

Millbank Estate Management Organisation (MEMO)

Summer Newsletter 2010



Do you know that MEMO is a resident led organisation?

Millbank Estate Management Organisation was set up in 1997 and is led by a management committee made up of volunteering residents living on the estate. The housing office reports to the management committee on a monthly basis and if you are interested in finding out more you are welcome to come to a board meeting. We normally meet the last Thursday of the month and the forthcoming meetings are scheduled for the 24 June and 29 July in the MERTA Hall (Reynolds House Court Yard) at 6.30pm.

Tenant Management Organisations (TMOs) like MEMO are governed by the Right to manage legislation and MEMO has a legally binding contract with Westminster Council. We are currently reviewing the contract in order to bring it up to date with current legislation which as well looks at our management allowance; the funds allocated every year to run MEMO.

MEMO has undergone a lot of changes in the last 18 months and we are slowly but surely improving the services provided to residents on the estate. We will be holding the annual resident consultation day on the 3 July from 12 - 2pm. We will collate all the residents' views and identify 5 areas that residents want to see improved.

The shed doors at Gainsborough, Reynolds, Wilkie and Morland House are being painted by our in-house caretakers Abreu, Almeida, Frank and Rosario. The sheds at Rosetti, Ruskin, Turner and Stubbs House will be incorporated in the Major works.

Seagulls

Are you disturbed by the Seagulls nesting on your roof? We are looking into 'hawking' solutions, which involves using a professional hawk handler. The quotes we have sourced to date are quite high and we are therefore also looking at clearing nests when Major Works on the estate is carried out. If you would like to find out more or tell us about your 'gull' experiences email us on info@millbank-emo.co.uk

Any bright Ideas?

We want to hear from you. What do you think of our service? What can we do better? What improvements do you want to see? Is there anything you want to suggest or contribute with? Please let us know. Contact us on info@millbank-emo.co.uk or phone 020 7976 5788.



Cinema at Millbank!

We have applied for funding from the TV aerial fund to enable cinema screenings for Millbank residents. If we get the funding we will get cinema screenings up and running straight away. Old time movies and children's theme will be the starting point. For

more information contact the MEMO office.

AGM

We normally have our Annual General Meeting (AGM) in September. We will put notices on the notice board publicising the date. If you want to find out what has happened in the year just gone, please come along. This is also the opportunity to be nominated to become a board member.

Major Works

As you may have noticed we have AXIS contractors doing preoperational work on Ruskin, Rosetti, Turner and Stubbs House. The contract is being processed by our solicitors and once everything is signed and sealed, work will commence on site. We are doing the fine tuning and then we are raring to go. If you want further information please contact MEMO office.

TV reception

If you still have problems with the TV reception, please contact the MEMO office on 020 7976 5788 or info@millbank-emo.co.uk

Customer satisfaction questionnaires

A big thank you to all of you who have taken the time to complete the customer satisfaction questionnaires sent out!

We have decided to extend the deadline to the end of June to enable even more of you to return the form.

Laminated flooring

MEMO would like to notify all residents that removing carpet in your home and replacing it with a hardwood or laminate flooring could have serious implications for your neighbours below.

The noise level transmission could rise dramatically and cause a great deal of impact noise and distress to your neighbours.

If any resident on the MEMO estate wishes to remove carpets and replace it with hardwood flooring like laminate or ceramic tiles you will have to get permission from MEMO office prior to fitting the floor. Please do

NOT start work unless you have written permission. Application forms are available in the MEMO office; getting approval has now become a requirement.

If you are a leaseholder you would need to contact Lessee services on 0207 245 2122 for further advice.

Cloudy water?

Residents have advised that the tap water has a slight cloudy look to it. Some people say that it looks like a teaspoon of milk has been dropped into the glass of water.

Thames water have replied - This is likely to be caused by trapped air in the pipework. Air can be introduced into the water supply following repair work on the distribution network, or by a pocket

of air becoming trapped in the internal domestic pipework.



Noise Nuisance

MEMO would like to remind all residents to be aware of excessive noise coming from their properties. In particular noise such as loud music, parties, echoing noises due to uncovered laminate flooring **WILL** cause impact noise that may disturb your neighbours. Our biggest cause for complaint at Millbank is noise nuisance and how it affects people's quality of life within their own homes. MEMO would like to ask all residents to be considerate as we aim to promote

positive neighbourly communications between all of our residents on the estate.

If you are disturbed you can by excessive noise you can contact the Noise Nuisance Team on: 020 7641 2000 (24 hours)

Residents Consultation Day

This years Community Compact Consultation Day will take place on **Saturday 3 July between 12-2pm** on Reynolds House Court Yard. We want to set your priorities for 2010/11 and therefore encourage you to come fully geared with all your views and opinions.

There will be refreshments, face painters, screening of the Millbank History project DVD and Ashley from TATE Britain will join us and convene an activity designed for families with children. The activity is to make banana peel models that will then be displayed on Atterbury Street during the South West Fest!



On 4 July 2009 over 50 Millbank residents attended the consultation day that formed the basis of our Community Compact for 2009/10.

The Compact was launched at the AGM in September 2009 and copies of the Compact are available in the reception in the MEMO Office.

Residents set the following 5 priorities in 2009:

1. Repairs
 2. More communication from the MEMO Office
 3. Anti-social behaviour
 4. Cleaning in and around the estate
 5. The door entry system
- Resident satisfactions on repairs we carry out have gone from 76% September 2009 to 89% in satisfaction in May 2010.
 - Regular Newsletters are now going out to all resident on the estate. We are issuing Newsletter quarterly as well as look at other means of communication.
 - MEMO has established a close working relationship with the safer neighbour hood team to address remaining issues around antisocial behaviour.
 - One additional cleaner is been appointed.
 - All faulty door entry systems are repaired and the warranty expires in December. We are trying to get a renewal programme in place for all systems on the estate.

We have for a while been receiving positive feedback from residents and we hope that this show of support will result in more residents become active in the community and an increase in shareholders and board member ship. Please contact info@millbank-emo.co.uk if you would like more information on how to get involved.