

# Millbank Estate Management Organisation

## Management Committee Meeting Minutes

Thursday 21 July 2011 at 6:30pm, MEMO Boardroom



**Present:** Wilfried Rimensberger (WR) Chairman  
Neil Cocking (NC) Treasurer  
Obi Nwosu (ON) Board Member  
Lynda Hiscock (LH) Board Member  
Gwendolyn Morgan (GM) Board Member  
Margaret Landman (ML) Board Member

**Apologies:** Phil Hayes (PH) Vice Chairman  
Pat Johnstone (PJ) Secretary  
Barbara Charalambous (BC) Board Member

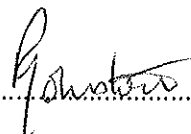
**In Attendance:** Annelie Sernevall (AS) Estate Director

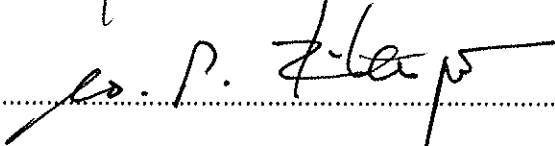
**Observers:** Olive Whitcombe (OW) Observer  
Irene Carter (IC) Observer  
Louise Etherson (LE) Observer

<b>1</b>	<b>INTRODUCTION</b>	<b>Action</b>
1.1	WR welcomed everyone to the meeting.	
<b>2</b>	<b>DECLARATION OF INTEREST</b>	
2.1	No declarations of interest were declared.	
<b>3</b>	<b>MINUTES FROM LAST MEETING AND MATTERS ARISING</b>	
3.1	On 3.9 AS stated that there were no further calendar points been put forward.	
3.2	ON explained that discussions have been held on the community for next year. It is suggested to fall in one of the following months in April/May or October.	
3.3	WR stated that it was important to proofread the website and he wants someone with English as mother-tongue to do this. It was agreed that, although it is best practice to edit before updates go live, editing would happen afterwards.	NC to proofread with LH as a secondary reader.

3.4	ON stated that it was important to promote the website. AS replied that the URL was available on letterheads and business cards as well as in email signatures. NC suggested posters and WR suggested approaching local businesses to offer discounts to incentives website use.	ON to look in to this.
<b>4</b>	<b>MINUTES FROM LAST MEETING AND MATTERS ARISING (CONTINUED)</b>	
4.1	Tony has been brought in to help Nicole. Even though Nicole is more confident this year it is apparent that she need assistance.	
4.2	WR stated that MEMO should be recording a surplus but the same issues with creditors and debtors remain. The accounts were not available at the meeting.	Delegated to the finance sub-committee.
4.3	AS told the meeting that she had done more research into community led stock transfers. She had been at a meeting with a representative from PPCR who explained different options. AS stated that she could obtain the electronic slides from the meeting and distribute them to the board.	Agreed
4.4	AS explained that there are a variety of options available other than community led stock transfer. She stressed the importance of looking into options in order to be able to make informed decisions. In July the white paper 'Open public services' was published which seek to de-centralise public services.	
4.6	AS highlighted the problem of the rise in empty properties and major voids. There are currently four major voids. City West Homes has questioned the tenders south by AS and in light of that she has instructed a surveyor to re-do the tender process and invite a further two contractors.	
4.7	The possibility of support being brought in to deal with this administrated was discussed. It was agreed that it was important to consider health and safety requirements about desk space etc.	AS to look into this.
4.8	The board discussed the issue with youths and children on the estate. WR suggested the possibility of erecting a gate to act as a deterrent.	
<b>5</b>	<b>FINANCE REPORT</b>	
5.1	AS highlighted the very high legal fees for the year to date. These are due to action being taken against the organisation.	
5.2	ON felt that the column headings on the financial reports lacked clarity.	NV to work up a template.
5.3	AS pointed out the large number of trade debtors but assured the board that there was money in the bank.	
<b>6</b>	<b>Estate Management Report</b>	
6.1	AS that MEMO had passed the ISO 9001 accreditation and that MEMO will be assessed again in 12 months.	

6.2	The trees on the RCY have been pruned. GM has been in contact directly with Westminster Council about the effect of trees on street lighting.	
6.3	GM asked about the possibility of another recycling bin. AS confirmed that this has been requested along with additional grit bins.	
6.4	ML suggested a notice to alert people when the bins have been filled up.	AS
6.5	AS told the board that the office staff will write letters telling residents to be mindful about the bins. Also to remind them of the possibility of a fine if the bins are misused.	
<b>7</b>	<b>AGM Preparation</b>	
7.1	AS stated that notice to all shareholders must be sent out by Friday 26 <sup>th</sup> August. She asked the board for suggestions as to what to bring to the shareholders. Two issues arose: rent collection and MMA.	
7.2	LH voiced concern that rent collection was a lot to take on. AS stated that rent collection would take a while to set up (12-18 months) and that the main function is chasing rent arrears.	
7.3	AS stated that, with additional training, existing staff could potentially fulfil the rent collection roles.	
7.4	ON asked what the aim of rent collection would be. AS explained that MEMO would provide a more holistic service as well as getting extra revenue and recommended that it be added to the AGM agenda.	Agreed
<b>8</b>	<b>ANY OTHER BUSINESS</b>	
8.1	Television aerials are not currently connected to all the flats. If a resident is having trouble with reception, they should speak to Yone at the office. This is to be put in the next few newsletters so people are aware.	
8.2	NC highlighted the problem of paint on the <del>flower</del> floor outside Turner House.	AS to liaise with Chris.
8.3	AS attended the Big Communities meeting and reported that Vincent Street was to be closed. Morland House residents will be alerted so as to cause them minimal disruption.	AS to write to Morland House residents.
8.4	WR asked whether the board felt there should be gates in the courtyards to act as a deterrent to children entering. AS pointed out that as the estate is listed, getting permission for the gates may be difficult.	The Board would like to look into this further

Secretary .....  ..... Date 08/09/2011

Chair .....  ..... Date 08/09/2011