

20 October 2011

WATMOS Annual Recognition Awards 2011

Congratulations to all of our tenant volunteers and staff that were either nominated or won an award this year; we owe our success to their dedication, commitment and valuable contributions to the tenant management movement and WATMOS Community Homes.

Delivering Excellent Services Award

Winners: Molly Banks from Chuckery TMO

Molly's work as Secretary for Chuckery TMO's Committee has been outstanding. She takes superb minutes and has made significant improvements to the Chuckery newsletter, making it attractive and interesting. Furthermore, during the recent communications review she made many valuable suggestions.



Michael Anderson from Central Team

Michael has successfully managed the Human Resources function for the TMOs and the Central Team over a number of years and has implemented and delivered an ever-widening range of Human Resources services to very high standards. He provides excellent service throughout the WATMOS Group with a courteous and can-do approach as well as providing HR Consultancy Services to a range of external organisations which has generated extra income for WATMOS. In addition, he has developed a management development programme for staff and volunteers and has been actively involved in various tenant involvement, consultation and empowerment activities including promoting the LATMOS stock transfer project.

Other Nominees:

Joan Hawes from Avenues TMO

Dean Barker from Leamore TMO

Michelle Sterling from Central Team

Helen Zatte from Central Team

Delves East and West TMO staff

Sandbank TMO

Building Better Lives Award

Winners: Cynthia Daley from Burrowes Street TMO



Cynthia has lived on the Burrowes Street TMO estate for ten years and has always been involved in assisting with events on the estate. During this time she was briefly on the Committee but stood down. Despite this she has continued to be a very active member of the voluntary community. Cynthia worked as a warden then Neighbourhood Community Officer for the council and has offered this service to Burrowes Street residents for a number of years, visiting and

offering support to the elderly, vulnerable or people living on their own. She writes a report for each visit and a summary for each Committee meeting. In addition she has been Voluntary Bar Manager at Burrowes Street for six years including serving, stock taking, checking the balances and other associated work. You may think this keeps her busy enough, but no, Cynthia helps out at the weekly luncheon club at Brockhurst House and in assisting with maintaining the garden area around Brockhurst House (even though she lives in Richards House).

Dot Dennis from Avenues TMO



Dot has made a significant contribution to Avenues TMO over the years and has devoted an enormous amount of time and effort into various activities at Avenues TMO. She has been instrumental in developing and driving forward the Community Gardening Club, the Parent and Toddlers Club and her work with Rose's Helping Hands Charity has benefited both the charity and the Avenues estate alike.

Steven Grigg from Leamore TMO



Steven has been instrumental in developing close working relationships with the Police for the benefit of tenants of the Leamore estate.

Joan Hawes from Avenues TMO



Over a number of years Joan's hard work, dedication and commitment have ensured the smooth running of the Avenues TMO. During the year a very high percentage reduction in rent arrears has been achieved through Joan making great efforts to assist tenants to claim housing benefit including going out of her way to complete and submit forms on their behalf at the Civic Centre.

Other Nominees:

Val Nicholls from Delves West TMO

Len Duckhouse from Twin Crescents TMO

Sandbank TMO Committee and Staff

Community Well-Being Award

Winners: Glenn Martin from Chuckery TMO



Glenn has been very active in promoting the WATMOS ethos and always strives to achieve the best possible outcomes for tenants across the Group. He has been very productive as a Chuckery TMO Committee Member and has recently become a WATMOS Board Member. His assistance at various LATMOS events in London has been greatly valued and he has conducted excellent work as Chair of the Tenant Panel, through which he has fostered good links between TMOs.

Val Nicholls from Delves West TMO



Val has, for many years, worked with boundless energy and enthusiasm for the benefit of the residents of Delves West, for WATMOS as a whole and partner organisations such as the National Federation of Tenant Management Organisations (NFTMO). She continually does fantastic work with the local church and school, attending and participating in a range of activities and events. In addition, she is also actively and enthusiastically involved in events at Delves West TMO and has demonstrated considerable commitment to the LATMOS stock transfer project.

Nathan Scott from Burrows Home Comfort



Nathan has demonstrated considerable commitment and an overall excellent improvement in work quality and performance.

Dean Barker from Leamore TMO



Dean has overseen the achievement of considerable performance improvements for the benefit of Leamore TMO residents and has been actively involved during the year in promoting the LATMOS stock transfer project.

Other Nominees:

Michael Anderson from Central Team

Enabling People Award

Winners: Pauline Williams from Leamore TMO

Pauline has demonstrated enthusiasm, dedication, commitment and great willingness to take on anything she is asked to do in her role as a Committee Member. She is a very valuable asset to Leamore TMO, has recently taken on the role of Treasurer and has played an instrumental role on the Leamore TMO Personnel Sub-Committee for a number of years.

Len Duckhouse from Twin Crescents TMO



Len has demonstrated inspirational leadership, dedication and commitment to building a strong community and improving the lives of people on the Twin Crescents estate including his outstanding work in bringing people together through community activities and social events in the Community Room.

Sheila Bromwich from Delves TMO

Sheila has worked for Delves TMO for over eleven years. Since recently taking over as Estate Manager, following the retirement of the previous incumbent she has coped admirably during a period of change. The staff team

has been very well supported through these changes, resulting in continued high levels of performance and target achievement for her TMO.

Tania Worrall from Central Team



Tania has worked tirelessly with staff and volunteers across the Group for a number of years in her capacity as ICT manager to train people and develop their IT skills. She has helped many people, with differing levels of proficiency, improve their computer skills and increased their confidence to use computers and other technologies on a day to day basis. In particular, many staff and volunteers are using computers and software packages they thought they would never use and they have learned how to improve the way they work and the way they communicate by making better use of IT.

Other Nominees:

Glenn Martin from Chuckery TMO

Helen Zatte from Central Team

Marje Bridle from Central Team

Sandbank TMO

Best Community Project Award

Winner: Avenues TMO Community Gardening Club Project

The development of the Community Gardening Club has encouraged people to grow vegetables and promoted healthy eating to all residents on the estate.

Other Nominees:

Avenues TMO Parent and Toddler Club

Sandbank TMO Estate

Leamore TMO Clothing Collection Project

Outstanding Achievement Award

Winners: David Badland from Sandbank TMO

David has been involved in supporting the effective running of Sandbank TMO for 16 years and has demonstrated outstanding dedication and commitment.

Although in seriously ill health David continues to be active in TMO business on a daily basis.

Joseph Ralph from Twin Crescents TMO

Joseph has shown tremendous levels of commitment and dedication to Twin Crescents residents through service on the Committee and Sub-Committees over a number of years and through the substantial levels of support he has provided to the Estate Manager and staff.

Best Performing TMO Award

Winners: Sandbank TMO



The award for Best Performing TMO is based on overall performance across a range of areas including rents management, voids, repairs and business management.

Most Improved TMO Award

Winners: Leamore TMO



The award for Most Improved TMO is based on improvement across key areas such as rents management, voids, repairs and business management.