



MEMO — working on behalf of all Millbank Residents

Millbank Estate Management Organisation Autumn Newsletter

www.millbank-emo.co.uk

Chairman’s Message– Phil Hayes

As we approach the Festive Season I just wanted to take the opportunity to up-date our shareholders and residents briefly on the position of MEMO and the Board since the AGM held at the end of September this year.

As was our need, the new Board has settled into business relatively quickly. The focus has been to get the Board to understand it's primary purpose, that of looking at our strategic way forward, not addressing day-to-day issues or trying to micro-manage our office team.

We are in the process, with our Human Resources consultant Jan Morgan, of reviewing our staffing team to enable us to deliver an efficient, cost effective, need driven service. This will particularly facilitate a more effective and better value repairs and maintenance service across our estate.

We continue to work on the Service Improvement Plan as specified post the Westminster City Council's audit on MEMO.

One of our main focuses has been the much needed re-writing of MEMO's rules and a full

review of our governance documents. Importantly this should ensure that the situation we found ourselves dealing with in recent times couldn't happen again.

As part of this process, the Board will be calling a Special General Meeting of its shareholders to review our new draft rules and vote to accept them. We are expecting that this meeting will be sometime during February or March 2015.

There is of course lots of work still to be done to improve our organisation and we value any resident input. At our AGM communication was addressed as an ongoing issue between residents and the Board. This should have been improving and please feel free to contact us on: boardroom@millbank-emo.co.uk, which is an address that is frequently monitored.

So it just goes for me to wish you all a peaceful festive period and a very happy new year ahead in 2015.

Current MEMO Board

Phil Hayes
Peter Doherty
Gina Bobin
Maria Gouveia
Habib Aziz
Gwendolyn Morgan
Harry Borne
Oscar Martone
Nina Chitnarvis
Margaret Landman
Lynda Hiscock

Chairman
Vice Chairman
Secretary
Treasurer
Board Member
Board Member
Board Member
Board Member
Board Member
Board Member

Renovation works to flats

Leaseholders or tenants planning to carryout work to their flats are reminded that they have to get permission from the Landlord and inform MEMO. We continue to receive a number of complaints in regard to renovation and the disruption this causes to fellow residents.

Alterations must be authorised and will require inspection and permission. Consideration must also be made in regard to the impact on the communal areas. Including disposal of refuse/contractor materials/dust and debris

Contact MEMO in the first instance and get contractors to liaise with MEMO and ensure that they adhere to the recommendations and advice given.

Surveys

In conjunction with CityWest Homes, a series of surveys have been undertaken on eight of the Millbank estate blocks;

- Gainsborough House
- Hogarth House
- Maclise House
- Millais House
- Morland House
- Mulready House
- Reynolds House
- Wilkie House

A list of major works and upgrade recommendations have been highlighted and we are working in partnership with CWH to determine timescales and work details. The works are currently not programmed until 2016/17. Further resident consultation will be under taken.

Cyclical works for the 3 L's

Works will commence at the beginning of 2015. A number of observations and comments had to be addressed during the Section 20 consultation. Resident consultation invites will be circulated in the New Year. Residents will have the opportunity to meet the contractors and get information in regard to actual works and time-scales

Bicycle Stands

A number of new bicycle stands have been installed across the estate. Some residents did highlight dissatisfaction with the level of consultation and proposed positioning of some of the stands. Where there has been concern, some areas have had a reduced number of stands installed. Transport for London in conjunction with Westminster City Council arranged the logistics of the installation and met the costs which was over £5,000.

MEMO Courtyard

Maintenance & Housekeeping

A programme of deep cleansing has commenced across the courtyards. The remainder of the Millbank Estate will be delayed until weather conditions improve

Icy and Snow Conditions

The Estate team has prepared for snow and icy conditions, we have a large supply of salt and will ensure that all the courtyards receive necessary attention. Please take extra care during this period, walkways may be icy. If any resident needs further assistance during this period please liaise directly with the Estate Office and we will assist where possible.

MILLBANK RESIDENTS & COMMUNITY

www.millbank-emo.co.uk

MILLBANK COMMUNITY/SOCIAL ACTIVITIES

There are now a number of emerging community projects on the estate. Over the past few months, the MEMO Social sub committee have reformed and have been tirelessly working/brainstorming, linking up with other neighbourhood stakeholders to reactivate activity on the Millbank estate. A Christmas Fayre was held on Sunday 14th December.

MEMO donated refreshments, local business donated raffle prizes.

Residents were encouraged to complete a short survey. Some residents showcased their creative flare by offering various arts and crafts for sale.

A local children book seller and local business woman promoted their wares. A hamper was won by a lucky resident in Reynolds House.

On Tuesday 16th December, pupils from Millbank Academy decorated a living Christmas tree kindly donated by Berkeley Homes. The children had loads of fun and all decorations were handmade. The tree is now sited in the Moat Garden. The final Christmas event took place on the afternoon of 17th December. Local

residents and our friends from the Tate Britain attended an afternoon of craft making. This event was a great success and demonstrated a real feeling of community spirit. 'Thank you' to the Social Sub Committee for their dedication and wonderful baking.

Future craft sessions are planned for the New Year if anyone is interested in the events please pop into the MEMO office and liaise with Pablo. Alternatively, you can email: **'boardroom@millbank-emo.co.uk'**



Residents enjoying the MEMO Christmas Fayre. Raffle prizes included a wonderful hamper (prizes donated by local residents and Business)



Tate Britain donated four tickets for a lucky winner to visit an exhibition. Many thanks to Sainsbury's, Frankie & Benny's and all the other generous gifts that contributed to a wonderful event.

Berkeley

Designed for life



Millbank Academy Pupils and local residents decorating the living Christmas tree situated in the Moat Garden opposite Wilkie House. Berkeley Homes a local business partner donated the living tree. A BIG 'THANK YOU' BERKELEY

CRAFTS & Fundraising 2015

A recent survey indicated that residents are interested in holding an;

'International Cultural Day'

We want to celebrate the diverse, vibrant community that makes up the Millbank Community if you are interested in this event or want to volunteer. Please email Gina Bobin on the 'boardroom@millbank-emo.co.uk' email address/pop into the MEMO estate office and leave a message



Moat Garden Usage

We have received several complaints in regard to youth congregating in the moat garden opposite Wilkie House and causing noise and nuisance. Gates were installed sometime ago to the entrance of the moat but have never been locked. MEMO previously undertook a consultation but there wasn't a high volume of responses. As such, we are asking residents for their opinion in a final consultation whether they want the gates locked and access limited to residents of Millbank estate only?

Please find attached form for completion and return to the MEMO estate office by 19th January 2015

MEMO Opening Hours Christmas & New Year

The Estate Office will be open on the following days;

24th December	09:00—12:00
25th December	CLOSED
26th December	CLOSED
29th December	09:00-17:00
30th December	09:00-17:00
31st December	09:00-12:00
1st January	CLOSED
2nd January	09:00 17:00

Out of Hours Emergency Details;

24 hour call centre for 'Tenants' boiler and central heating issues

K&T Heating 020 8269 5983

Other repairs;

Emergency Link 020 7286 7412 or 020 7641 4528

Food Fayre Trip

A trip to Leeds Castle is planned for next year and we are busy raising funds to visit one of their exciting food fayres. If we raise enough funds, this will be a free event for all to attend. If you would like to get involved/volunteer/donate just let us know.

Updates will be available on the website and the notice boards