



November-December 2013

## General Meeting – 9 December 2013

The next General Meeting of Wimbledon Park Co-operative Ltd will take place on Monday, 9 January 2013, at 7:30 pm in the meeting room at Southfields Library. **Please note that this is a new venue**, due to the large turnout at the last General Meeting. Estate Office at 2 Fernwood. Members have already received an agenda and documents.

We encourage you to join us and share a bit of Christmas cheer, but **please RSVP** to the office by noon on 9 December, 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. We look forward to seeing you!

### *Holiday staff and office hours*

- Christmas Eve and New Year's Eve – the office will be open from 10 am to 1 pm; caretakers have half days
- Christmas Day – bank holiday; office closed and no caretakers
- Boxing Day and New Year's Day – bank holidays; the office will be open from 10 am to 1 pm; one caretaker for half a day

### *Meeting the Board ...*

The first of our new Meet the Board sessions took place on 12 November, with Board members Craig and James. We had several people drop by and heard a number of suggestions and comments.

The next session will be in January (date to be announced) – please come by to meet informally with Board members for a cuppa and let us know what's on your mind!



Merry Christmas  
and Happy New Year  
From your Board and all the Staff!

### *Calling all parents!*

Do you have children? The Board is looking for parents to discuss and be involved in potential children's activities and events on the estate. Please contact the office if you are interested in participating.

Survey  
results –  
see page 3




Estate Office  
2 Fernwood  
Albert Drive  
Southfields SW19 6LR

Office hours  
Monday to Friday  
10 am to 4 pm

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

[office@wimbledonpark.org](mailto:office@wimbledonpark.org)

 TWITTER: WimbledonCoop

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

## Locksmith stickers may indicate potential burglaries



Wandsworth Council warned in mid-November that transparent stickers are being placed on doors and locks of dwellings. The stickers appear to advertise a locksmith, but the telephone number does not work. There is speculation that burglars are using them to target houses that appear to be easy to break into or have a lot of valuables, although legitimate locksmiths have reported that they have been placing advertising stickers next to locks for decades.

If you see a sticker on your door, lock, or window, please remove it and let the office know.

It's wise to be particularly security-conscious during this time of year, when darkness falls early. Always make sure your doors and windows are locked when you leave home, and be sure not to leave valuables in plain sight through windows.

## Introducing our new Q&A feature!

Q

I am a council tenant and wonder how much my rent is affected by Wimbledon Park Co-operative's budget? If the Board cut spending, would my rent and/or service charges go down?

A

It may seem counter-intuitive, but WPC's budget and spending have no effect on the service charges listed on your rent statement.

As you probably know, Wandsworth Council is solely responsible for setting your rent; it consults on its rent policy, but co-operatives such as WPC cannot set or adjust rents themselves. The Council's approach to rent setting considers market rent levels, affordability, and rent increases as required by the Government to maintain a viable 30-year housing revenue account business plan. Your rent is calculated based on market-value rents in our local area for private flats of comparable size and location, though council rents are substantially lower overall.

Although your rent statement lists amounts for various service charges, these are not related to WPC's budget or spending, unlike the service charges paid by Wimbledon Park leaseholders. The Government has requested that all local authorities show service charges on rent statements, so Wandsworth Council calculates them and deducts them from your previously determined rent, solely for the purposes of the statement. Your total remains the same.

You can be assured that the Board is always looking to spend its budget wisely, to benefit all tenants and leaseholders.

*Do you have a question for the Board? Please send it to the WPC office and we will try to answer as many as possible in the newsletter.*

## Shopping online this Christmas? Don't let fraudsters ruin your festive fun

*A message from the Met's Total Policing*

Every year more and more of us are searching and buying our gifts over the internet, rather than battling the crowds in the high street, and every year fraudsters are finding new ways to move our money into their pockets.

Christmas is a time for celebration, a time to be with friends and family. Unfortunately it is also a time when fraudsters cash in, using cons old and new to exploit people's good will and ruin their festive period. During the Christmas period last year, consumers lost over £12.4m to fraudsters through online shopping and auction scams and over 8,000 were defrauded by bogus websites.

We have teamed up with the City of London Police, Action Fraud and Get Safe Online to provide consumers with information and advice to help them avoid becoming a victim of fraud. The Twelve Online Frauds of Christmas is a compilation of typical online-related frauds that we suspect criminals may use over the festive period. Coupled with advice aimed at keeping the criminals at bay, the Twelve Online Frauds of Christmas is designed to help prevent people from becoming a victim of this type of crime.

By being aware of these cons and scams, you can avoid your savings ending up in the pockets of fraudsters rather than being spent on presents.

To keep up with what we are doing and to help us spread the word, follow us on twitter #noteveryoneisasniceasyou. For all the latest advice about online shopping fraud, you can also see Get Safe Online at [www.getsafeonline.org](http://www.getsafeonline.org). If you feel you have been a victim of these frauds, or any other, you should report to Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or 0300 123 2040.



## Wimbledon Park Co-operative does well in Council Customer Satisfaction Survey

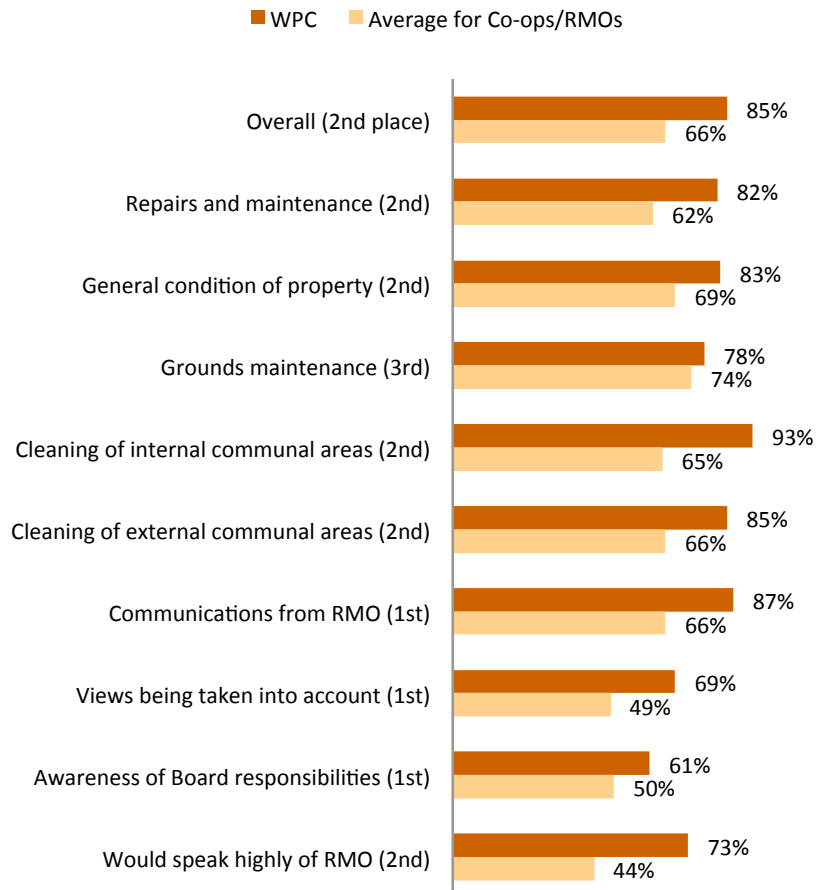
Some of you may have received a customer satisfaction survey in March-April 2013 from an independent company hired by Wandsworth Council. The surveys were sent to random tenants and leaseholders in the dozen Wandsworth estates managed by Co-operatives and resident management organisations (RMOs). They asked a series of questions regarding satisfaction with the services provided by the Co-operatives/RMOs and the Council. Enough surveys were completed to give the results a 95% confidence level.

We are pleased to report that the results for Wimbledon Park were very good—in fact, it came out in first or second place in all but one category, and was above average in all.

The summary, methodology, and complete survey results may be found on the Wimbledon Park website.

The WPC Board plans to follow this up with a satisfaction survey of all residents and leaseholders of Wimbledon Park. Watch for it through your mail slots in early 2014!

## Wandsworth Council Survey Results



## Beating condensation

In these winter months condensation can be quite a problem, whether it is rainy or dry outside. It is caused by water vapour or moisture inside your dwelling coming into contact with a colder surface, such as a window or wall. Over time, if water soaks into wallpaper or paint, it can cause black mould to grow. Condensation is usually found in corners of rooms, north-facing walls, on or near windows, and in areas of little air circulation, such as behind wardrobes or beds. You can tackle it by:

### Removing moisture:

- Wipe down windows and sills every morning; wring out cloth rather than drying it on a radiator
- Consider investing in a dehumidifier

### Producing less moisture:

- Cover pots and pans while cooking, and don't leave the kettle on longer than necessary
- Dry clothes outdoors if possible, rather than on radiators, or hang them in the bathroom with door closed and window open

### Ventilating to remove moisture:

- Ventilate all the time, especially when someone is at home
- Open your bedroom window for up to one hour as soon as you arise, and throw back sheets or duvets to air the bed and bedding; this allows cool dry air to enter your home, which is cheaper to heat than the warm moisture-laden air that escapes
- Increase ventilation of the kitchen and bathroom when in use by opening windows, and shut the door
- Allow space for air to circulate around your furniture
- Open doors to ventilate cupboards and wardrobes, and position them against internal walls (with rooms on both sides) if possible

### Heating your home a little more

- If possible, keep low background heat on all day, even if you are not at home, with background ventilation

If you have mould, you must first treat it, and then work on reducing dampness, as above. If the damp in your flat has left a 'tidemark', you may have another source of dampness, such as a leaking pipe. Contact the estate office for advice in these cases.