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## Minutes of Wimbledon Park Co-operative Annual General Meeting 10 November 2022

Agenda item	Action/Outcome
<p><b>1. Attendance and apologies</b></p> <p>In attendance: Toni Causer (TC), Mary Cunningham (MC), Joanna Leszczynska (JL), Annelise Jespersen (AJ), Steve Kelly (SK), Hugo Pastor (HP), Linda Stevens (LS), Shaun Wilcox (SW), John Lynch (JLy), Rose Kelly (RK), Emily Goodfellow (EG), Dolly Contractor (DC), Barbara Knop (BK), Martin Lore (ML), Kathleen Ryan (KR), Mary O'Shea (MOS), Marion Brown (MB), Ellie Kotzia (EK), Susan Lore (SL), Deanne Reid (DR), Pat O'Leary (POL), Chris Pullinger (CP), Mary Gell (MGe), Martin Green (MG).</p> <p>Sarah Stevens, Wandsworth Council Resident Participation Officer (SS).</p> <p>Steven Woodcraft from Simpson Wreford (Accountants) (SW)</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 31/8/21</b></p> <p>There was a question about former employee Katie Owen.</p>	<p><b>Outcome</b>          Minutes agreed</p>

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MC said this item was just about accuracy of the minutes.	
<b>4. Matters arising from the previous minutes</b>	
<p>4.1 <b>Complaints procedure</b></p> <p>JLy asked why the complaints procedure had been ignored in a complaint about the manager in Sep 2021. MC said this meeting was not a forum for personal complaints and she couldn't answer in relation to specific case in this meeting.</p> <p>JLy said the Board was ignoring procedure. MC said if he had a complaint about the Chair to make it through the Council.</p> <p>JLy said he'd emailed SS, who said it was personal to him and had to be discussed outside the meeting. She said she would look into it with him the next day.</p>	<p>Action SS to look into JLy's issue.</p>
<p>4.2 <b>Cleaning of white walls outside flats</b></p> <p>JLy said this issue had not been addressed, despite making complaints since last AGM. MC said the office manager who made the commitment to that work had left. The current temp managers are currently going through a large backlog of work.</p>	
<p>4.2 <b>Anti slip paint</b></p> <p>JLy said this situation is appalling. MC acknowledged the concerns and said there were many issues to address within financial restrictions. She said there were more issues to address than money to address them.</p>	
<p><b>5. Annual report/Performance report for 2021/22</b></p> <p>MC said this would have been finalised in June/July but previous office manager Helen Chantry went on 'gardening leave'.</p> <p>MGe said it had been lovely working on the estate. The estate survey had not been able to be carried out, and that would have helped the Office to know what residents were happy with.</p>	

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<p>JLy asked what the Office had been doing for the last year. He said the estate had gone downhill and was the worst he's known it. He said there was rubbish everywhere, and leaves were causing a slip hazard.</p> <p>MGe said the office would be buying a leafblower.</p> <p>Training: the Chair, Treasurer and Secretary had completed more than 21 days of training between them.</p> <p>Voids: there were five occupancy checks.</p> <p>RK asked about two flats in Ambleside that had been vacant for some months. MGe said they had been redeveloped and were ready for let now. RK said they should have been re-let within weeks.</p> <p>MG said extensive work had to be done and there were issues with the contractors, who would not be used again. He said their approach was a shambles. Although asbestos had to be stripped out, it shouldn't have taken so long. He apologised to residents and those on the waiting list.</p> <p>SK asked the Chair to explain the function of the AGM, and to clarify whether people could make complaints during it, as some people seemed unhappy.</p> <p>MC said the AGM had a formal process, with limited space for open discussion, and not an ideal space for complaints. It would be valuable to have the next Board meeting and General meeting as soon as possible.</p>	
<p><b>6. Presentation and approval of audited accounts for 2021/22</b></p> <p>Auditor presented accounts for 2021/22. He summarised that expenditure was within budget.</p> <p>JLy said that in the past more information would be provided. He said there was little explanation of the expenditure and asked how attendees could approve the accounts without more information.</p>	<p><b>Outcome</b></p> <p>A vote was taken on approval of the accounts. The vote was overseen by TC and was as follows: In favour to approve: 15 Against: 4 Abstain: 3</p>

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<p>JLy asked why there was an £84,000 increase in routine maintenance and what was the breakdown of the spending.</p> <p>SW said that during the lockdown of 2020 a lot of routine maintenance didn't go ahead, so there was a catch up in 2021.</p> <p>MG said that over half of the difference in routine maintenance was because the Council allowed kitchens/bathrooms to be replaced out of WPC money, and then reimbursed the money in the following financial year (2022/23).</p> <p>MC said more details of expenditures could be provided on request.</p> <p>EG asked why residents should have to request this information when it had been provided in previous years. She asked how could money be spent on management when there had been no management for a year.</p> <p>JLy said there had been an increase in maintenance spending but he couldn't see anything that had been done.</p> <p>SW said the discussion had taken a personal agenda and it needed to move on.</p> <p>MC said that while some may be unhappy, but the cleaning contract alone is £65,000, there are significant costs in maintenance of properties, costs to replace lighting, and staffing of the office. She said the issue of the quality of service can be discussed but the costs remain.</p> <p>A vote was taken on approval of the accounts. The vote was overseen by TC and was as follows:  In favour to approve: 15  Against: 4  Abstain: 3</p> <p>The accounts were approved.</p> <p>Note that the auditors left the meeting following approval.</p>	<p>The accounts were approved.</p>

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<p><b>7. Re-appointment of Simpson Wreford and Partners as auditors</b></p> <p>MC proposed that Simpson Wreford be re-appointed until the next AGM. She said the Co-op hoped to re-tender next year.</p> <p>A vote was taken on re-appointing the auditors. The vote was overseen by TC and was as follows:  In favour to re-appoint: 17  Against: 0  Abstain: 4</p> <p>Simpson Wreford were re-appointed as auditors.</p>	<p><b>Outcome</b></p> <p>Simpson Wreford were re-appointed as auditors.</p>
<p><b>8. Proposal that Wimbledon Park Co-operative Ltd continues as an RMO until the next AGM</b></p> <p>MC said that the last continuation ballot was in 2019, and the next one is due in 2024. An annual vote has to be carried out on the Co-op continuing as an RMO.</p> <p>A vote was taken on staying as a co-op, with following results:  In favour: 21  Against: 1</p>	<p><b>Outcome</b></p> <p>The meeting voted in favour of WPC continuing as an RMO until the next AGM.</p>
<p><b>9. Longest serving committee members step down</b></p> <p>MC, SC and HP stood down.</p>	
<p><b>10. Election of management committee members</b></p> <p>MC and HP stood for re-election. SK, a co-opted member, stood. Two virtual attendees were proposed for committee. SC was not seeking re-election. She was thanked for her contribution.</p> <p>The numbers proposed did not exceed the total of 15 that were allowed, so 10 nominated people were declared elected.</p> <p>Members for the year ahead: Joanna Leszczynska, Linda Stevens, Shaun Wilcox, Toni Causer, Annelise Jespersen, Mary Cunningham, Hugo Pastor, Steve Kelly, Assetou Nimaga, Annie Hawkes.</p>	<p><b>Outcome</b></p> <p>The committee members for the year ahead are: JS, LS, SW, TC, AJ, MC, HP, SK, AN, AH</p>

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<p><b>11. Estate manager's briefing</b></p> <p>MG said he was asked to help the Co-op and joined in July. He said he had worked in housing for 47 years, including as assistant director of housing at Southwark Council.</p> <p>MG said he wanted to be blunt with his findings. He said the estate is pretty poor at current time. He had surveyed estate and identified dreadful maintenance. He said there were issues with subsidence, landslips and trip hazards.</p> <p>He had dealt with those that he thought were the worst so they did not deteriorate quickly, but this was very expensive. He had submitted his findings to the Council, including 98 photos of evidence.</p> <p>He was worried about access ways, where steps have subsided, and trip/slip hazards.</p> <p>The Council has accepted his findings and put in a major works programme. He said this is great relief because Co-op allowance for repairs is only £80k.</p> <p>He had checked communal areas for lighting and was very concerned. He said the Council have started to do a survey of the bulkhead lights/risers/communal electrics.</p> <p>He said some of the Council tenant flats still had original bathrooms and kitchens dating from the 1970s. He has had some support from the Council on funding replacements.</p> <p>He said that in his opinion WPC doesn't have enough money to meet its future commitments or to run the organisation in the long term.</p> <p>MG said the Office is currently only able to do chronically important work. They have renewed 47 bulkhead lights that were filled with water – the balconies are porous and rain goes through to the lights.</p> <p>He said he has told the Board Chair that WPC is under-funded in light of the backlog of work. He said it's imperative that higher allowances are negotiated with the Council.</p>	

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<p>He commended the Chair's hard work, and said the backlog of work is too big to be done without the Board.</p> <p>He said store sheds letting and parking permits were a shambles. He felt residents had given up on repairs – he hadn't been able to order many because of the lack of money. The big challenge is making sure major works are done.</p> <p>He pointed out that previous jet washing of walls had made the situation worse, and further jet washing would cause more deterioration. He has specified proper measures to be taken but this is subject to money.</p> <p>JLy said he disagreed with the assessment of jet washing effect on walls. MG responded that he (MG) is a qualified surveyor.</p> <p><b>Anti social behaviour</b></p> <p>MC said she had been in discussion with police who said they don't get reports of any issues on the estate.</p> <p>MC emphasised that if residents don't report problems to police, they think there is no crime or anti social behaviour, and the estate won't get any resources for the issues.</p> <p>EK said she doesn't call the police any more. She sees people smoking in front of her door but doesn't think the police would do anything.</p> <p>MC said that even if residents think the police will not respond, it needs to be reported. She said when police show crime stats for the area there are low or no figures for the estate. She said that if, for three months, residents reported every problem they saw, the Board could then fight for more resources in meetings.</p> <p>SW said that a lot of anti social behaviour was carried out by residents. He said we can change behaviour by reporting it and talking to neighbours, and that it was the job of all residents.</p> <p><b>Cleaners</b></p> <p>JLy said that people hanging around in stairwells leave a lot of rubbish behind but cleaners only come "every four days". He said that nothing gets done because cleaners don't do enough.</p>	

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<p>MG said that cleaners spend a disproportionate amount of time doing work that's not actually their job – for example, clearing out chutes that get blocked by things that shouldn't be put in them can take hours.</p> <p>He said he is shocked at the amount of time taken up by the cleaners having to move bulk rubbish that is dumped. He pointed out that it is residents who are doing this.</p> <p>He said that when the Council missed a recyclables collection, the cleaners had to go to round every recycle bin to flatten card etc to prevent it being set on fire.</p> <p>They had recently cleared the estate's public highways of leaves, although it's the Council's job, because he was afraid people would slip on them.</p> <p>He said a disproportionate amount of the cleaners' time was being spent in this way.</p>	
<p><b>12. Estate security update</b></p> <p>MC said the last AGM had agreed to spend money on CCTV. Since then, the Board had looked at how CCTV would work and wanted full consultation with residents re ongoing maintenance costs etc. as leaseholders would have increased service charges. CCTV would not be allowed in lifts/stairwells [for privacy reasons] despite these being anti social behaviour hot spots.</p> <p>Wandsworth Council were getting more involved with the issue of CCTV.</p> <p>SS said CCTV must be justifiable based on supporting evidence from police community safety teams, and it's possible that the Council would say it's not justified.</p> <p>MC said if CCTV had been installed it's likely that it would have to be removed as there is not enough data to support one. The Council are moving away from preference for fixed cameras to temporary mobile ones.</p> <p>EK said the estate is unique as people can easily come into it.</p>	



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<p>MC said we need a whole raft of solutions but one of them has to be community involvement.</p> <p>EG asked why, if the public walkways were the estate's responsibility, we were not allowed to put up cameras.</p> <p>SS said this relates to a legal duty and the Council has already started removing them on other estates.</p> <p>MC said she doesn't think the Council understands some of the issues the estate has as an RMO and said we could continue to argue for CCTV.</p>	
<p><b>13. Agree dates and frequency of future General Meetings and 2023 AGM</b></p> <p>MC proposed the next AGM to be on 26 July 2023, and a General Meeting within the next 2 to 2 and a half months. She said she hoped the GM would progress the serious issues that had been left for many years.</p>	<p><b>Action</b> 2023 Annual General Meeting to be held on 26 July 2023.</p> <p>Next General Meeting to be within next two and a half months.</p>
<p><b>14. AOB</b></p> <p><b>AirBnB</b> Ellie said a flat in Fernwood was reported to be being advertised on AirBnB and asked if this was allowed. SS said it's not allowed. MG said the issue was difficult because appeals in other boroughs had been turned down. SS said she would pick it up with the Council and find out the position.</p> <p><b>Replacement doors</b> CP was disappointed that lease holders weren't asked if they wanted their doors replaced when contractors were on site. MG said letters were sent out. CP said she didn't get one.</p> <p><b>Previous estate manager</b> JLy asked if the previous manager was dismissed or resigned.</p>	<p><b>Action</b></p> <p>SS to find out from the Council what the position is re letting flats on AirBnB.</p> <p>MC to get legal advice on what information could be provided about whether estate manager resigned or was dismissed.</p>

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MC said she can't say for legal reasons, and it also took place outside of the period covered by the AGM. She said she would get legal advice on what information she could provide.	