

World's End Residents' Association



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Minutes of a WERA Committee Meeting held on Tuesday, 16th of March 2004 at 7pm in the WERA Clubroom

Present:	Jules Montero (Secretary) Joy Laven Brendan Murphy Helen Morris John Rendall	Margaret Grayling (Treasurer) Marye Kenton Monica Boholst Maggie Byrne Isabel Neves
In attendance:	Gary Riley (Estate Manager) Cllr. Steven Redman	
Apologies:	Eryl Humphrey Jones (Chair)	Caroline Fairchild

JM chaired the meeting.

1. Apologies

The above apologies were accepted.

2. New Estate Manager

JM introduced GR to the meeting. The committee welcomed him to the estate.

GR described how he planned to improve service delivery on the estate. This included being personally available from the estate office at least three days a week. He also hoped that Catherine Rock from tenancy management would also be able to begin holding a weekly surgery from the estate office in the near future. He would be writing an introductory letter to residents listing the times at which both he and Catherine Rock would be available.

GR explained that having been on the estate for a couple of weeks, he felt the estate's biggest problem was anti-social behaviour and that he considered addressing the problem his top priority. A discussion followed. The meeting generally felt that action was needed to try and address the problem of anti-social behaviour on the estate.

3. New Lifts

It was noted that none of the lifts were in operation yet although the first lift was supposed to have become operational the previous day. GR said he had been told that it was hoped that the lift in Greaves Tower would become operational over the weekend. There was general concern that the works were not being completed in the time-scales promised.

JM said he had asked Sarah Everson with regards to the cleaning of the new lifts by the cleaning contractors but had not yet received a reply. He would chase this up.

4. Tender of Hot Water/Heating Maintenance Contract

JM explained that a Section 20 notice had been sent to WERA and all leaseholders with regards to the forthcoming tender of the hot water/heating maintenance contract. Both WERA and leaseholders had until the 8th of April to comment on the tender.

It was agreed that WERA would write to formally comment on the notice emphasising the need for

Actions

JM

JM

a competent contractor with a proven track record to be appointed. WERA would recommend the appointment of the current contractor (S&F) if permitted to do so. All leaseholders on the committee were asked to comment individually.

5. **Special Meeting with Gordon Perry**

Gordon Perry had agreed to attend a WERA meeting on Monday, 5 April at 7pm. JM asked all committee members to propose items for discussion which he would forward to Mr. Perry in advance of the meeting and also allow him to draft an agenda for the meeting.

JM

The following items were noted:

Contract repairs, maintenance and cleaning.

- Acceptable standards of work & performance monitoring.
- Upcoming tender of maintenance & repairs contract (currently with EPS).
- Preventative maintenance programmes.
- "Caretaker-handymen".

Estate office.

- Providing a fully functional estate office.
- Role of the estate office/staff in monitoring contract repairs.
- Provision of customer services via the estate office.

Lifts.

- Maintenance of existing lifts.
- Progress of the lift replacement programme.

Security.

- Effectiveness of the current security system.
- Security patrols.
- Progress of the security (major works) project.

6. **WERA Newsletter / Membership Drive**

JM said a WERA newsletter was due. It was suggested that it contain information about the following items:

- The times at which GR would be available at the estate office.
- Catherine Rock's surgery times.
- Information about the new beat officer, PC Haruna, and the Police Surgeries on the estate.
- Information about the new PCSOs in Cremorne Ward. It was hoped that Inspector Kezos might supply some text for the newsletter in this regard.
- Progress of the various major works.
- Notice of a WERA open meeting in mid/late April.

JM stated that the TMO appeared to be auditing its resident associations. As a result he felt that it was essential that WERA carry out a membership drive soon. The newsletter would contain a membership renewal form. However he suspected that it would most probably prove necessary to carry out a "proper" membership drive afterwards.

GR then left the meeting.

7. **WEMO Report**

JM told the meeting that RBK&C had formally rejected the Development Report. WEMO had subsequently held a meeting with the ODPM and an Open Meeting with residents. JM explained that the Council now had to refer the matters it disputed in the Development Report to arbitration and that the ODPM had confirmed this to be the case.

JM explained that following the open meeting WEMO was investigating the possibility of following the example of the Lancaster West EMB. To that end he was trying to arrange a visit to the Lancaster West EMB for members of the WEMO board.

JM confirmed that both the ODPM and the Council were still funding the WEMO development.

There was some discussion with regards to a proposal for a "local estate agreement" mentioned in a recent ARB paper. JM agreed to ask Gordon Perry to expand on the proposal at his forthcoming visit. JM noted that the ODPM appeared to be of the opinion that any kind of estate agreement on World's End should be a right-to-manage agreement.

JM

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MG highlighted the problem of parking along the length of Blantyre Street. HM reported that on one occasion a contractor had parked so close to the school gate in Blantyre Street that it had proved impossible for the schoolchildren to use it.

MG also pointed out the numerous overflowing recycling bins, rubbish dumping and littering across the estate. GR said he was already investigating the issue. He hoped the matter of the recycling bins would be addressed soon as he had been discussing it with the appropriate person at the Council.

HM raised concerns with the manner in which the walkways were being cleaned. She suspected that the cleaning was leading to leaks into the commercial properties below. She suggested contacting Phil McWalters at the TMO to emphasise the need for the walkways to be cleaned in an appropriate manner and with the correct equipment.

JM

Several committee members expressed concern with the quality of the work being carried out by some contractors, notably EPS. It was felt that the poor standard of work often lead to more problems than it solved.

It was noted that some of the problems being regularly reported by residents appeared to suggest blocked or damaged stacks in some of the tower blocks and walkways.

MG raised the issue of youths gaining access to the fire escape from the youth club. JM confirmed that Alasdair Manson had been informed of the problem and that he had stated that a work order for corrective works to the fire exit door was outstanding. HM suggested that the chair of the Youth Club be invited to a future WERA meeting.

It was noted that the leak in the clubroom had now stopped.

8. Date of Next Meeting

The next WERA committee meeting is the Special Meeting with Gordon Perry on the 5th of April at 7pm. It was suggested that committee members try and attend at 6.30pm should they wish to bring anything to the attention of the committee before the meeting.

A further meeting was tentatively booked for the 13th of April and the 20th of April was identified as a possible date for the WERA open meeting.

The meeting then closed

..... Chair