



## Minutes of Wimbledon Park Co-operative General Meeting held on Wednesday 24 May 2023

Agenda item	Action/Outcome
<p><b>1. Attendance and apologies</b></p> <p>In attendance: Mary Cunningham (MC), Hugo Pastor (HP), Assetou Nimaga (AN), Annelise Jespersen (AJ), Assetou Nimaga (AN), Diana Farley (DF), Max Findlay (MF), Dolly Contractor (DC), Shaun Wilcox (SW), Kathleen Ryan (KR), John Lynch (JL), Graham Wood, Ruby Sethna (RS), R Kelly (RK), Lloyd Bisnouth (LBi), Emily Goodfellow, Barbara Knop, Grace Howarth, Susan Lore (SL), Martin Lore (ML) (non voting member), Julie Gray (non voting member).            Lee Beddoe (LB), Estate Manager.            Sarah Stevens, Wandsworth Council Resident Participation Officer (SS).</p> <p>Apologies: Linda Stevens, Toni Causer,</p> <p>Minutes taken by AJ</p>	
<p><b>2. Declaration of interests</b></p> <p>No interests declared.</p>	
<p><b>3. Agree minutes of previous meeting held 22 March 2023</b></p> <p>The minutes were adopted.</p>	

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<b>4. Matters arising from the minutes</b>	
<p><b>4.1 Damp in flats</b>  MC said there are no easy answers to this issue. She said at a meeting with LB and HP they had agreed to look at this separately, and at how to manage requests for help in autumn/winter, and monitor and track the issue.</p> <p>LBi asked about council action on this.  SS said it depends on the individual situation. She said there is a new council policy and advice on the council's website.</p> <p>LBi said it was not appropriate to refer to 'lifestyle choices' re damp in properties.</p> <p>MC said they were trying to find how to help residents when the issue is structural, rather than going from winter to winter with the same issues.</p>	
<p><b>4.2 Lifts</b>  MC said she had emailed the Council to see if someone could speak to the meeting.</p> <p>SS said the lift section didn't respond, and nor did the lift engineer.</p> <p>She said she would try and get someone to come to a meeting but couldn't guarantee it.</p> <p>MC said that being a resident costs money, and that residents deserve to be heard when vulnerable people potentially unable to get in/out through no fault of their own. She said someone from the Council needs to speak to residents, and it's 'pathetic' that they won't.</p> <p>A resident said that someone had been stuck in the Allenswood lift for 23 minutes, which was very frightening.</p> <p>SW said this was an urgent matter to raise with the Council lift section, especially as some people can't use the stairs.</p>	<p><b>Action</b>  SS to try to arrange for someone from Council to speak to meeting re lifts.</p>

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<p>MC asked SS to give a message back to the Council that residents are desperate to speak to someone who can give answers.</p> <p>SK said that it's a health and safety issue and an enormous risk and liability for the Council.</p>	
<p><b>4.3 Walls/fungal growth</b>  MC said Board had been advised that power washing would cause long term damage. However, LB has got a quote for washing (not power washing) and this would be scheduled for August.</p>	<p><b>Action</b>  Wall washing to be scheduled.</p>
<p><b>4.4 Trees</b>  LB said the Council said trees only supposed to be done every 3 years.  MC said they were done in 2020 but barely touched.  LB said that as a 'goodwill gesture' the Council would survey the trees in June and cut them back in August.  LB asked for residents to let her know if they thought it was not done properly the last time.</p> <p>Martin Lore asked what Council is contracted to do.  LB said they should look at all the trees, all supposed to be cut back and and fallen branches removed.</p> <p>LK asked about uneven paving caused by trees.  LB said the paths project was starting next year.  MC said the major works, including paths, would begin in 2024/25 but didn't know when in 2024. She said she was concerned about further damage to paths and car park from tree growth, especially in a drought.</p> <p>RS said that parking is also affected by overgrown hedges.  LB said this was responsibility of the gardeners and she would bring it to their attention.</p> <p>SK asked if we should take the tree contractors' report at face value.  LB said we could ask for the report.  MC said it would be helpful to see the survey and for the contractors to tell us what work they plan to do.</p>	<p><b>Action</b>  Council to cut trees back in August.</p>

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<p><b>5. Manager's report</b> LB reported on several issues:</p> <p><b>Lighting</b> She said there were reports of lights continuously going out. These would be part of the electrical work in 2024/25.</p> <p><b>Drains at back of Wimbledon Park Court</b> There is a problem with overflow from rain, which MC had worsened this year. LB said a soakaway is going to be installed.</p> <p><b>Allenswood fencing</b> This would be repaired in the next few weeks.</p> <p><b>Fire doors in communal stairways</b> LB is chasing the Council regarding this.</p> <p><b>Parking permits</b> The new office staff are now able to print parking permits. RK said there were vehicles without permits. HP said these had been reported – some were untaxed.</p> <p>MC said if people were using visitors' permits to extend their number of vehicles, this should be reported.</p>	
<p><b>6. Trees management update</b> <b>7. Lift maintenance discussion with Wandsworth Council representative</b></p> <p>These agenda items were covered in 'Matters arising'.</p>	
<p><b>8. Estate communication – including office access to current leaseholder and tenant details</b></p> <p>MC said the existing way of running things isn't working well, for example, need to look at whether office staff have enough dedicated time to restructure admin of office.</p> <p>LB said it would take several months to get everything in order flowing many changes of staff, the pandemic etc.</p>	

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<p>MC said each person who'd come in had brought a new system – the Office and Board need to set out processes that can be passed on. Need to break down working day so staff have time to do office admin, and residents have times to visit the office. Time needed to be divided into</p> <ul style="list-style-type: none"> <li>- available but in office (including walkrounds)</li> <li>- drop-in time</li> <li>- appointment time.</li> </ul> <p>LB said appointments were important as sometimes residents want to talk confidentially.</p> <p>MC said there have not been regular estate walkrounds/checks in the past but these need to happen once a week.</p> <p>A resident asked about changing the current message on the answer machine.</p> <p>MC said a big issue is IT and telecoms, not just phones. Have complex contracts that they are trying to unravel.</p> <p>MC asked members if they were in favour of the kind of system re appointments etc outlined above.</p> <p>SK asked if the Office has info about people use the office. MC said there's a sign-in pad. Need to know how often residents are coming into office, and will use that data to guide the business. LB said office staff are also asking people to give their contact details.</p> <p>MC said they are trying to do more email/text communications but will not be excluding those who don't have e-access. She said there is also a need for an SMS warning system for any issues, which would make the Co-op more efficient.</p> <p>A resident raised issue of website and whether it could include latest news.</p> <p>AJ said she was looking to improve the website in the short term and get it up-to-date, and then look at whether a new website is needed in the long-term.</p>	

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<p>MC said they were looking to get notice boards updated.</p> <p>MC said the estate handbook has been out of date for some time, and they hope to have the new one ready within the next four weeks. However, it's very long and the Board would be reluctant to print it for the whole estate when it could go on the website.</p> <p>MC said they needed to get message across to everyone that if people don't join the Co-op it will dwindle and fall apart.</p> <p>LB is establishing survey on who is new on the estate. It can take a long time to find about new leaseholders.</p> <p>SL asked what were membership rules for people renting privately. MC said if a resident had been a private tenant for more than a year, they are entitled to become a member if the leaseholder is not a member.</p> <p>MC said they would look at asking non resident leaseholders whether they still want to be a member. Some live abroad but some are actively involved in the estate.</p>	
<p><b>9. Resident behaviour discussion – including fly tipping, chute issues, noise nuisance, reporting crime and anti-social behaviour</b></p> <p>MC said that fly tipping was costing the Co-op £7-8k a year. There were also problems with chutes because some residents can't be bothered to go down to the bins.</p> <p>There were also noise problems, eg loud music at night, fireworks from balconies, and BBQs.</p> <p>MC said she was fed up with people moaning about anti social behaviour and not reporting it to the police. She said if someone lived on Wimbledon Park Road, they wouldn't ring an office, they would ring the police.</p> <p>She asked how we could get people to change behaviour.</p> <p>SW said the Office shouldn't respond to complaints about eg noise and ASB. He said residents should get a crime reference number</p>	

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<p>after reporting it to police and then report it to the office, but shouldn't expect Office to do anything about individual incidents.</p> <p>RS asked if there were links between the Co-op and police so that they can link the number of calls from the estate.</p> <p>MC said she has previously asked residents to report to police and email crime reference number to the Office. But no one appears to have done this. She said if they did, it could be used in argument to police to have more of a presence on the estate.</p> <p>A resident asked when should the police be called rather than the Office.</p> <p>MC said if residents saw something that is a crime, or anything that constitutes ASB and makes you feel unsafe in your home or on the estate, then it should be reported to police by phone or online.</p> <p>MC said she has previously asked West Hill Safer Neighbourhood Team to visit the estate and will try to do so again.</p> <p>She said the SNT were often pulled into central London to help cover major events, such as the Coronation, but residents also needed to take ownership of issues themselves.</p> <p>SS was asked if the Council could take any action. She said if there was possible breach of tenancy.</p> <p>SK said he felt there was a fear of reporting, and that many residents don't know how to report to the police. He asked if it could be made easier for residents to access online reporting by, for example, setting up a QR code that went direct to the relevant webpage, and installing these in noticeboards/lifts.</p> <p><b>Flytipping</b></p> <p>SW said a few years ago, people were filmed dumping mattresses, reported and prosecuted.</p> <p>MC said June/July of 2022 was terrible, especially around Allenswood and Ambleside, partly because of all the DIY being carried out. She asked everyone to keep an eye out, and if there were any suspicions of flytipping or dumping, to report it to the office.</p>	

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<p>MC said the Council would not put a skip on the estate just for the estate – anyone would be able to use it, so could attract more problems.</p> <p>MC asked for residents to contact the Council and ask them about providing a skip a couple of times a year.</p> <p>SK asked whether chutes could be closed. MC said cleaners can lose a day's work dealing with chutes, especially on a Monday. But they can't be closed because of vulnerable residents. However, if problems persist will look at closing them at weekends.</p> <p>MC said the Chair, Treasurer, Secretary and Estate Manager had agreed that this is a priority. The Office needs to take a strong stance with warning letters, but residents have to report incidents.</p> <p>MC acknowledged that some people are afraid to report ASB to police – if so, they can talk to LB or MC.</p>	
<p><b>10. AOB</b></p> <p>ML asked about weeding of paths. LB said this was being done on the upcoming weekend.</p> <p>SK asked about storage on balconies and the risk of fire hazards. MC said Council have said that, other than storage of combustibles, balconies are residents' private spaces to use as they wish.</p> <p>RS asked about the cleaner who had been knocking on people's doors. MC said that person had now gone and would not be back on the estate. She asked that if any resident has their door knocked by same person, they should call 999.</p> <p><b>Staffing</b> MC said a full-time office administrator has been appointed and that for the first time in a long time the estate now has a fully staffed office.</p>	
<p><b>11. Next meeting</b> The AGM will be held on 26 July.</p>	

