

WORLD'S END NEWS

The newsletter of the **World's End Residents' Association**

Winter/Spring 2014

RENTS TO INCREASE BY 3.86%

The Council recently announced next year's rent increase. Rents on the World's End Estate are to increase by an average of 3.86% bringing the average rent charged for a flat on the World's End Estate, excluding service charges, to £126.51 per week. The average rent increase across the rest of the borough is 6.26% and the average rent across the rest of the borough will be £118.29 per week.

As in previous years the Council has stated that it is increasing rents to try and meet the "target rent" for individual properties. The average target rent for a property on World's End is £126.65, only fourteen pence more than the proposed average rent. Such a small difference has resulted in this year's below average increase and should result in further lower than average increases going forward. But whilst the below average rent increase is to be welcomed, these figures confirm that rents on World's End are already significantly higher than the borough average.

All tenants should have now received a letter from the TMO informing them of their individual rent increase from April 2014. Any tenant who has not received a letter informing them of their individual rent increase should contact their housing officer. Full details of the increase, including a breakdown by property size, is available on the World's End website at www.worlds-end.org.uk.

KENSINGTON & CHELSEA CREDIT UNION LAUNCHED

"Your Credit Union", a credit union created for those living and working in Kensington and Chelsea, is now up and running.

Credit Unions are "not-for-profit" financial cooperatives owned by members that provide safe and socially minded savings accounts and loans. Joining a credit union will result in your money being put to good use in your local community, helping to support local households and benefitting the local economy. Those wishing to take out a loan can do so at reasonable rates of interest. And, just as with regular banks, your savings are covered by the Financial Services Compensation Scheme and 100% safe.

"Your Credit Union" runs a drop-in at the TMO's office in Blantyre Street every Friday during office hours. Those wishing to find out more, open a savings account or apply for a loan, are invited to attend and discuss their needs with the credit union staff in attendance. Further information is available at: www.yourcu.co.uk.

ABOUT THE WORLD'S END RESIDENTS' ASSOCIATION (WERA)

The World's End Residents' Association (WERA) was created to try to make the estate a better place in which we can all live. WERA is completely independent of the Council and TMO and ALL residents of the World's End Estate can join.

Should you have a problem or issue please feel free to contact the Residents Association. WERA may be able to help.

You can contact WERA in writing at:

- **WERA Clubroom, 16 Blantyre Street**, (located between the Blantyre Centre and the Concierge Office);
- By telephone on **(020) 7795 3095** (answer machine, please leave a message); or
- By email at wera@worlds-end.org.uk.

You can find more information on both WERA and the World's End Estate on the World's End website at: www.worlds-end.org.uk.

WERA SECURES HEATING REFUNDS FOR ALL

The WERA Committee successfully lobbied the TMO to ensure that all residents received a full refund of heating charges paid previously following a long period of overcharging by the TMO's gas supplier.

Earlier this year the TMO determined that their gas supplier had overcharged the estate for gas by £203,521.41.

The estate's leaseholders were credited with a refund in September. Tenants did not receive a refund at the time and there was some doubt that they would. The WERA Committee lobbied the TMO to ensure that tenants also received the appropriate refund. The TMO eventually passed on the refund to tenants in mid-November.

Both tenants and leaseholders will have had their accounts credited by the appropriate amount. The size of the refund is determined by the size of the property – a resident of a 2-bed flat would receive refund of £266.74.

Any resident who believes they have not received the correct refund, or wishes to receive the refund in full by other means, should contact the relevant TMO staff in the TMO's Blantyre Street office.

BATHROOM AND KITCHEN WORKS NEARING COMPLETION

Kitchen and bathroom refurbishment works have been taking place on the World's End Estate since October 2013. To date the works have refurbished 165 kitchens and 162 bathrooms. The scheme is expected to finish in early April once refurbishment works to a further 17 kitchens and 13 bathrooms have been completed.

Included within the works were electrical tests, asbestos surveys and fire risk assessments. These resulted in a variety of remedial works, including the fitting of heat detectors and smoke alarms and works to kitchen doors and glass screens. An Occupational Therapist was engaged throughout the scheme and addressed the special needs of 28 residents who received tailored adaptations. Apollo, the contractor, also gifted a new kitchen to the Under 5's and held a quiz and lunch event at the Over 50's clubroom.

A few residents who had bathrooms fitted within the scheme reported issues with the new bath taps and in particular the showerheads, which were not working as expected. A solution has now been found and new "low pressure" hoses and showerheads are being fitted to all bathrooms. This upgrade is being offered to all residents who had new bathrooms fitted under the scheme. Residents should contact Apollo on (020) 7351 3287 to arrange for the fitting of the new, properly functioning, hoses and showerheads.

IMPROVEMENTS PROPOSED AT CHELSEA THEATRE

The Chelsea Theatre, which aims "to provide a popular and exciting community, education and arts programme in the interests of social welfare that benefits the residents of Kensington and Chelsea and beyond", is embarking on an ambitious and exciting project to achieve this.

The Trustees have secured funding to upgrade the building with the objective of improving its attractiveness and accessibility as well allowing the Theatre to build on the services it offers to the children and families of the Worlds End Estate and West Chelsea. Improving the building will also generate extra revenue from increased footfall and improved catering services and allow the Theatre to become more self-reliant.

Details are on display at the Chelsea Theatre. The Trustees are keen to hear from local residents so that they may incorporate their ideas into the plans.

MAKE WORLD'S END A BETTER PLACE IN WHICH TO LIVE

One of WERA's key aims to try and make World's End a better place in which to live for everyone. There are currently three very prominent issues on the estate that reduce everyone's quality of life: rubbish dumping, smoking in enclosed communal spaces, and incidents of anti-social behaviour.

Please dispose of your rubbish properly by using the rubbish chutes (larger chutes are located on the 1st and 4th floors). Where items are too large for any of the rubbish chutes please contact the estate staff for guidance on how best to dispose of it. Please do not dump rubbish in communal areas. Please do not throw rubbish off the building.

Please do not smoke in the estate's enclosed spaces, and particularly the lifts. Please be careful when disposing of used cigarettes. Make sure they are out. There was recently a fire on the estate caused by a lit cigarette thrown from a balcony. Such incidents are extremely dangerous and it is very fortunate that no-one was hurt or killed.

Please report any and all incidents of anti-social behaviour to the Police and/or the TMO. Local policing efforts are resourced according to the number of incidents reported. It is therefore essential that all incidents are reported in a timely fashion to the Police and/or the TMO.

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

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