

## **Wimbledon ... The Championships!!**

Hooray!!! It's that time of the year again. We are once again the centre of the world's attention as the tennis championships are due to start soon. It's a privilege that comes with its consequences: Heavy traffic (pedestrians and motor vehicles), noise, litter and others. Please take the usual precautions (keep windows closed, beware of parking irregularities, allow yourself enough time to commute between home and destinations) to minimise any inconvenience. In short, please enjoy our 'time in the spotlight'... and have a great championship!!!



### **Annual General Meeting – date change!**


Please note that the date of the Annual General Meeting has been changed from the evening of Monday, 23 June to **Saturday, 21 June at 11 am** in the meeting room at Southfields Library. This change was made for two reasons: (1) Feedback from the recent resident satisfaction survey indicated that some residents are unable to attend evening meetings, so the Board is trialling a Saturday meeting instead, and (2) the original date is the first day of the Wimbledon championships, which means that many residents will be spending the evening watching the tennis!

We encourage you to join us for the meeting and for a light lunch afterward. **Please RSVP to the office by noon on Friday, 20 June**, so we can plan to accommodate everyone. If you are not a Co-operative member, you may join at the meeting, or by contacting the office. It's only £1! We look forward to seeing you!

### **Meet the Board ...**

Have a question? A concern? A request? A compliment? Come and meet informally with Board members at our next drop-in session, which will be from 10 am to noon on Saturday, 7th June in 2 Fernwood, with Board members Craig and James. Come on by for a cuppa and a biscuit, introduce yourself, and let us know what's on your mind.

**We are particularly interested to hear from residents with ideas for community events!**



Survey  
results –  
see page 3

### **Allenswood and Fernwood gas piping work**

As you will have noticed, Southern Gas has been carrying out work on Allenswood and Fernwood. Residents of these two blocks will soon receive letters from Southern Gas to get access to properties in order to connect the gas. Please can you ensure that you contact them immediately to make arrangements for access so that we do not delay the work. The more quickly we get everyone connected, the more quickly we can have the scaffolding taken down!




Estate Office  
2 Fernwood  
Albert Drive  
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Office hours  
Monday to Friday  
10 am to 4 pm

<http://www.wimbledonparkco-op.org.uk>

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 TWITTER: WimbledonCoop

**T: 020 8780 9980 (24 hours)**  
F: 020 8785 2030

## BE VIGILANT!

### A message from the Safer Neighbourhood Team

A resident recently contacted the police to report suspicious activities in Wimbledon Park. On the 9th May 2014 at 2 am a suspicious male was seen in the estate filming a resident's entrance door. Shortly after this incident an odd marking, consisting of **three straight lines painted in dark blue**, was found on the wall next to the door.

If you see any type of marking next to your residence, call the police on 101 and remove the marking immediately. IF YOU SEE ANY SUSPICIOUS ACTIVITY, CALL THE POLICE ON 999.

For further advice or to discuss this, or any other matter, please contact your local Safer Neighbourhoods Team. West Hill SNT: (020) 8785 8875 (not 24 hour), email: Westhill.SNT@met.police.uk.

## Grants and upcoming work

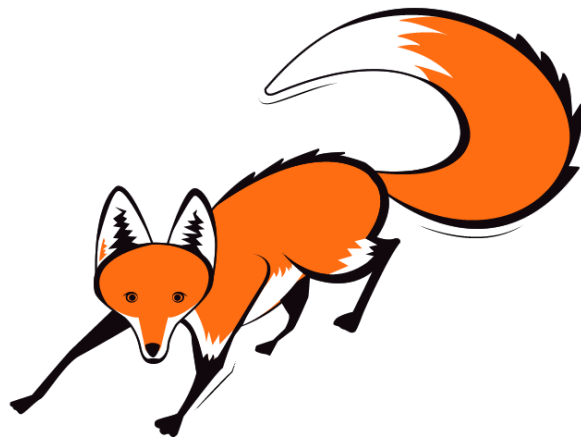
During the last few months the Board and staff of Wimbledon Park Cooperative have been applying for grants to carry out small improvements on the estate, at no cost to tenants or leaseholders. Grant funds are available from various sources, but the key to success is to craft a convincing and detailed application.

We are pleased to announce that we have won three grants so far this year:

- ❖ A new bike shelter has already been installed next to Allenswood.
- ❖ We have recently received approval to install lighting on the steps between Fernwood and Allenswood.
- ❖ A new bin enclosure will be installed for the residents of 1-19 Wimbledon Park Court.

The last two works are planned for June. Special thanks go to the Improvement and Grants Committee for their hard work in getting these three projects approved.

If you have a suggestion for a small improvement you would like to see on the estate, feel free to contact the office and let us know. Your input is welcomed!



## Not-so-fantastic Mr Fox

You may have noticed a fox wandering around our estate during the daytime. This is because it became attracted to the food which residents have thrown off the balcony to feed it. The residents have been reminded not to feed wild animals or pigeons, as it attracts unwanted vermin and is also very unhygienic. Whilst foxes do look beautiful, please bear in mind that they are wild animals and may be very dangerous, and should not be fed or approached.

## Wimbledon Park map and block signs

As you are probably aware, the Wimbledon Estate map at the entrance by the Library is no longer fit for purpose. Not only is it old and washed out, but the information on it is not completely accurate. The Board have therefore decided to have a new one designed, and also to use the opportunity to give some attention to the name signs on the blocks. We will endeavour to keep you posted on the progress, and should any of you be interested in having input in the process, please get in touch with Chay in the Estate office. Thanks!

## Wimbledon Park 2014 Resident Satisfaction Survey results

In March 2014 the Board carried out its first-ever Resident Satisfaction Survey. Questionnaires were delivered to all 279 flats on the estate, and were sent to nearly 100 absentee leaseholders. The questionnaire was based on the one used in the Customer Satisfaction Survey carried out last year by Wandsworth Council, which included all twelve tenant- and resident-managed organisations in the borough and which was reported in the November-December 2013 Gazette. This was done so that the 2014 responses could be compared to the 2013 survey data, although it should be noted that the 2013 survey did not include absentee leaseholders.

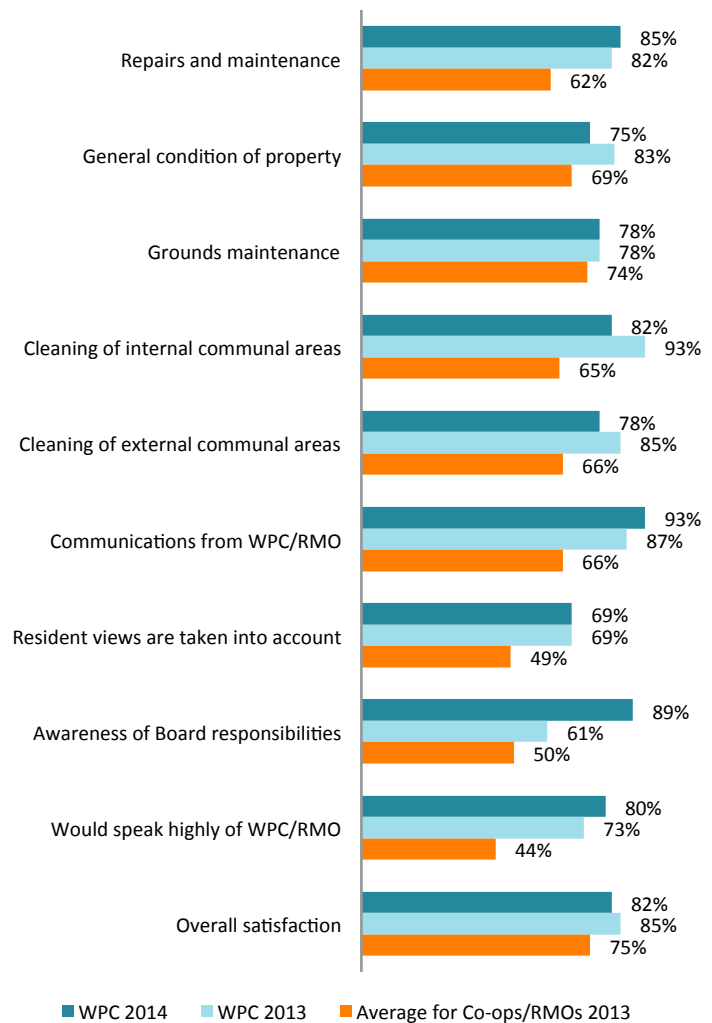
The number of responses from Wimbledon Park in both surveys was almost identical—54 for the Council’s 2013 survey vs. 55 for our 2014 survey. The results are useful for the Board, and for the Council, which uses them to gauge how well the Board is carrying out its management responsibilities, but obviously a higher response rate would be more indicative of overall satisfaction, so the Board will be considering how to encourage more residents and leaseholders to respond to future surveys, which will be carried out annually. Many thanks to those of you who did respond this year.

Overall the responses to the 2014 survey were similar to those from the 2013 survey (see graphic for highlights), and in the majority of responses Wimbledon Park residents and leaseholders continued to express higher satisfaction than the average for TMOs/RMOs in Wandsworth. This is especially apparent in the 80% of respondents who would speak highly of WPC, compared to 73% in 2013—and much higher than the 44% of respondents from all TMOs/RMOs in 2013.

WPC respondents in 2014 were much more aware of the work the Board does (89% vs. 61% in 2013), which is likely due to the communications last summer from the Board regarding the possibility of returning management to the Council in the absence of new Board members. Perhaps as a result, respondents were also much more interested in being involved in decisions about Wimbledon Park this year (64% vs. 40% in 2013), and twice as interested as the 32% of respondents from all TMOs/RMOs in 2013.

The Board noted a slight drop in satisfaction with cleaning services and general condition of the property, but a slight increase in satisfaction with repairs and maintenance. Comments from respondents indicated that the top areas of concern are flytipping and litter, security, anti-social behaviour, and window replacement.

The questionnaire included an optional question regarding tenancy status, which was answered by 49 of the 55 respondents. Of those, 24 were leaseholders living on the estate (an 18% response rate of that category), 9 were absentee leaseholders (9%), 8 were Council tenants (17%), and 8 were private tenants (8%). In general the Council tenants were less satisfied; only 63% would speak highly of WPC, compared to 79% of leaseholders living on the estate, 89% of absentee leaseholders, and 88% of private tenants. To the overall satisfaction question, 63% of Council tenants said they were satisfied, compared to 87% of leaseholders living on the estate, 100% of absentee leaseholders, and 75% of private tenants.



All the detailed results of WPC’s survey will shortly be available on our website. If you would like to see a printed copy, please contact the office to make arrangements.