EVALUATE | Inform people of decision. Put into practice. Assess - and evaluate its effectiveness. |

RESPONSIBILITIES OF THE CHAIR

A Chair is often seen as the central person of a committee and is seen as the spoke's person for the organisation, they are often asked to represent the views of the Committee/Organisation to outsiders. The Chair is vital to the running, harmony and efficiency of the meeting and to the function of the Secretary.

THE PRE-MEETING MEETING

Both the **Chair** and the **Secretary** can be nefit from having aget-together before the meeting starts. The following topics can be usefully discussed:

- 1. **Technical terminology:** If the secretary is unfamiliar with any of the terminology to be used, the chair can explain some of the words or terms most likely to arise.
- 2. **Structure of the meeting**: The chair can explain to the secretary how he or she intends to chair the meeting. This will help the note taking.
- 3. **Type of minutes needed:**The chair can inform the secretary of the type of minutes needed, that is, action notes, verbatim record, threads of discussion and decisions agreed.
- 4. **Summarising:** The secretary can encourage the chair to summarise, often to make the note taking easier.
- 5. **Clarifying the decision:** The secretary can establish the acceptability of interrupting the meeting for clarification if unsure of what to note down for the minutes.

Co-operation between the chair and the secretary is essential to the success of meetings and will avoid lengthy drafting and redrafting of minutes afterwards.

KNOW THE RULES

The chair's main job is to guide the course of the meeting, and see that the business is transacted not merely in a proper manner but interestingly, so that the interest of members is held and are encouraged to attend meetings regularly and to participate in them. Without a Chair the meeting would drift along aimlessly. The Chair should ensure that there is a copy of the Constitution on the table during the meeting for purposes of reference.

Impartiality

There is a difficult balance to strike between being too firm and becoming almost dictatorial; and being too weak. The Chair must exercise a high degree of tact and patience. The worst thing a Chair to do is to lose their temper and lose everyone's respect.

Taking part in discussions

Chair has the same rights as any other member to move, second or speak on motions. In practice, they should intervene as little as possible in the discussion.

Addressing the Chair

There is one rule which must be followed - every contribution from the members should be addressed to the Chair and not directly to any other individual present.

Attention to Detail

The Chair should set the tone by: starting the meeting on time, allowing no cross-talking and by making sure that speakers do not exceed their time limit and by giving them a warning that their time is about to run out a minute beforehand.

THE COMMITTEE MEETING

Before the Meeting

The Chair Should

- 1. Prepare the agenda with the Secretary.
- 2. Make sure it is not too long.
- 3. Important items are early on the agenda.
- 4. Work out timings for each item.
- 5. Arrive early to welcome new faces.
- 6. Make introductions.
- 7. Ensure everything is under control.
- 8. Check that the meeting is quorate.
- 9. Start on time.

During the Meeting

The Chair Should Not

- 1. Take on all the work
- 2. Talk too much.
- 3. Dominate meetings.
- 4. Allow people to talk too long or use language (jargon) that is not understood.

The Chair Should: -

- Introduce each item on the agenda and give details and what decisions need to be made. Ensure that the Agenda is followed to prevent the meeting becoming disorganised with time being spent discussing non- relevant issues which do not appear on the Agenda. If members wishto raise URGENT issues that are not on the agenda, they should be raised under ANY OTHER BUSINESS.
- 2. At the end of each item the Chair should summarise main points, outline actions to be taken and encourage people to take on follow up work.

The Chair should ensure that:

- Everybody is encouraged to contribute to the discussions.
- Order is kept.
- Control is maintained, with flexibility.
- Everyone can participate.
- Time is used effectively.
- Only relevant issues are discussed.
- Bad behaviour is dealt with immediately.

To establish a resident's association, you will need to:

- 1. Adopt a constitution
- 2. Form a committee, with an elected Chairperson, Vice-Chairperson, Secretary, and Treasurer and committee members.
- 3. Keep certain records and documents, like an up-to-date list of members, any other rules of the association.

Committee roles & Responsibility,

The committee runs the TRA daily on behalf of the members. The members of the TRA are the residents in the defined neighbourhood. The committee will organise general meetings and the AGMs and will carry out any decisions made at these meetings.

Chair - A Chair is elected to provide leadership, plan, call, and chair meetings, and ensure that the committee works well together. A Chair should ensure that the TRA keeps to its aims.

Secretary - A Secretary is responsible for administration and communication.

Treasurer - A Treasurer oversees the management of any money collected. They pay bills and keep accurate records of money received and spent. The Treasurer works with the committee to carry out financial planning for the year. They ensure that all expenditure is agreed at a meeting.

2. Capacity Building/ Capacity Development

The method of developing and strengthening the skills, instincts, abilities, processes, and resources that organizations and communities need to survive, adapt, and thrive. The essential aspect in capacity-building is transformation that is generated.

The four components of capacity building are:

- Institutional development,
- Financial resource development,
- Human resource development, best practice, hall, and staff management
- Effective National programmes

While 'capacity-building' suggests building something new from the ground up, according to a pre-imposed design, 'capacity development' is believed to better express an approach that builds on existing skills and knowledge, driving a dynamic and flexible process of change.

3. Conflict resolution/ Mediation

Different people use different methods to resolve conflict, and most people have one or more natural, preferred conflict resolution strategies that they use regularly. It is possible to scientifically measure an individual's inclinations toward specific conflict resolution strategies.

There are five different categories of conflict resolution from the Thomas-Kilmann model, as well as their advantages and disadvantages. The Thomas-Kilmann Model identifies five different approaches to resolving conflict. These approaches include:

1. Avoiding

Someone who uses a strategy of "avoiding" mostly tries to ignore or sidestep the conflict, hoping it will resolve itself or dissipate.

2. Accommodating

Using the strategy of "accommodating" to resolve conflict essentially involves taking steps to satisfy the other party's concerns or demands at the expense of your own needs or desires.

3. Compromising

The strategy of "compromising" involves finding an acceptable resolution that will partly, but not entirely, satisfy the concerns of all parties involved.

4. Competing

Someone who uses the conflict resolution strategy of "competing" tries to satisfy their own desires at the expense of the other parties involved.

5. Collaborating

Using "collaborating" involves finding a solution that entirely satisfies the concerns of all involved parties.

Examples of conflict resolution skills that can help you include the ability to:

- Listen effectively.
- Identify specific points of disagreement.
- Express your own needs clearly.
- View conflict as an opportunity for growth.
- Focus on specific issues without generalizing or escalating the situation.

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Although you may have a proclivity towards a specific type of conflict resolution, you are not required to use this strategy in every situation. With time and effort, you can learn new conflict resolution skills that improve your ability to negotiate and resolve issues with others. Eventually, you will be able to select and use the conflict resolution strategy that is best for the situation, as opposed to the one that is most comfortable or familiar.

4. Social media resources

- Face book
- Twitter
- WhatsApp
- Website
- Zoom online meeting partly added Amanda

Zoom:

<u>First time using Zoom? We've put this document together to help avoid</u> any confusion on the day of the workshop:

The easiest way to make sure that you're all set for the workshop is to try out Zoom's test 'meeting' here: http://zoom.us/test. If your audio and video work on this test, you will be fine when you join our workshop.

We recommend downloading Zoom to your desktop (<u>Learn more about downloading Zoom</u>) so that you can make use of its full functionality (such as polling).

FAQs:

Q: How do I join a Zoom meeting?

A: You can join a meeting by clicking the meeting link or going to join.zoom.us and entering in the meeting ID. <u>Learn more about joining a meeting.</u>

Q: I can't hear anything, what should I do?

A: On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. <u>Learn more about connecting your audio</u>.

Q: How do I use Zoom on my PC or Mac?

A: After downloading Zoom, learn how to use the Zoom Desktop Client.

Q: How do I sign up for Zoom?

A: You can sign up for a free Zoom account at <u>zoom.us/signup</u>, but you don't have to sign up to join our workshop.

Q: Why is there echo in the meeting?

A: Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. <u>Learn about common causes of audio echo</u>.

Q: Audio isn't working on my mobile device.

A: Read tips on troubleshooting audio that isn't working on your iOS or Android device.

Q: Audio isn't working on my laptop. What should I do?

A: You can dial in from your phone anywhere in the world. Find the number for your country here.

5. How does your council work *Knowing your council and its structure?*Role of MP

Member of Parliament (MP)

Southwark has 3 MPs to represent residents. MPs are elected at general elections.

If there is something impacting you unfairly MPs have case workers that can offer support to you. It is good to inform your MP of an injustice so they can support you and bring change.

MPs sit in the House of Commons to represent their interests and concerns. Residents elect the MPs that run in their local area in a general election. People normally vote for the politician they feel align with their interests and concerns so they can be represented in the Housing of Commons.

MPs may also have senior roles within government, such as Secretary of State or a Minister. They also may sit on select committees.

Select Committees are cross-party committees that are subject focused and investigate an issue.

For example, the Housing, Communities and Local Government Committee may investigate Cladding. You can submit evidence to a select committee to bring about change. You can find out more about select committees here:

https://www.parliament.uk/about/how/committees/select/ if you are not online we can print the information for you.

MPs should also run regular surgeries so people living in the area they represent (their constituency).

MPs in your area may change. In 2021 the MPs for Southwark are Neil Coyle, Harriet Harman and Helen Hayes.

Their contact details and areas are:

Neil Coyle MP: Bermondsey and Old Southwark, 0207 232 4640

Harriet Harman MP: Camberwell and Peckham, 0207 219 4218

Helen Hayes MP: Dulwich and West Norwood 0207 219 2971

To email any MP you insert <<firstname>>.<<secondname>>.mp@parliament.uk

Role of a Councillor

What is a Councillor?

A councillor is an elected local representative, they offer regular surgeries to listen to issues raised by people and get action for their constituents locally. Councillors are decided at Local Elections.

Like central government there is also a cabinet. The cabinet is made up of senior politicians that manage a borough wide portfolio as well as issues within their ward.

As of 2020, Southwark Council is made up of 23 wards. Two or three councillors are elected from each ward making it a total of 63 councillors.

In 2020 the Labour party had 49 councillors and the Liberal Democrats party had 14 councillors in Southwark.

The cabinet is decided at an Annual General Meeting and portfolios as well as people managing them are subject to change. Portfolios will include health, finance, communities, housing, transport, planning, schools, young people and jobs.

Elections for the council are held every four years. The last election took place on 3 May 2018. In September Cllr Kieron Williams became the leader of Southwark Council. Cllr Kieron Williams is a Labour politician.

Do you want to contact your local councillor? Use this helpful tool:

https://www.writetothem.com/

You can find your councillor and surgery details here:

https://www.southwark.gov.uk/council-and-democracy/councillors-and-mps/your-councillors

If you are not online SGTO can get the information for you. You can call us on 0207 639 6718.

Would you like to become a councillor to serve and improve your community? Here is some information found on the Gov website:

There are roughly 20,000 local councillors in England. Councillors are elected to the local council to represent their own local community, so they must either live or work in the area.

Each councillor has their own reasons for running but the role offers the chance to make a huge difference to the quality of life for people in your local area. Being an effective councillor requires both commitment and hard work. Councillors must balance the needs and interests of residents, the political party they represent (if any) and the council.

The councillor's role centres around community leadership and engagement, responsibilities include:

- representing the ward for which they are elected
- decision-making developing and reviewing council policy
- scrutinising decisions taken by the councillors on the executive or cabinet
- regulatory, quasi-judicial and statutory duties

How can I get involved?

Once you've decided to get involved and stand as a councillor there are 2 main routes; you can decide to stand for one of the political parties/groups or as an independent.

Representing a political party

If you want to represent a political party then get involved with your party locally as soon as possible. They will advise on what is involved and ultimately select a candidate.

Standing as an independent candidate

If you're thinking of standing as an independent candidate you can contact your council's electoral services department. You will need to start becoming aware of issues in your local area; what your local council is doing about these issues; and how your own opinion differs from the political parties.

Getting officially nominated

Whether you've been selected by a party or are standing as an independent candidate, you must make sure that you are officially nominated as the election date draws nearer. This means getting 10 people to sign your nomination papers (signatories must be registered electors in the ward where you wish to stand) available from your local council's democratic services department.

You must also give your consent in writing to your nomination. All the necessary documents must be submitted 19 working days before the day of the election.

Visit https://www.gov.uk/government/get-involved/take-part/become-a-councillor for more info

making deputations

Making A Deputation

A deputation is made in person to councillors. Up to six people can form the deputation, including a nominated spokesperson and you are able to split the time between you.

You can take a deputation to Council Assembly, the Cabinet and other council meetings. You can find out when the meetings are by visiting the Southwark.gov website, under meetings. You can also contact SGTO for more details.

The council assembly is a meeting where all the councillors across the Borough come together. The council assembly can decide to receive your deputation at this meeting or a future meeting, or can decide to not receive the deputation or to refer you to the most appropriate committee/sub-committee.

Deputations can only be made by people who are residents or work in the borough as your deputation will need to be relevant to local councillors. Council meetings are a good opportunity to have your voice heard on an issue that is impacting your community.

You should look out on the council website for what issues are being discussed at the council meetings. SGTO can help you access these meeting dates in our resource centre.

The deputation can only relate to matters that fall within the responsibility of the council or where the council could be reasonably expected to lobby on behalf of residents.

Check the meetings schedule by consulting the council diary or by contacting the

Constitutional Team, you should post or email your deputation request no more than 3 working days before the day of the council meeting!

For Cabinet meetings contact Paula Thornton Phone: 020 7525 4395 Email: paula.thornton@southwark.gov.uk

For Council Assembly contact Virginia. Wynn-Jones / Andrew Weir Phone 020 7525 7055 Email virginia.wynn-jones@southwark.gov.uk

When contacting the council to request your deputation:

Include an outline of what you want to cover in your deputation and the name and address of the person who will speak at the council meeting (you don't have to give everyone's name who is due to sit on the deputation, but you will need to include your name and one other name).

eg: Dear Southwark Council,

My name is *******, from Summerfield Youth Centre,

I would like to give a deputation at the council assembly on the **/**/20**, council

funding cuts are impacting on the welfare of younger people in our borough and most

recently the Summerfield Youth Centre which services our estate has been threatened with closure. With over 100 younger people using it weekly, I feel that councillors need to be aware of the impact this could have on local residents.

Yours Sincerely,

John Smith, Summerfield Estate

Southwark Council will let you know once they receive your request and send you details of what happens before, during and after the meeting.

The council meeting that is to receive the deputation has the choice whether or not to

receive the deputation. There is no guarantee your deputation will be heard. You will be told if it is likely to be heard prior to the event as you will appear in the supplementary agenda.

You can submit a deputation in one of two sections,

A new section called 'Community Evidence'

This is: Submissions (written or oral) from experts, community groups or local representatives may be heard or tabled at the meeting. Submissions will be time limited. Council assembly will make a final decision at the meeting on which submissions are heard and the time allowed. Where possible we will try to give you some advance notice of the meeting's intentions.

Or

The agenda also allows for deputations on general issues within the council's control.

It is not guaranteed that council assembly will hear you as demand to speak at meetings can be high. Many people want to speak and be heard at one meeting. The decision to hear speak will be made at the meeting.

"The key to making a good deputation is preparation, preparation,"

When planning for your deputation, decide who is best to give the deputation from your group

Southwark Group of Tenant Organisations TRA Essential Toolkit Manual

The Council may want to hear an emotive story relating to the issue you are discussing and lived experiences can be powerful. Eg: "My daughter greatly benefits from the Summerfield Youth Centre because...."

Write out what you want to say, we have provided a template to help you with this at the end of this section.

You will be allocated 5 minutes to give your deputation.

Make your deputation as personal as possible. Explain how the proposed cuts or changes will affect you, your family and your community. "Summerfield Youth Centre has supported my daughter Emily for the past decade, it has also supported many of her friends in the Summerfield Estate. Had she not attended the afterschool football club at the Summerfield Youth Centre Emily would have....

If the Summerfield Estate Youth Centre closes it will impact on the community in the following ways...."

If you use a service that is at risk of closing, explain how that service has helped you, and how you would suffer if the service closed.

"If the Summerfield Estate Youth Centre closes it will impact on the community in the following ways...."

Deputations that use statistics are good. Use a few statistics to help make a point. Be prepared to back up the statistic if asked by a Councillor.

"With 72 youth centre's closing in the borough since September 2017 there have been 32% more

additions into youth mental health services"

Practice reading or saying your deputation out loud beforehand. You have only 5 minutes to speak and will be told when your time is over.

At the end of your deputation, you can prepare a question for the relevant Cabinet Member.

Only one member of the deputation can ask the question. This is a good chance to ask a councillor who is making decisions in the Cabinet a question about the issue you are raising:

"As the cabinet member for Cabinet Member for Community Safety and Public Health do you think the council have adequately considered what the impact of closing Summerfield Youth Centre will be?"

When arriving to give your deputation an assigned officer will ask if you have a question you wish to ask. You do not have to ask a question!

Once you have delivered your deputation, councillors can now ask you questions.

This is when preparation is key. Councillors will want to find out more information about your cause, it is a good idea to pre-empt any questions that the council may ask. In some instances these may be politically charged, or the councillors may be whipped.

Eg: "Thank you Mr John Smith for your deputation. A new youth centre was opened on your estate two months ago and most of the younger people who used to attend Summerfield Youth Centre now attend Morrisons Youth Centre, that is much more high spec and assessable. Have you seen the use of your community centre decrease since Morrison's Youth Centre opened?"

| Here is a template that can help you format your deputation: |
|-------------------------------------------------------------------------------------------------------------------|
| What message do you want to get across in your deputation? |
| How does it relate to you personally? |
| What should councillors think about when making decisions on this issue? |
| What significant statistics relate to this issue (if any)? |
| Councillors may ask you questions to weaken/strengthen your argument, what questions do you think they might ask? |

| How can you answer these |
|-----------------------------------------------------------------|
| questions? |
| |
| |
| How can you use these questions to your advantage? |
| The same the same of the same same same same same same same sam |
| |
| How can you use these questions to your advantage? |

Complaints

It is your right to raise a complaint. Every tenant has this right and there should be no repercussions from your landlord for raising a complaint.

If your landlord is Southwark Council, they should share with you their complaints policy.

Southwark Council operates a two stage complaint policy.

You can also email your complaint to complaints@southwark.gov.uk or call the customer service centre on 020 7525 0042.

You can also report it here and see the Southwark Council complaint policy: https://www.southwark.gov.uk/council-and-democracy/complaints-comments-and-compliments/making-a-complaint

When raising an issue with the council such as repair you should keep a record of anyone you have spoken to, their name, time and date and what was said.

You should also keep a record of how you are being impacted by what you are raising a complaint about.

Things to include in your complaint:

- What are you raising a complaint about?
- How has this impacted you?
- How long has this impacted you?
- Do you have children in your property who are also affected?
- Are you/ anyone you live with vulnerable and have been affected?
- Has it caused you to spend any extra money that would not have spent otherwise, include receipts if so.
- What your landlord can do to resolve the situation

Here is an example of a complaint:

Dear Southwark Council,

Stage 1 complaint regarding the heating breakdown at Rouel Road Estate

I am raising a complaint as I have not had regular heating for the past week in my property. On the 16th of April at 11.38am I spoke to Claire London at your contact centre who informed me that the issue will be investigated. It was not fixed by the 17th of April and I called again to report this issue on the 17th of April at 12 noon and spoke to Emma and was told this will be investigated again.

Not having heating has meant my property is extremely cold and has left us freezing at night. We have been unable to wash which is impacting our mental health and my children can't wash before school. It has caused anxiety not knowing if we will have heating or hot water when we wake up. This is very distressing for us as a household.

I have two young children living in my property and I have severe arthritis which has made this situation much harder to deal with as cold effects my bones and ability to cope with the cold.

On the 16th of April my children were unable to wash before going to school for two days. This made them not want to go to school.

My mum who is in her 70s lives with us and as an older person is more at risk of cold related illnesses when there is no heating in the property.

I was given a plug-in heater by Resident Service Officer after multiple requests, this left us cold for several days. I have now spent £20 additional to my normal electricity bill on use of plug-in heaters, please find evidence of this increase in expenditure enclosed.

I would like all out of pocket expenses reimbursed and compensation for the inconvenience this has caused me and my family. I would also like information on what my landlord is doing to prevent this happening again on our estate.

Yours Sincerely,

Knowing Rights – making a complaint against your landlord. This is the information on the Southwark Council website:

Your complaint will be acknowledged within three working days, fully investigated by the business unit, and you will receive a full written response within 15 working days.

You can also email your complaint to complaints@southwark.gov.uk or call the customer service centre on 020 7525 0042.

Review stage (also known as stage 2 complaint)

Southwark Council hope that you will be satisfied with their response to your initial complaint, but if you're still unhappy you can escalate the matter to the second stage of the process, by contacting our Customer Resolution Unit.

The team will look at how your complaint was dealt with at the initial stage and carry out a further full investigation. You will need to provide a summary of why you are unhappy with the initial response.

Your complaint will be acknowledged within three working days and the team has up to 25 working days to respond to you. In some cases this may take longer and if so you will be informed via post if there are any delays in investigating your complaint.

To escalate your complaint to the final stage of the Council's complaints process, you can contact the Customer Resolution Unit by:

- CCU@southwark.gov.uk
- 0207 525 2209
- Customer Resolution, PO BOX 64529, London, SE1P 5LX

This is the final stage of the complaints procedure.

Taking matters further

If you're unhappy with the way we've handled your complaint at the end of the review stage, contact the local government ombudsman or the housing ombudsman.

The housing ombudsman considers complaints made about local authority services in their role as landlords whilst the local government ombudsman investigates complaints about most other local authority services. You will need to contact an MP or local Councillor to progress your complaint to the housing ombudsman.

This is a free, independent service that investigates complaints against councils. You can complain to the ombudsman at any time, but they will only usually investigate if you've already been through our own complaints procedure.

If your complaint is about a repair issue that is not being dealt with you can contact a local solicitor such as Anthony Gold. Solicitors will normally take a 'No Win, No Fee' approach and will take a percentage of what money you are awarded. They can also force the landlord to do works through the court. Perhaps the estate could take a group case if multiple people in the estate are affected by the same issue. Be mindful that some solicitors will take a high percentage of your award. It is better to get a local solicitor rather then one that has leafletted your estate.

TRAs can get a repair issue escalated on behalf of their neighbours by contacting the council as a TRA. Copying in ward councillors and the MP to complaints are also useful.

6. Essential directory (Organisation & business in the borough)

BME Organisations in Southwark

Afro-Asian Advisory Service

They are an independent voluntary organisation based in the London Borough of Southwark providing a free specialist legal service to anyone regardless of nationality or ethnic origin. More than 2,500 people a year use the service, including people from Africa, The Caribbean, Eastern Europe, Latin America, South East Asia and the Indian subcontinent.

Phone: 0845 618 5385 Advice Line. 020 7701 0141 Reception

Website: http://www.aaas.org.uk

• Equinox Southampton Way

Equinox Southampton Way is a service that provides medium term accommodation and a recovery approach resettlement programme for men with enduring mental health problems who have led chaotic lives and / or have been institutionalised. Recovery plans are based around the service user's needs, wishes and aspirations and provides the opportunity to re-engage.

Phone: 020 7252 6748

Website: http://www.equinoxcare.org.uk/services/equinox-southampton-way/

• Latin American Disabled People's Project

We help to improve the quality of life of disabled Spanish and Portuguese speaking people living in London. We also work with their careers, families, and communities to improve the quality of their lives, break isolation and support community integration. We provide advice, advocacy, and information, representation on welfare, disability benefits, housing, and health services. We also provide IT support.

Phone: 020 7793 8399. For disability, benefits, health, or housing call 0800 141

2287 freephone)

Website: http://www.ladpp.org.uk

South London Black Elderly Project

Day Centre running a range of activities and outings, and annual holidays. Targeted at, but not exclusively for, people from the African Caribbean communities.

Phone: 020 8767 8426

• Southwark Council – Translation Service

Southwark Council provide a free translation service to enable residents to access all Council services. They use experienced interpreters and translators in over 70

languages and dialects. The Council can also provide large print, Braille, and British Sign Language. The One Stop Shops provide an interpreting service using a telephone conference system. The service is more »

Phone: 020 7525 5000

Website: http://www.southwark.gov.uk

St Matthew's Community Centre

Community centre offering a variety of activities including a Friday drop-in for anyone living locally. Groups for carers, toddlers, also dance and crafts groups. Also hosts a mental health drop-in for people from African and African-Caribbean communities on Tuesdays run by Peckham Befrienders. Referral / how to contact the Peckham Befrienders drop-in.

Phone: 020 7357 8532

• Waterloo Community Counselling

They have been providing counselling and psychotherapy to people in London for more than 20 years. They help people resolve emotional issues, reduce anxiety and depression, and gain self-confidence. They offer individual and couple counselling in English and individual and group counselling for members of black and minority ethnic communities. The service was originally set up as a charity.

Phone: 020 7928 3462

Website: http://www.waterloocc.co.uk/

Age UK Lewisham & Southwark - Access for Black, Asian and Minority Ethnic (BAME) Elders

The Access for BAME Elders project provides a person-centred planning service for Black, Asian and Minority Ethnic older people. Person centred planning gives BAME elders and their supporters the opportunity to explore what matters to them. It aims to create a common language for them to express these wishes to those around them, including health and social care professionals.

http://www.ageuk.org.uk/health-wellbeing/relationships-and-family/older-bme-communities/

7. Event planning guide, how do you organise a Fun Day?

Event management is a multi- disciplinary job with various challenges and skill. Organising an event at any given time is a demanding and tiring job. Ideally, for a successful or major event, planning should start at least 12 months before the event date.

- Once you've decided what you're going to do it's time to get planning.
- Start by finding a venue. ...
- Choose a date and time try to think of who you're inviting and pick a time that'll work for them.
- Licences temporary event notice (Council event team, 0207 525 2000, events@southwark.gov.uk/events)
- Insurance- £5 Million Public Liability (<u>www.events-insurance.co.uk</u>, <u>www.ecclesiastical.co.uk</u>, <u>www.caseinsurance.co.uk/select</u>)
- Live Music & Recorded Music licence (0845 140 0090)
- Products: Portable toilet, Police, Fire Engine, First Aid, Bouncy Castle, Face painting, link event solution, Children's Entertainment, Art & Craft, Coach Hire
- Delegate different people to organise stalls or attractions.



8. Youth Forum information

The Aim, Vision & Outcome of SGTO Youth Forum

Aim

The aim of the 'SGTO Youth Forum' is to encourage young people getting involved within the tenant's movements (T&RA) and with SGTO activities.

VISION:

- This is to create long term youth branch of the SGTO and the tenant's movements
- The vision is to engage the minds of young people with the issues that affect them and listen to their concerns.
- To create a platform (T&RA) for young people where their voice can be heard and develop activities of their choice.
- To also develop an informal learning avenue where young people can gain experience that will help them into employment.
- Inspire young minds to become an active citizen and to participate in community projects that will be of benefit to them.
- To build lasting relationships between young people, that will lead to positive community cohesion.

OUTCOME:

- Developing young people's potential
- Bridging the gap between young people and senior citizens
- A better understanding between senior citizen and young people
- Providing a safer place for young people to progress with their career
- Building an understanding for young people to be the leader of tomorrow
- A better understanding of T&RA and how the council work for young people.







Youth Forum from top left Art & Drama project, Creating internship & Volunteer opportunity & annual youth (TRA) Football competition, attend tenants conference and Half term youth club...

Southwark Group of Tenant Organisations TRA Essential Toolkit Manual







9. SGTO Resources

Training -

We have a variety of courses to provide to tenants and residents in Southwark. They range from learning about the basics of computing, onto creating email accounts, attachments to emails and online banking, to completing various online courses and learning how to use various Microsoft packages. These courses are available in out IT Suite, where clients can come and utilise our computers whilst we are on hand to offer assistance. The computer room is available Monday to Friday, 10am to 4pm.

Due to Covid 19, the IT Suite is closed, but we can still provide courses and can provide assistance over the telephone or by email for those that need help.

Learn My Way — is an online course that starts with the basic fundamentals on how to use a computer, the mouse and keyboard. It then proceeds to show you how to create an email account and to then add documents or pictures to share with family and friends, which is also helpful to those wishing at add CV's to emails for job applications.

Courses – We have a variety of courses that are all online, which are relevant to TRA's and other residents in the borough. They provide certification for Tenant Halls to be able to prepare food for guests and those wishing to gain employment in the catering industry and assistance in keeping premises safe for volunteers and visitors. As you go through each module, small tasks are given to ensure you understand what has been taught, with a test at the end where 75% and required to pass. Each course also provides a certificate.

<u>Food and Hygiene</u> – This provides an accredited certificate, valid for 3 years, which is required to provide refreshments for guests and will assist someone in gaining employment if the potential employer doesn't have to organise or pay for this before someone can start work.

<u>Fire Safety</u> – Gives an oversight into how to avoid the risk of fire and what to do in the event of tackling a fire and evacuation.

<u>Health & Safety</u> – Gives advice and instruction as to how to make your premises safe for staff, volunteers and visitors. How to avoid incidents, which aren't always obvious to reduce the risk of injury or death.

<u>First Aid</u> – This is an awareness course to refresh the learnings already received from completing a practical first aid training session.

<u>English Functional Skills</u> – This course is to assist those in the learning of written English and can take someone's grade from GCSE grade G to grade C.

<u>Customer Service</u> – A course to help with communication skills when working in a environment that requires dealing with the public.

Microsoft Packages – We have various versions for 2007 and 2010, which are learning CD's for people to enhance their skills for either creating presentations, databases, spreadsheets, writing letters etc.

<u>Word</u> - Shows how to create documents, adjust font style, size, colour and much more.

Excel – Will show you how to create spreadsheets, insert formulas etc.

<u>Access</u> – You can use this to make databases of contacts, which can be utilised for mail merge.

<u>Powerpoint</u> – Toy can use this to produce presentations, but can also be utilised to design posters and more

<u>Outlook</u> – Shows you how to make the most from Outlook mail, in utilising calendars, tasks, contacts and more.

LIFE — Purchased and provided from the London Institute of Business & Finance, this course provides budgeting and finance information, which is beneficial to TRA Treasurers.

Printing –

We offer free printing to all TRA's across the Borough of Southwark for any TRA related documents.

We are quite unique in the fact that we do not expect the TRA's to print themselves, as they would at some resource centres or libraries, we do it all. TRA members are volunteers and busy people, so we aim to make the transaction as easy and as quick as possible.

TRA's are asked to send through their requests by email, indicating how many copies they would like, whether A3, A4 or A5, single sided or double sided, stapled. We can also proofread and enhance documents upon request to make posters etc. more inviting. We then print requests and email to advise that it is all done and ready for collection.

Generally, the printing is carried out daily, but due to Covid 19 and the office being closed, a member of staff attends the centre once a week to carry out all requests received. This ensures that even during this difficult time, TRA's can provide important information to residents on their estates.

Account Verification -

CHECKLIST FOR ACCOUNTS

| - Inform the AGM date or the purpose of the verification// |
|---------------------------------------------------------------------------------------|
| - Inform the date needed by// |
| - Reconciliation period: from/ to/ |
| - Last verified report period (useful to have copy of previous financial report)/ to/ |
| - How many bank accounts? Current account? Savings Account? |
| - Do the TRA have petty cash? |
| - The TRA have a hall? If yes, write the address |
| - Inform the committee member for the period: |
| o Chair name |
| o Vice-Chair name |
| o Secretary name |
| o Treasurer name |
| CHECKING DOCUMENTATION |
| - All bank statements of the period |
| - Cheque book stubs |
| - Paying-in book |
| - Cash book |
| - All Receipts (include till receipts) that were paid in the period |

- All Petty Cash receipts that were paid in the period - All Invoices - Remittance advice Notes on Income - Record the balance brought forward from previous financial period £...... - Record the balance brought forward from petty cash from previous financial period (if applicable) £...... - Yearly funding from Southwark (if applicable) £...... - Bank interest £...... - Hall hire income (if applicable) £...... - Social activities income (if applicable) £...... Notes on Expenditure - Record cheque numbers - Serialise till receipts - Must have receipts of all transactions - List of receipts for each reimbursement (if applicable) Income & Expenditure - We recommend that every attempt is made to ensure that income and expenditure where possible, are registered through the bank and shown in the bank statements. - Record the balance carried forward from bank £...... - Record the balance carried forward from petty cash (if applicable) £......

Equipment Hire -

We provide a comprehensive free hire service for our members for exhibitions and presentation products, and we can also help with exhibition materials. We will survey members to ensure we have the equipment they want. Equipment available

includes Exhibition Stand, Gantry Systems, Folding Panel Lights, Popup Displays, Folding Table, Literature Stands, Laptop, Projector, Digital Camera. We have a variety of equipment available for TRA's to hire free of charge for their events. This ranges from Tables and Chairs to Connect 4 and a Tug of War rope.

Help with exhibition materials includes Literatures (Printing & Publication), Posters (Printing & Publication), A4 & A3 Lamination, Design & Printing, event management for your AGM, Fun Day or other event/s. TRA's are asked to email their request for items and the date they need them. This is then diarised for the date to be collected, the date of their event and when it needs to be returned. A deposit is required whilst the items are in the care of the TRA, which is calculated on the value of goods hired.

Items available are:

Folding Picnic Tables, Folding Chairs, Exhibition Stand, Projector and Projector Screen, P.A System

Games: Tug of War Rope Connect 4, Jenga, Egg & Spoons, Sacks for sack race.

10. Time Bank

Time banking is a system of bartering system services for one another using labour-**time** as a unit of account which was developed by various socialist thinkers based on the labour theory of value. ... **Time banking** can be considered a form of community members supporting each other complimenting each others skills without physical currency.

The concept is simple: In joining the SGTO **time bank**, you automatically agree to take part in a system that involves earning and spending "**time** credits." When one spends an hour on an activity that helps others, they receive one **time** credit. When they need help from others, they can use the **time** credits that they have accumulated.

An example, a painter & decorator can provide service to a landscaper, both parties negotiate terms of reference through the SGTO.

To sign up to the SGTO 'Time Bank' please complete the form and return

| Full Name | i | | | | |
|------------------------------------------------------|-----|------------------|----|--|--|
| DOB | | | | | |
| Address | | | | | |
| Postcode | i . | | | | |
| Trade/ Profession | | | | | |
| DBS Check | YES | Provide Evidence | NO | | |
| Phone Number | | | | | |
| Email Address | | | | | |
| Two references required, details: (name and contact) | | | | | |
| Reference - 1 | İ | | | | |
| Reference - 2 | | | | | |

11. List of Tenant & Resident Association's in Southwark

| Tenant & Resident Associations - TRA's | |
|-----------------------------------------------------------|------------------------------------------------------------------------|
| 72 Grove Lane | Kipling TRA |
| Acorn TRA | Lant and Bittern Streets |
| Adams Gardens | Leathermarket JMB |
| Albert Barnes House | Ledbury TRA |
| Alberta TRA | Lettsom Move Forward |
| AlveyTRA | Limes Walk TRA |
| Arnold Estate TRA | Lindley TRA |
| ASCOTRA | Locksfield House Sheltered Housing Unit |
| Astbury Road Resident Association | Longfield TRA |
| Aylesbury Estate TRA Bankside | Londship Lane |
| BARA (Barry Area Residents Association) TRA | L'sborough and Scovell Lucy Brown (Social Club) Sheltered Housing Unit |
| Barset | Magdalen Hall |
| BATRA (Bricklayers Arms) | Manor Estate TRA |
| Bells Gardens TRA | Marden Square Sheltered Housing Unit |
| Bermondsey Street TRA | Mardyke House TRA |
| Bessemer Grange TRA | Mayflower |
| Bonamy and Bramcote TRA | Meadow Row |
| Brandon 1 TRA | Millpond Estate TRA |
| Brandon 2 TRA | Neckinger Estate TRA |
| Brandon 3 TRA | Nelson Square Gardens |
| Brayards Estate TRA | Nelson, Portland & Kingston |
| Brenchley Gardens | Newington Estate TRA |
| Brimtonroy TRA | North Peckham & Commercial Way North TRA |
| Brook Drive Sheltered Housing Unit | Northfield House TRA |
| Brookstone & Nunhead | Oliver Goldsmith TRA |
| Browning Estate | Osprey |
| Brunswick Park Neighbourhood TRA | Pasley Estate TRA |
| Buchan Tenants TRA | Pedworth Sheltered Housing Unit |
| Camberwell Grove Road TRA | Pelican Plus TRA |
| Canada Estate TRA | Pelier Estate TRA |
| Caroline Gardens TRA | Pennack TRA |
| Castlemead TRA | Penrose Estate TRA |
| Cherry Garden TRA Chilton Grove | Perronet House Poets Corner TRA |
| Clifton Estate TRA | Priory Court TRA |
| Comus House | Pullens TRA |
| Conant & Rutley TRA | Pynfolds TRA |
| Congreve & Barlow TRA | Rachel Leigh Community Hall |
| Consort Sheltered Housing Unit | Rennie Estate TRA |
| Consort TRA | Rockells Place TRA |
| Cossall (Golden Oldies) Sheltered Housing Unit | Rockgrove Sheltered Housing Unit |
| Cossall Estate TRA | Rockingham Community Association |
| Countisbury House TRA | Rodney Road TRA |
| Crawford Tenant & Resident Association | Rouel Road |
| Crosby Lockyer and Hamilton TRA | Russell Court Sheltered Housing Unit |
| Croxted Road TRA | Rye Hill TRA |
| Decima | Salisbury TRA |
| Dickens Estate TRA | Sceaux Gardens TRA |
| Dodson and Amigo | Setchell Estate TRA |
| Oraper Estate TRA | Silverlock Hall |
| East Dulwich Estate TRA | Silverlock Social Club Sheltered Housing Unit |
| Elmington TRA | Southampton Way TRA |
| Four Squares TRA | Southwark Park Estate TRA |
| Gateway TRA | SPAM TRA |
| Gilesmead TRA | St Crispins TRA |
| Glebe North and South TRA | St Helena and Oldfield |
| Gloucester Grove | Sumner TRA |
| Grosvenor Park Sheltered Housing Unit | Surrey Gardens TRA |
| Grosvenor TRA | Sydenham Hill TRA |
| Hawkstone Hayles | Tabard Gardens Central Tabard Gardens North |
| Henshaw Street TRA | Thurlow Lodge TRA |
| Hughes House Sheltered Housing Unit | Tustin |
| Jack Jones Sheltered Housing Unit | Two Towers |
| Juniper House TRA | Unwin and Friary TRA |
| Keetons Sheltered Housing Unit | Webber & Quentin |
| Keetons TRA | Wells Way Triangle TRA |
| Keelons TKA Kennington Park House TRA | Wendover |
| Kennington Park Road (KPR) | Wrayburn Resident Together |
| King Charles Court (Resident Club) Sheltered Housing Unit | Wyndham and Comber TRA |
| Kinglake TRA | Wrayburn Resident Together |
| Kingswood Estate TRA (KETRA) | |

12. Local Tradespersons/Businesses

Happy Feet – toe and fingernail cutting service

For Lewisham and Southwark residents aged 50+. We are operating a clinic only service.

We are unable to provide the service is a client is on steroids.

If a client has diabetes or is on blood thinners, we need consent from the GP to provide the service. Information on clinic locations and prices can be found

here: https://www.ageuk.org.uk/lewishamandsouthwark/services/footcare/

Completed referrals can be emailed to happyfeet@ageuklands.org.uk

If you have any venues that would be interested in hosting a monthly toe nail cutting clinic, please let me know as I'm really keen to explore how we can make the service more accessible to the local community.

Handyperson Service

For Southwark residents aged 50+.

Information on the jobs we are able to complete and charges can be found

here: https://www.ageuk.org.uk/lewishamandsouthwark/services/handyperson/

Completed referrals can be emailed to handypersons@ageuklands.org.uk

SAIL / Ageing Well Southwark Social Prescribing service

We provide social prescribing support for Southwark residents aged 60+.

We work in a person centred way, helping clients to identify what support they need or activities they would like to join. We are then able to make referrals on behalf of a client and we can also accompany them the first time they attend a club, as we appreciate it can sometimes be a little overwhelming.

More information and our referral forms can be found

here: https://ageingwellsouthwark.org/referral/

13. Housing Support Organisations

HASL (Housing Action Southwark and Lambeth).

https://housingactionsouthwarkandlambeth.wordpress.com/meetings/

They provide in person casework and have in person meetings:

- Weekday meetings meet on the second Thursday of each month at 10am in Elephant & Castle.
- Saturday meetings last Saturday of the month at 10am in Elephant & Castle.

To receive further information about where these meetings take place, text them on 07930 062282.

London Renters Union

https://londonrentersunion.org/

This housing union can offer peer support around housing problems, and organise public action, eviction resistances, publicization in the press as a way of putting pressure on landlords to act. They can also put you in touch with housing lawyers to support you in court.

ACORN

https://www.acorntheunion.org.uk/

This community union also organises successful collective action around issues facing local communities through a range of different tactics including demonstrations and collective resistance.

Shelter

https://england.shelter.org.uk/

Shelter is a housing charity which offers personalised 1-1 casework for housing issues and homelessness.

Call 0808 800 4444.

Southwark Law Centre

https://www.southwarklawcentre.org.uk/

SLC provides specialist legal advice for people who cannot afford to pay in areas of housing and other legal issues.

Anthony Gold

https://anthonygold.co.uk/

020 7940 4060 / mail@anthonygold.co.uk

- Based in Southwark good for South London
- Have a strong history of winning disrepair cases

Mary Ward Legal Centre

https://www.marywardlegal.org.uk/

020 7831 7079 / housingadvice@marywardlegal.org.uk

- Homelessness reviews of negative decisions,
- Defending possession proceedings and warrants for eviction private and public sector tenants, particularly where there are complex issues of fact or law giving rise to a defence.
- Disrepair
- Good for County Court Judgement help (arrears/debt)
- You must be eligible for Legal Help and provide proof of income at your first visit. Please complete the Legal Aid Eligibility Calculator to find out whether you qualify for help.

Cambridge House Law Centre

https://ch1889.org/law-centre/

020 7358 7025 / lawcentre@ch1889.org / damos@ch1889.org

We prevent homelessness by advising tenants about their housing rights and by legally representing people who face eviction, homelessness, disrepair, and other problems relating to their housing situations. We have an extremely high success rate when representing clients in court.

Justice4Tenants

https://justicefortenants.org/

02034766648

- Brilliant at Rent Repayment Orders
- Can do compensation for unprotected deposits
- Can also be contacted for free legal advice on issues related to private renting (not so much temporary accommodation or council housing).