

BRACKENBURY RESIDENTS' ASSOCIATION

Minutes of the Annual General Meeting held on Monday, 2nd July 2001 at 8.00 p.m. at The Grove Neighbourhood Centre, Bradmore Park Road, W6.

Committee Members Present: Tony Stephens (acting chairman), Diana Mather, Sophie Sainty, Irma Benson-Gyles, Rosemary Pettit, Stephen Paine, Anne Whatmore.

Apologies: Catherine Stables, David Rennison, Derek Hodd.

1) Chairman's Introduction: Tony Stephens welcomed members to the meeting and thanked the Grove Neighbourhood Centre for allowing us to use their premises. TS welcomed our guest speaker, Mr. Ian Ferguson, Royal Mail Area Manager, and his assistant, Mr. Sandiford. He also said how pleased he was to have local councillors and our Member of Parliament, Iain Coleman, with us.

2) Minutes of Previous AGM: taken as read and accepted.

3) **Guest Speaker:** Mr. Ian Ferguson, Royal Mail Area Manager. Mr. Ferguson's talk was brought forward on the Agenda as he had to leave early. Mr. Ferguson said he was pleased to have this opportunity to tell us of Royal Mail's plans, and to apologise for what he knew had been a bad service over the past year. He said Royal Mail generally was facing a huge challenge to provide good service to customers and that for the first time Royal Mail faced competition. The poor service we had experienced in Hammersmith was due to many staff vacancies that could **not** be adequately filled, and poor industrial relations. He said plans were in operation to improve local management, recruit better postmen and to hold regular meetings for assessment, and to provide training schemes and refresher courses for postmen. He said they now had 86 delivery postmen, as opposed to 78 last year. Mr. Ferguson said the result of this was that most deliveries were on time, late deliveries had fallen by 90% and the amount of mail left behind had fallen. Staff turnover had reduced and sick leave was lower. Complaints from the public had fallen from 90 to 30 a month.

Mr. Ferguson said there was still a long way to go and assured the meeting that they would continue to work towards a better service. He asked people to write to Mr. Sandiford with complaints. Appreciation was expressed for several local postmen and the delivery service in Amor Road was mentioned as being very poor, and sometimes non-existent.

4) Chairman's Report: Tony Stephens said he had been acting Chair since November, taking over from David Rennison, who is our Treasurer. He thanked the Committee for their work over the past busy year for the Association. We held our second Social Evening at Godolphin and Latymer School in February which was well attended and enjoyable.

The Chairman reported that we continue to liaise with local Councillors and welcome the work they have put in to the Grove Traffic Review. We will work with them in developing the Home Zone proposals, where real progress has already been made. The post of local Community Police Officer has been taken over by PC Richard Clements, who was present at the meeting.

The Chairman reported that we had produced 3 Newsletters, which were felt to be a valuable means of communicating with members on local issues. The Committee has been active in forwarding local residents' concerns about the postal services, and we were pleased to have Mr. Ferguson with us at the meeting.

Next year we plan to lobby for improvements in the environment, particularly trees, the return of debris skips, and street cleaning.

Tony Stephens stressed our need for involvement and active support from members of the Association and hoped that anyone able to spare time to contribute would give their names to Rosemary Pettit or Anne Whatmore.

5) Treasurer's Report In David Rennison's absence, the Chairman read the Treasurer's Report. Subscriptions and donations continued to be more than sufficient to cover the year's expenses. Inevitably there had been a fall off after the initial enthusiasm but it may be anticipated that the pattern would settle down at around the present level, though hopefully soon reflect a year on year increase, so that an increase in the subscription could be avoided for as long as possible. We must continue to bear in mind that as activities increase and any campaigns in members' interests are pursued, expenses could quickly absorb the small fighting fund established.

The Treasurer would like to thank Rosemary Pettit for her excellent work on membership and said that it was largely due to her efforts that the membership level has been maintained so well in our second year. The Treasurer had ascertained that our bank, the HSBC, did not operate Direct Debits for similar organisations and he hoped to move the bank account to a bank that would do so, as this method of payment would be enormously beneficial.

The Treasurer thanked Martin Thirlaway for stepping in at such short notice to examine our accounts, and he had agreed to do so for the current year.

Approval and acceptance of the Accounts was proposed by Mrs. Pirkko Ward and seconded by Rosemary Pettit.

6) Secretary's Report: The Secretary reported that the Committee had met 6 times over the year and had received and acted on correspondence from members regarding traffic, rubbish collection, graffiti, postal services, and other matters.

7) Neighbourhood Watch: Anna Benson-Gyles reported on Neighbourhood Watch activities. She said we acted as a Umbrella for the local scheme which the Association had re-activated two years ago, with the help of PC Nigal Green. Now the scheme is up and running and PC Richard Clements had taken over as community officer. The Association welcomed him and looked forward to seeing him bicycling around the area. A meeting has been arranged for 16th July at the Grove Neighbourhood Centre at 7 p.m. when we will be given up to date news on crime prevention and opportunities to seek advice. A board on show at the meeting gave details of street representatives and it was hoped more people would volunteer for this in streets not so far represented. Anna Benson-Gyles hoped that by working together the area will be a safer place to live and work.

8) Traffic Proposals: Diana Mather reported that when the association was formed one of the key issues we hoped to address was traffic problems in the area. Last year we heard an interesting talk by Mr. Roger Khanna from the Highways Department on this subject. We are delighted that things have moved on and our 2 councillors Steve Cowan and Chris Allen have taken up the baton with the council. A committee has been set up with representatives from various interested parties, including this Association. There was now a preliminary proposal in place and leaflets will be circulated outlining the plans. Residents should let their views be known to the Highways Department or our local councillors.

There was a map on show at the meeting giving current proposals.

9) Postal Services: Rosemary Pettit said it was important to keep Mr. Sandiford informed of any lapses in the service and that for many streets things were still very bad.

10) Voting: There were no rule changes.

With the exception of Anne Whatmore, who is resigning, completed nomination papers had been received for all members of the committee who were re-elected.

Martin Thirlaway was proposed by Susan Herbert and seconded by Barry Hanson to hold the post of independent examiner.

11) The Chairman welcomed PC Richard Clements who gave us a brief report on local crime. Over the last month, 15 burglary offences had been reported, 37 car crimes had been reported in 30 days. Robbery was down from 8 to 3 and muggings from 5 to 2. PC Clements will be at the meeting on 16th July and will show a video about what to watch out for regarding burglary.

12) The meeting closed at 8.45 p.m.