

# WORLD'S END NEWS

The newsletter of the World's End Residents Association

Summer 2005

## RESIDENTS ASSOCIATION

During the last six months the World's End Residents Association (WERA) has continued to try and enhance the quality of life of all of the estate's residents by improving the environment in which we all live. In partnership with the TMO, WERA has:

Arranged for the installation of new play equipment in the first-floor "internal" gardens using funds from the World's End Area Review Board. This work is now complete and the younger members of our community are already making regular use of, and enjoying, the new equipment.

Arranged for the refurbishment and replanting of many of the estate's hanging gardens. These works were partly funded by a grant obtained from KCEL. These works are largely complete.

Arranged a number of additional environmental improvements to the gardens and estate grounds, including new benches, bins and fencing, again using funds from the Area Review Board. Some of these works are now complete, some are currently underway.

The TMO is currently replacing the front doors to all of the Council's tenanted properties on the estate using funds from the "Decent Homes" initiative. WERA requested that leaseholders be able to participate in the scheme and pay to have their doors replaced at the same time if they so wished. This request was turned down by the TMO but the contractor, Imperial, offered to investigate whether they might be able to carry out the work independently. Those who registered an interest in replacing their doors can expect to receive a formal response from Imperial in the near future.

WERA monitors all major works closely. A number of concerns with the new lifts, particularly with regards to the number of outages, have been brought to the attention of the Council and TMO. These will need to be addressed before the works can be considered acceptable or complete. **Tell us what you think!**

WERA continues to represent the estate's residents during formal consultations by the Council and TMO on proposed future works. These include the final phase of walkway works, the proposed installation of CCTV and new security system, the re-landscaping of the gardens and the regeneration of the World's End Piazza. A formal consultation on the amended proposals for the regeneration of the World's End Piazza is expected to take place in the very near future. We encourage all residents to participate and help make the Piazza a part of the estate we can all be proud of.

**WERA represents you. If there's something on your mind, please do not hesitate to contact us.**

## ESTATE MANAGER

Dear All,

There are a number of new and exciting projects in store for the Worlds End Estate and as your Estate Manager I welcome any and all suggestions as to how we can improve the estate further. I am available in the Estate Office, Monday to Friday from 10:30am until 4pm and can be contacted on [020 7351 3287](tel:02073513287).

**Lifts:** We have witnessed, via the lift's CCTV cameras, a number of youths vandalising the new lifts. One youth caused considerable damage to two lift mirrors. He has been arrested and charged and the TMO are pursuing a conviction. We will press charges against anyone found to be vandalising the new lifts. Further good news on the lifts front: the last two lifts should be completed by the end of July 2005, several months ahead of the original schedule.

**Internal Gardens:** New play equipment has been installed in the internal gardens on the first floor and I have received encouraging reports from parents who have confirmed that their children are using and enjoying the new equipment. The only criticism so far being that we should have included a swing (apologies for the oversight).

**Walkways:** Can the parents of children who own bicycles please ensure that their children do not ride their bicycles on the walkways. This practice is not only dangerous, but is also leaving tyre marks on the new walkway surface that are proving extremely difficult to remove.

**Security:** The Worlds End Estate is patrolled by a Security Dog Handler from 9pm, 7 days a week. The primary purpose of the patrol is to keep unwanted visitors from loitering on the estate and to minimise the incidents of anti-social behaviour. If there are any disturbances near your home please contact the Concierge Officer on [020 7565 2167](tel:02075652167) and the Dog Handler will attend.

**Dogs:** There appears to have been a marked increase in the number of dogs on the Worlds End Estate. All residents are required, as a condition of their lease or tenancy agreement, to register their dog with the TMO. Those who have not already done so should contact their TMO Housing Officer and do so as soon as possible. Please clean up after your dog. There are a limited number of free "pooper scoopers" available from the Concierge office (from 8am until 4pm).

I look forward to your continued support in improving the quality of life for all on the Worlds End Estate.

Gary Riley, Worlds End Estate Manager

## LOCAL MANAGEMENT

The World's End Residents Association had been working to establish a local, estate-based, resident-led, management organisation on the World's End Estate for many years. That organisation was the World's End Management Organisation (WEMO), a friendly society whose creation residents had approved at a WERA General Meeting held in the summer of 2002.

WEMO was created to give residents direct control over how some estate services, principally cleaning, repairs, gardening and security, were to be provided. Residents, not the Council or the borough-wide TMO, would decide how to best provide these services and the standards they would have to meet. It was felt that by giving residents real control over these services they could be provided to higher standards, more efficiently and more effectively, for the benefit of all.

The proposal came to a sudden and dramatic end in April. As directed by law, the Council balloted the estate's residents on the proposed change in management. However, the Council conducted the ballot in a manner completely unlike that used by any other local authority in London and without taking the wishes or concerns of either WERA or WEMO into account. As a result, the ballot's turnout was appallingly low, with only 29% of the estate's residents voting. Over 75% of those who did vote, voted in favour of the proposal. However, the proposal needed the support of over 50% of residents to proceed and this was not achieved.

**As a result, there will be no change in the management of the estate. The TMO will continue to manage the estate on behalf of the Council.**

## SPEAK YOUR MIND

### The WORLD'S END RESIDENTS ASSOCIATION:

The World's End Residents Association (WERA) is here to represent all of the estate's residents. You can:

**Write to us at:** World's End Residents Association, WERA Clubroom, 16 Blantyre Street, World's End Estate, London SW10 0DS.

**Phone us on:** [020 7795 3095](tel:02077953095) and leave a message on the answer machine.

**Email us at:** [wera@worlds-end.org.uk](mailto:wera@worlds-end.org.uk).

### The WORLD'S END LEASEHOLDERS GROUP:

The World's End Leaseholder Group is a self-help group for the estate's leaseholders. You can:

**Write to the group at:** World's End Leaseholders Group, WERA Clubroom, 16 Blantyre Street, World's End Estate, London SW10 0DS.

**Email the group at:** [leaseholders@worlds-end.org.uk](mailto:leaseholders@worlds-end.org.uk).

## WHAT IS...?

**What is WERA?** WERA is the Residents Association of the World's End Estate. Resident Associations are voluntary organisations composed of residents who give up some of their free time to try and represent the views and defend the interests of all the residents of the estate in which they live (who are their neighbours). They do so as willing volunteers and without financial reward.

**Who can join WERA?** Any lawful resident of the estate, aged 18 or over, can join WERA and thus demonstrate their support for its work. Those willing to give up a bit of their free time to try and help make the estate a better place in which to live are encouraged to join the WERA committee, which meets about once a month to discuss and address any and all issues of interest to residents of the estate.

**Do WERA manage the estate?** No. WERA does not manage the estate. The estate is managed by "The Royal Borough Kensington & Chelsea Tenant Management Organisation Ltd." known simply as "the TMO", a company created by the Council to manage its housing stock. The TMO employ all the estate staff and all the contractors working on the estate (providing cleaning, repairs, gardening, security services etc.). WERA meets regularly with representatives of the TMO to try and address any issues or concerns residents may have with the services the TMO provide.

## ESTATE SECURITY

**Concierge / Estate Staff:** The concierge is manned by the estate staff from 8am until 4pm, Monday to Friday. It is manned by a security guard at all other times. The staff in the concierge can be contacted on [020 7565 2167](tel:02075652167) at all times. The estate manager can be contacted on [020 7351 3287](tel:02073513287) from 10:30am until 4pm, Monday to Friday.

**Police Community Support Officers:** Police Community Support Officers patrol the estate and local area from 8am until midnight. To report incidents of anti-social behaviour contact the Police Community Hotline on [0800 3287 7250](tel:080032877250) or the Chelsea Sector Office on [020 8246 0406](tel:02082460406) (note: both numbers may be unattended at times, if so, please leave a message). Crimes and criminal activity can be reported to Chelsea Police Station on [020 8741 6212](tel:02087416212).

**Dog Patrol:** The dog patrol operates on the estate from 9pm every evening. To bring any crimes or incidents of anti-social behaviour to the attention of the patrol, contact the concierge office on [020 7565 2167](tel:02075652167). The dog handler will attend as quickly as possible.

**Noise Nuisance:** To report noise nuisance contact the Council's Environmental Services & Noise Nuisance department on [020 7361 3484](tel:02073613484).

**IN AN EMERGENCY ALWAYS DIAL 999.**