



# **World's End Residents' Association (WERA)**

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World's End Estate  
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## **Minutes of a WERA Committee Meeting held on Tuesday, 6<sup>th</sup> January 2004 at 7.00pm in the WERA Clubroom**

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<b>Present:</b>	Eryl Humphrey Jones (Chair) Margaret Grayling (Treasurer) Caroline Fairchild Monica Boholst	Jules Montero (Secretary) Marye Kenton Isabel Neves
<b>Apologies:</b>	Joy Laven Helen Morris	John Rendall
<b>In Attendance:</b>	Cllr. Steven Redman	

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EHJ chaired the meeting.

### **1. Apologies**

The above apologies were accepted.

### **2. Minutes of the Last Meeting / Matters Arising**

The minutes of the previous meeting were accepted as correct.

### **Actions**

#### **3.2.1 AM to obtain noticeboard catalogue.**

JM confirmed that AM had obtained the catalogue and that it was available from the office. He advised all committee members to take a look and feed back any opinions directly to AM.

#### **3.2.2 JM to contact Borough Valuer regarding attending a WERA committee meeting.**

JM stated that this had not been done. The action would be carried forward.

#### **3.2.3 Committee to forward comments regarding asbestos to JM.**

It was noted that the letter from the TMO regarding asbestos had already gone out. Some committee members reported having been approached by residents with queries.

#### **3.2.4 JM to write to Gordon Perry regarding safety checks.**

JM has done this.

EHJ reported having received a reply to her original query pointing out that only gas

installations in the flats of Council tenants would be inspected. MK stated that her flat had been inspected. CF stated that her flat had not. JM said he would inquire as to why some flats (of Council tenants) had not been inspected.

**Action:** JM to follow up why some tenant flats had not been inspected.

**7.1.1 JM to make necessary arrangements with New Roots.**

JM had done this (see below).

**8.1.1 JM to get details of legal problems regarding sectioning off the estate.**

JM had done this (see below).

**8.1.2 JM to try and arrange a meeting with Mr. White.**

JM had not done this. He would try and do this for the next scheduled meeting (see below).

**10.2.1 JM to provide a programme for committee members to be involved in membership audit/drive.**

JM said this was still ongoing.

**3. Estate Manager's Report**

As Alasdair Manson, the Estate Manager, was not present this item was deferred.

**4. Tenant's Issues**

**Rent Card / Rent Account Summaries**

JM explained that a tenant, who claimed to have not received a rent card from the TMO for several months, had approached him. The tenant concerned was on housing benefit and found it extremely difficult to work out how much rent they were supposed to pay following a re-assessment of their benefit. They claimed that in the past they would receive a new rent card from the TMO following their housing benefit re-assessment but that this had not been happening recently. JM said he had raised the matter with AM and had been hoping to receive some feedback at this meeting. SR offered to look into the matter.

**5. Other Issues**

**Lifts**

Several committee members expressed extreme dissatisfaction with the manner in which the lift refurbishment programme was proceeding and the way in which the other lifts were being maintained.

Incidents they reported included:

- That the only operational lift in Greaves Tower had been out of action for three days and was still inoperative. As the other lift was being refurbished this had left the residents living in the Greaves Tower completely without a lift.
- That the only operational lift in Dartrey Tower had been out of action over the New Year holiday. Again as the other lift was being refurbished this had left all of the residents living in Dartrey Tower without a lift.
- That in one reported case the engineers had apparently chosen to work on the goods/service lift rather than on the passenger lifts which were also out of action at the same time.
- That many other lifts on the estate were out of action for extremely long periods of time and that this was extremely unusual.
- Several committee members questioned the ability of the current maintenance contractor to properly maintain the existing lift.

The committee felt that it was necessary to impress upon the TMO and contractors the need for lifts to be repaired promptly and as quickly as possible and for maintenance work to be prioritised effectively to avoid similar incidents in future.

The committee decided that a special WERA meeting should be held with the Project Managers and consultants on the lift refurbishment programme, as well as the TMO and the relevant maintenance contractors, to discuss the matter at length.

**Action:** JM to arrange for a special WERA meeting to discuss the lift issues with the TMO.

### **Dogs / Dog Warden**

JM read out a recent email from AM with regards to dogs on the estate and visits by the dog warden.

Committee members reported numerous problems with dogs running amok on the estate and fouling in the garden areas. These were dogs belonging to both residents and of non-residents. Several committee members suggested several dog control measures (a dog register, dog tags etc) which they felt could and should be implemented. They also emphasised the need for more regular visits by the dog warden and the need to "clamp down" on anti-social dog owners.

### **Pigeons**

Several committee members asked whether the hawk and traps being used to control the pigeon population were still in use. They noted what appeared to be a recent increase in the numbers of pigeons on the estate. JM said he would ask Alasdair.

**Action:** JM to ask Alasdair whether the pigeon control measures were still operational on the estate.

## **6. Major Works**

### **Security**

JM read out an email from Floyd White, the new project manager on the Security project, as to what issues the Council had identified that would not allow the partitioning of the estate to go ahead.

The email appeared to identify two separate issues:

- That leaseholder's currently had the legal right to access all parts of the estate.
- That partitioning the estate would impact on how the TMO currently calculated leaseholder's service charges (as leaseholders could not be recharged for the costs of maintaining areas of the estate they cannot make use of).

Several committee members expressed surprise at the content of the email given that the Council's previous attempts to partition the estate had never met with such problems.

Several committee members asked why the Council/TMO did not investigate ways by which the estate could be partitioned without infringing the leaseholder's right to access all parts of the estate.

It was decided that the committee should meet with Mr. Floyd White to discuss the matter further ASAP.

**Action:** JM to arrange a meeting with Floyd White.

### **Windows**

EJH explained how a letter from two residents had been posted through her letterbox just before Christmas. The residents appeared to be complaining about the standard of work within their flats. She had forwarded copies of the letter to TMO Leaseholder Services, Valerie Sharples and Durkans. TMO Leaseholder Services had confirmed receipt of the letter but had not yet replied.

EHJ confirmed that she and John Rendall had attended the windows site meeting held on the 3<sup>rd</sup> of December (see below).

### **Walkways**

JM confirmed the start date for the next phase of walkway replacement works (12th of January) and the location of the contractor's site (end of Blantyre Street, opposite the estate office, more or less the same as in phase 1). MK asked when the walkways from phase 1 would be re-painted to match the new colour scheme. JM said he did not know; the spec for the phases 2 and 3 did not appear to include that work.

**Update:** Minutes of the pre-contract meeting held just before Christmas confirm that the walkways completed in phase 1 would be re-coloured as part of the work in phases 2 and 3.

## **7. Meetings Attended**

### **Visit & Meeting of the Council's O&SC on 17<sup>th</sup> of December**

EHJ explained that several (though not all) members of the Council's Overview & Scrutiny Committee on Housing, Health and Social Services had visited the estate on the 17<sup>th</sup> of December and held two meetings with tenants, one in the Sheltered Clubroom and one in the WERA Clubroom. The meetings were apparently to investigate the level of support for WEMO amongst the estate's Council tenants.

MK confirmed that she had attended both meetings. She stated that she had received a written invitation from Cllr. Tomlin to attend the first meeting. She demonstrated the letter she had received. JM read out the letter, which invited tenant members of WERA, such as MK, to a meeting to discuss the WEMO right-to-manage bid.

MK asked why EHJ had been present. JM explained that EHJ had asked Cllr. Tomlin if she could be present as the Chair of WERA and Cllr. Tomlin had agreed for her to do so. JM also explained that when he had learned of the meeting he had been told that it was with "60 randomly selected tenants", not members of the WERA Committee. He had not known that MK and the other tenants on the WERA committee were going to be present and felt that the true nature of the meeting had not been revealed to him when he had spoken about it with Cllr. Tomlin.

EHJ explained that there had been two meetings; one in the Sheltered Clubroom, which she had not been allowed to attend and one in the WERA clubroom, which she did attend. The meeting in the Sheltered Clubroom was apparently attended by four members of the WERA committee (Marye Kenton, Caroline Fairchild, Helen Morris and Tim Rice), two tenants (Ron Brien and Donald Ferguson) and the lodger of a leaseholder (David Longley). It was noted that most of these had also been present at the public hearing at the Town Hall held on the 18<sup>th</sup> of November but that at that time only Duncam Ferguson and David Longley had chosen to speak. The second meeting had been attended by a single tenant, as well as MK, CF and EHJ. The tenant had chosen to complain about TMO repairs to her flat, not about the WEMO right-to-manage bid.

JM expressed his disappointment that the O&SC had not seen it fit to inform either EHJ or himself of the meeting. He felt that it would have been courteous of the O&SC to inform WERA of the meeting even if they did not wish non-tenant members of the WERA committee to take part. There had been no need to act in such a secretive way.

### **Windows Site Meeting**

EHJ and John Rendall had attended the windows site meeting held on the 3<sup>rd</sup> of December. EHJ said they had brought the following issues up at the site meeting:

- That some residents found it very difficult to close their windows in low to moderate wind. Some residents were also concerned that the windows might "fall in" if they were unable to close them properly.
- The disorderly state of the Durkans compound.

Durkans had addressed the second issue with immediate effect prior to Christmas.

**8. Use of the WERA Clubroom**

**Victim Support**

JM confirmed that Joanna Davidson would be running her Victim Support surgery from the WERA Clubroom every Wednesday from 1pm to 5pm as of the 7<sup>th</sup> of January.

**New Roots**

JM confirmed that New Roots would begin using the WERA Clubroom every Thursday from 1pm to 5pm as of the 22<sup>nd</sup> of January.

**9. Membership Audit**

JM explained that he was in the process of "cleaning up" the WERA membership register.

Once this was complete it would be necessary to check that each and every entry on the register was valid. He suggested that this could be done by either writing to the resident concerned or (preferably) by knocking on their door (simply knocking on the door, checking the resident's identity and asking them whether they wished to continue being WERA members).

**10. WEMO Report**

Update from WEMO:

The WEMO board has invited the O&SC down to a WEMO board meeting to discuss a proposal by the ODPM for a Council officer to be co-opted onto the WEMO board.

**11. Any Other Business**

EJH wished it recorded that she felt that the production and distribution of a 2004 calendar on the part of the TMO was a shameful waste of money. Other committee members agreed.

**12. Date of Next Meeting**

The next WERA committee meeting is scheduled for the 3<sup>rd</sup> of February at 7pm in the WERA Clubroom. Mr. Floyd White, project manager on the security works, will be invited to attend.

The WERA special meeting on lifts is planned to take place sometime during the week commencing the 19<sup>th</sup> of January. It will be held in the evening in the WERA Clubroom.

The meeting then closed

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Chair