

# MEMO NEWSLETTER

Working on behalf of all Millbank Residents



## MEMO Office

### Opening times

Mon-Thurs 9am - 5pm  
Friday 9am - 4pm

### Staff

Kellie Estate Director  
John Technical Manager  
Harpreet Housing & Leaseholder  
Laura Housing Administration  
Bobby Handyman  
Pinto & Abreu: Estate Cleaners

## Current MEMO Board

Peter Doherty Chairman  
Gina Bobin Vice Chair  
Gwendolyn Morgan Secretary  
Rosaria Gouveia Treasurer  
James Crowe  
Oscar Martone  
Nina Chitnarvis  
Phil Hayes  
Caroline Andrews  
Harry Bourne

## Key Contacts

MEMO Office 0207 976 5788  
www.millbank-emo.co.uk  
boardroom@millbank-emo.co.uk

## Out of Hours Emergencies

24 hr 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

## Chairman's Message

Dear Shareholders and residents of MEMO,

I would like to introduce myself as the new Chair and formally thank my predecessor, Neil Cocking for all his hard work and dedication over the years.

There have been a significant number of questions by residents regarding Fire Safety, so I'd like to take this opportunity to clarify the situation on Millbank Estate. Please take some time to read the following...

If you live in a flat or maisonette, in a purpose-built block of flats the guidance from London Fire Brigade is to 'stay put', unless your flat is being affected by fire or smoke.

This has been the case for many decades and although fires in flats unfortunately occur throughout the country every day, the fire usually only affects the flat on fire.

If your flat or maisonette is being affected by fire or smoke and your escape route is clear:

- Get everyone out, close all doors behind you and walk calmly out of the building.
- Call 999, give your address, the number of your flat and state which floor the fire is on.
- If there is a fire in another part of the building:
- You are usually safer staying put and calling 999.
- Tell the fire brigade where you are and the best way to reach you.
- If you are within the common parts of the building, leave and call 999.

Purpose-built maisonettes or blocks of flats are built to give you some protection from fire. Walls, floors and doors can hold back flames and smoke for 30 to 60 minutes.

There is a Fire Action Notice in your building. It can be found on your block notice board or on the walls next to the main building entrance. The notice tells what you should do in the unlikely event of a fire.

### Emergency procedures

Your emergency procedures are detailed on your Fire Action Notice. When our tenants first move in to their home they are advised of the procedure when they sign their tenancy agreement.

### 'Stay put' advice

Following the fire at Grenfell Tower, the London Fire Brigade has not changed its advice and so we continue to provide advice in accordance with its guidance.

**Peter Doherty**  
Chairman - MEMO Board

## Community Event

On Saturday 2nd June 2017, MEMO in partnership with Westminster Chapel held a Community Day in the Reynolds House Courtyard. The event was a remarkable success, enjoyed by both the adults and children.

## Shed/Drying Room Audit

The external shed audit has been completed, all sheds have now been allocated via the waiting list. Please note if you are using an internal drying room within your block, please contact MEMO to ensure there is an agreement in place.

**Waiting List** – we are updating our waiting list, if you would like to remain or apply to be on the waiting list for a shed. Please contact MEMO.

## Air BNB



Please note it is a breach of your lease/tenancy agreement to let your property via AirBNB. If you suspect a property is being let via AirBNB or for short term lets,

please contact the MEMO office.

## Don't be Idle

Westminster have launched a Don't be Idle campaign, to tackle the issue of air pollution caused by running engines. For more information please visit [www.westminster.gov.uk/dont-be-idle](http://www.westminster.gov.uk/dont-be-idle)

## Notice to residents of works

External contractors may attend the estate via CityWest Homes or MEMO. MEMO do give advance notice to residents when possible via letter and notice boards. In regards Emergency Work, (same day) advance notice is not possible, however we do resolve to place posters on communal doors and noticeboards to explain the disruption.

## MEMO's 20th Anniversary Saturday 22nd July. 12-3pm



We are celebrating 20 years as a Tenant's Management Organisation - making MEMO one of the oldest TMOs in the UK.

Councillor David Harvey has kindly agreed to unveil the commemorative plaque to mark this milestone.

It's a great opportunity for all residents to come together in summer to enjoy free food and drinks and live music.

The event will take place at Merta Hall and Reynolds House Courtyard. All residents on the estate are most welcome.



## Leaseholder Services

We are working towards improving the way we work with our Leaseholders. If you have any ideas/ would like to join our leaseholder working group, please **contact Harpreet via email on [harpreet@millbank-emo.co.uk](mailto:harpreet@millbank-emo.co.uk) or call 0207 976 5788.**