

Blocked pipes or drains?

All residents should note that blockages in any pipes or drains that are not physically located within their property should be reported to the **TMO's customer service centre (0800 137111)** in the first instance. The responsibility for any repairs to communal pipes or drains lies with the TMO. Should you encounter any objection from customer services to sending out a repair operative, be persistent and insist they send someone out. If you are a leaseholder you are only responsible for blockages within your property, not those in communal pipes or drains; please check where the blockage is located before calling a plumber.

The Police Safer Neighbourhoods Team

Safer Neighbourhoods - The Safer Neighbourhoods team for the Cremorne Ward operates from the Safer Neighbourhoods' office on the World's End Piazza. The office is not open to the public but the team can be contacted by phone on **(020) 8721 2005** and by email at **cremorne.snt@met.police.uk**. Further information on the activities of the the Cremorne Safer Neighbourhoods team, as well as further contact details, are available from the Metropolitan Police's website at: **<http://www.met.police.uk/teams/kensingtonandchelsea/cremorne/>**

Emergencies - In an emergency always dial **999**. Use this service to contact the Police in any situation where you need an immediate response. **If a crime is happening now or anyone is in immediate danger DIAL 999.**

Local Police Stations - In non-emergency situations you should contact the Police in the area where the crime has occurred either by phone or by visiting the nearest police station. **Chelsea Police Station** is our local Police station and it can be contacted on **(020) 7589 1212**.

Online Reporting - Certain categories of crime - for example theft (excluding robbery) and burglary, criminal damage, most motor vehicle crimes and any hate crimes and incidents - can now be reported online at: **<http://www.online.met.police.uk/report>**.

"WORLD'S END NEWS" is the newsletter of the World's End Residents Association (WERA).

This is the formal notice for an Open (Special General) Meeting of the World's End Residents Association (WERA) to be held on the 8th of September and called in accordance with the Association's constitution.

Published by the World's End Residents Association, WERA Clubroom, 16 Blantyre Street, World's End Estate, London SW10 0DS. Tel: (020) 7795 3095. Email: wera@worlds-end.org.uk. Web: www.worlds-end.org.uk

WORLD'S END NEWS

The newsletter of the World's End Residents' Association

Summer/Autumn 2009

The World's End Residents' Association
will be holding a

SPECIAL GENERAL MEETING

on Tuesday, 8th of September 2009 at 7.30pm
in the WERA Clubroom, 16 Blantyre Street.

The agenda of the meeting will include:

- An update on the proposed "Residents' Garden".
- A briefing on Estate Fire Safety by the London Fire Brigade.
- A discussion on any other issues affecting the estate.

ALL RESIDENTS WELCOME

The Residents Association will be holding a raffle as part of the Open meeting of the 8th of September.

A free raffle ticket will be given to each resident attending the meeting. The prize winning ticket will be drawn at the meeting.

The winning raffle ticket will win a John Lewis / Waitrose shopping voucher worth £50.00.

**PLEASE ATTEND THE MEETING —
YOU COULD BE A WINNER !!!**

About the World's End Residents' Association ...

The Committee of the World's End Residents' Association (WERA) is made up of residents who give up some of their free time to try to make the World's End Estate a better place in which to live. WERA is completely independent of the Council and TMO and all residents of the Estate can join the Association and contribute – why not join today?

The Committee meets once a month in the WERA Clubroom. Members are always welcome to attend Committee meetings as observers.

If you are experiencing housing problems (for example with repairs, cleaning, anti-social behaviour, or anything else) feel free to contact WERA. We may be able to help. You can contact WERA in writing at the **WERA Clubroom, 16 Blantyre Street**, (located between the Blantyre Centre and the Concierge); by telephone on **(020) 7795 3095** (please leave a message); or by email at **wera@worlds-end.org.uk**.

Where have the paladin bins gone?

The TMO recently took the decision to remove the paladin bins that were to be found outside each tower block. Unfortunately neither the Residents' Association or residents were formally notified in advance that this was about to happen or why. We believe that the TMO removed the bins to try and deal with the long-standing and ongoing problems of rubbish dumping and fly tipping on the estate.

Residents living on the walkways should dispose of their rubbish using the large rubbish chutes located at either end of their walkway. Residents living in the tower blocks should dispose of their rubbish by using the small rubbish chutes located on their landing. If the item of rubbish is too large for the small chute they should try to dispose of it using one of the larger chutes on the first and fourth floor walkways. Should you have an item to dispose of that is too large for the chutes please contact the estate caretaking staff (in the Concierge Office from 8am-4pm, Mon-Fri; tel: (020) 7585 2167) for guidance and assistance.

Please do not dump rubbish in a communal area. It is extremely unsightly, a serious fire hazard and attracts vermin. Dumping rubbish in communal areas is also a breach of your tenancy/leasehold agreement. Commercial, charitable and educational leaseholders should note that they are required to make their own provisions for the removal of their rubbish. Under no circumstances should they dispose of their rubbish using facilities that for the exclusive use of, and paid for by, residents.

Be a responsible dog owner

Residents are reminded that many of the garden areas of the estate have been declared “no dog” areas. “No dogs” signs have been posted in all of the affected garden areas. The gardens were declared “no dog” areas so that children, the elderly and other vulnerable residents could enjoy the garden areas without fear of dogs running loose or fouling in the garden. Tree guards have also had to be specially installed at significant cost to protect the estate's trees from attacks by dogs whose owners did not restrain their aggressive and anti-social behaviour.

In addition, a dog control order has been placed on the entirety of the World's End Estate by the Council. It is an offence not to have your dog on a lead and under proper control at all times when on the estate.

If you are a dog owner please be mindful of the fact that many people, particularly the young and the elderly, may be very wary or frightened by your dog and may quite reasonably object to the presence of any dog not on a lead in communal areas of the estate. Please ensure that your dog is kept on a lead at all times when on the estate, and specially when in the lifts. Please do not allow your dog to foul in communal or garden areas. The Council have provided two dog toilets in the local area (in Ropers Garden and in Westfield Gardens, to the east and west of the estate respectively). Please use them. Any visitors who bring their dogs with them must do the same.

The TMO are currently registering all dogs kept on the estate with the assistance of the Police Safer Neighbourhoods Team. Please register your dog with the TMO if you have not already done so. It is a breach of your tenancy/leasehold agreement to keep an animal on the estate without the landlord's permission.

Update on the Residents' Garden

The Residents' Association received a great deal of positive interest about the proposed “Residents' garden” scheme. As several questions were raised, a visit was made to a similar scheme in the north of the Borough (on the Allom & Barlow Estate) and plans for the scheme have been revised as a result. The new plans will be described at the meeting on the 8th of September. We hope the revised plans will address all of the issues arising from the original proposal and that, with the continuing support of residents, the new scheme will be a popular addition to the community facilities on the World's End Estate.