

Millbank Estate Management Organisation (MEMO)

Newsletter Summer 2011

Visit our new website www.millbank-emo.co.uk



Millbank Estate has a new website serving as a communication conduit for residents and other stakeholders. It is full of information that is regularly updated including a calendar with all relevant events and meeting dates. Over time, the website will grow into an interactive site where residents also actively contribute. Visit MEMO's new website on www.millbank-emo.co.uk and let us know what you think.

MEMO board member Obi Nwosu has taken responsibility to finalise and successfully implement the new website after Wilfried Rimensberger and Mark Korad initiated and developed the concept and design in conjunction with website builder Businessbike.

Seeking the involvement from our Residents



This cartoon obviously does not reflect what MEMO and our community is all about. We regularly consult residents and our board meetings are forums for open discussions, regularly observed by residents and other interested parties. This open approach has led to lots of improvements and keeps the organisation in check. Please keep attending. The next meeting is on the **30 June at 6.30pm** in MERTA Hall above the MEMO office. The July board meeting is scheduled for the **21 July** and the **AGM will be held on Monday 26 September 2011**. We are looking forward to seeing you there!

Suffering from leaks?

Have you experienced leaks? If you are a leaseholder any sub-sequential damage is caused to your property as a result of a leak (or any other structural problem) you are covered through a building insurance that you pay for through your service charge. Claims can be made by contacting Gwen Ridley in Westminster Councils insurance team on 020 7641 2832 who will issue relevant forms to you. If you are a tenant, please contact the MEMO office and we will process the insurance claim. **It is important that you file your claim within 28 days of an incident.**

Landlord responsibility



Landlords have a legal obligation to carry out an annual gas service to tenanted properties. Please ensure that you contact the MEMO Office once you receive a letter that your annual gas service is due. If the gas appliances in your home are unsafe you could be at risk of fire, explosion or carbon monoxide poisoning. MEMO offers Leaseholders a competitive rate for gas service.

Have you heard of 'Local decisions'?

The Government's plans to empower local communities and specifically for radical reform to the social housing system are captured in the policy document *Local decisions: a fairer future for social housing*. It includes changes on tenure; the management of waiting lists; and the homelessness duty. It also covers the introduction of a new 'affordable rent' tenancy and changes to the system of council housing finance. It includes measures to improve mobility, tackle overcrowding and under-occupation. The reforms will ensure that social landlords can make better use of social housing and target support where it is needed most.

Millbank has already a tradition of engaging in wider issues and we make sure that we seek further opportunities from the 'Local Decisions' agenda. To find out more visit:

<http://www.communities.gov.uk/publications/housing/socialhousingreform>

Major Works



Major works on Ruskin, Rossetti, Turner and Stubbs House are officially completed. And MEMO is proud to have managed the project successfully and to increased standards. Credit is due to our Estate Director

Annelie Sernevall and to the new contractors brought in.



The work is now covered by a 12 month Defect Liability Period (DLP). Any problems relating to the works must be reported to the MEMO office, staff will address it with the contractors.

Residents in the 4 blocks are asked to complete and return the distributed major works satisfaction surveys to the MEMO office. Staff, board and contractors value this information that is used to improve service delivery.

The next Major Works phase will be carried out to Lawrence, Leighton and Landseer House. Anticipated start date is April 2012.

Guided local tour

Snipe Hunting a local initiative by temporary Chelsea Arts College resident artists Melissa Bliss. Join the open day on Saturday 18 June 2011 and at the entrance to the arts college at 11am or 2pm.



MEMO is an active member of the NFTMO



MEMO board

Apart from the new website, board members have finished several initiatives

- Full review of the MMA (Modular Management Agreement)
- A new business plan 2011 -2014



The problem ridden financial benchmark exercise carried out by CWH is going through its end phase. Board officers and staff

members have taken part in many meetings relating to this issue over the past years. We can happily announce that MEMO is receiving an increasing in the allowances which means that we can improve the services delivered on the Estate. Supported by the called expert advice, it is accepted that MEMO has a clear business case for more funding.

New telephone system



When you call the MEMO Office you will note that we have changed our telephone

system. The changes enable your call to be connected to the right department at the press of a button:

- 1 – Customer Service and report repair
- 2 – Gas Service and report boiler repair
- 3 – Housing management or to book an appointment with the housing officer
- 4 – Accounts payable and HR issues
- 0 – for the operator

Recycle and gardening!



Please be kind to nature and ensure that you recycle as much waste as possible. Do not leave refuse beside the waste

hut or outside the shutter chambers. Our estate is known for its planting in the courtyards. And the beautification by residents

is much appreciated. However, all use of these public spaces must be considered and done in compliance with our Court Yard Policy, which is available on our new website and can also be collected from the MEMO office.

Estate Inspection

26 June 11am – 1.30 pm: Lawrence, Leighton, Maclise, and Millais House. Assemble outside Lawrence House at 11am. Visit www.millbank-emo.co.uk for all estate inspection dates.

Please remember:

That using the communal stairwell to hang washing, rugs and store items is a breach of your tenancy/lease conditions

The communal areas, landings, and stairwells are fire escape routes that should be kept free of all obstructions for residents to evacuate their homes in the event of an emergency. **All bulk items will be removed and disposed of if they are not removed by residents within 14 days.**

Please ensure that you are mindful and not cause any noise nuisance which may disturb your neighbours

Utilise your **Safer Neighbourhood team (SNT)** for any issues relating to antisocial behaviour or criminal activity on the Estate . Contact the SNT on 020 8721 876.

Our deepest sympathy...

goes out to the families and friends of the following residents who have sadly left us:

- **Mrs Josie Griffin** - Maclise House
- **Mr Michael Allen** – Turner House
- **Mr Anthony Galvin** – Lawrence House



May they rest in peace



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Join our annual Millbank Community Day, 9 July!

The community consultation day will be held on Saturday 9 July 12 -4 pm. This year you stand a chance of winning a Wii console and a Red Letter Day!



We are building on the success from previous years. Light refreshments will be provided throughout the day and we have ordered sunshine! The line up for the day includes a 'Swap Shop' (bring your old and walk away with someone else's old), 'Tug of war', and 'egg and spoon race' at the green behind Reynolds House (volunteers needed), cake competition, (with a £50 M&S voucher prize to be won) face painting, massage and more. Ashley from TATE Britain is joining us again for a fun filled art inspired activity that all can join.

Do you want to win a next to new Wii console? All you need to do is to enter the Wii tennis tournament that will take place on the day and win it!



You will enter into the Tombola and can win some fantastic prizes by simply completing the consultation sheet were we want you to help us set the priorities for the forthcoming year. Finally, the estate agent Moretons are kindly sponsoring the Tombola with many prizes including a Red Letter Day voucher worth £100 which can be exchanged for a number of amazing experiences such as a spa experience or car racing day! Look out for more information on the website! www.millbank-em.co.uk

We must not forget that this day is an opportunity for you to get to know your neighbours and neighbourhood better. As a Millbank resident, you are entitled to become a shareholder you are not already a MEMO shareholder you can become one by simply filling in the registration form and paying nominal fee of 10 pence. You will also be able to learn more about MEMO and finding out how you can get involved in your local community.

Last years community consultation set the following five priorities:

1. **Rubbish disposal** – We have established close liaison with Veolia the council waste contractor and we monitor the work to ensure that due care is taken on Millbank Estate.
2. **Noise** – we actively work with households that report or cause noise nuisance. We refer households to mediation and actively manage ongoing cases.
3. **Events** – 2010 and 2011 have seen an increase of events being delivered on the Estate. We have had bike marking events, Millbank Cinema launch, tulip planting, seed making, Easter celebration and more We are planning further events and activities for residents and all you need to do now is join in!
4. **Repairs** – The repairs satisfaction has gone from 77% in March 2010 to 83% in March 2011. We want to continue to improve the satisfaction with repairs.
5. **Communication** – We have improved communication and resident involvement via increased events, regular newsletters, regular major works consultation and residents meetings addressing specific issues and we have now launched our new website www.millbank-emo.co.uk

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