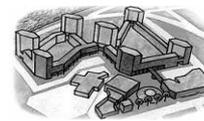


World's End Residents' Association



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Minutes of a WERA Special Meeting held on Monday, 5th of April 2004 at 7pm in the WERA Clubroom

Present:

Eryl Humphrey Jones (Chair)	Jules Montero (Secretary)
Margaret Grayling (Treasurer)	Marye Kenton
Caroline Fairchild	Kaz Gasior
Joy Laven	Helen Morris
Monica Boholst	John Rendall
Brendan Kelly	Tim Rice
Isabel Neves	

In attendance:

- Gordon Perry (CEO, TMO)
- Floyd White (Project Manager, TMO)
- Alasdair Manson (Neighbourhood Manager South, TMO)
- Gary Riley (World's End Estate Manager, TMO)
- Cllr. Maighread Simmonds (Ward Councillor)

Note: items are in agenda order, not in order of occurrence.

Actions

1. Apologies

The above apologies were accepted.

2. Introductions

EHJ welcomed everyone to the meeting. All present introduced themselves to the meeting in turn.

3. Estate Office

3.1 *Establishing a fully functional estate office*

GR explained that the opening times for the estate office had been decided and an introductory letter had been sent to all residents. The letter described the times during which he would be available from the office, as well as the times of Catherine Rock's surgeries. New signs for the estate office had been ordered listing the opening times. The committee was notably impressed by the work GR had put in to get the estate office up and running.

3.2 *Services to be provided from the estate office*

TR explained that the TMO were currently investigating whether estate offices and estate-based surgeries, similar to those to be provided to World's End, were effective. GP stated that the TMO was committed to providing estate-offices and estate-based surgeries if the demand from those services was present. It was generally felt that if properly advertised the estate's residents would make use the services provided from the estate office.

4. Security

4.1 *Effectiveness of the existing security system*

EHJ explained that the committee did not feel that the present security system was in any way effective. GP agreed and stated the he himself did not believe it to be effective. TR suggested that the TMO and WERA investigate the possibility of switching the present security off, either

completely or at specific times of the day. TR suggested that a group of WERA committee members and TMO staff discuss this at length separately. Several committee members put themselves forward to take part in this discussion (CF, HM, JR, MG & MK). There was some discussion as to whether the concierge office would have to be manned if the security system was switched off but the general feeling was that some kind of staff presence was needed to deal with enquiries from both residents and non-residents.

4.2 *Security improvements/major works*

FW said that following the publication of Pellings' report, and having read WERA's comments on the report, he had decided to seek further expert advice. He had gone through each of the proposals in the report and determined if they were viable as they were or required alteration. This process had now been completed and he would be publishing his own report by the end of the month.

GP described the problem they faced in partitioning the estate given leaseholder's existing rights-of-way through the estate. GP asked for the meeting's support in trying to convince the estate's leaseholders to accept a change to their leases that would allow the partitioning of the estate to go ahead. EHJ pointed out that there had been no communication to the estate's leaseholders from either the Council or the TMO with regards to this issue since the original letter from Lindsey Whitehouse. It was suggested that those WERA members looking at the existing security system also look into this particular issue.

5. **Repairs, Maintenance and Cleaning**

5.1 *Monitoring/supervision of Works*

See item 5.4 below.

5.2 *Preventative maintenance*

See 5.3 and 5.4 below.

IN asked whether any progress had been made with regards to the clearing of the roofs. AM said that negotiations with a possible contractor were now in progress.

5.3 *Caretaker handymen*

JM asked whether the TMO still planned to employ caretaker-handymen to all TMO-managed estates, including World's End. GP confirmed that this was still the case. AM added that the estate's caretakers had received the appropriate training and supplied with the necessary equipment and were now able to carry out any work they felt able to do on the estate. He went on to explain that whilst there was currently no process in place to issue them with work from the Customer Service centre, the situation was expected to be remedied in the near future. HM asked about which work the caretakers would carry out. AM explained that any work covered by existing contracts would be carried out by the appropriate contractor not the caretakers.

EHJ asked whether any preventative maintenance or inspection of the estate's stacks, ventilation ducts and drains took place on a regular basis. AM said that the relevant contractors carried out this work. GP explained that historically there had been a lack of investment in funding preventative maintenance but that he hoped to change this. He would ensure that WERA was kept informed of the TMO's plans in this regard.

HM queried the cleaning of the estate's new walkways with pressure hoses. The drains on the walkways could not cope with the amount of water involved and this often resulted in flooding and/or leaks into the properties below. AM explained that whilst washing the walkways in this fashion was effective, he was aware of the drainage problem. EHJ pointed out that some of the lift shafts also flooded during heavy rain.

5.4 *Forthcoming contract tenders*

GP explained that the current maintenance contract had been extended until July but was now out to tender. GP suggested that whatever contractor was appointed attend a WERA meeting where the committee would be able to inform them directly as to the standards of work expected of them. Several committee members recalled individual instances where they felt that the existing

contractor had failed to deliver an acceptable standard of work and the question was raised as to whether the work was being monitored adequately. GP stated that the TMO aimed to inspect 10% of all work. AM expanded upon this by explaining that where work was unsatisfactory the contractor was required to "make good" or the work would not be paid for. Several committee members pointed out that they were more interested in having the work carried out properly in the first place rather than whether it was paid for or not.

5.5 *Cleaning*

MG told the meeting that she and several other members of the committee had recently partaken in an inspection of the contract cleaner's work on the estate and had made several suggestions. She said she hoped to receive a response to the suggestions that had been made. AM said that any suggestions made would be implemented if possible. The general feeling was that the cleaning was still not of a sufficiently good standard. GP agreed that there was need for improvement but reminded the meeting that the cleaning contractor had recently won an award as a result of the work carried out on World's End.

6. **Lifts**

6.1 *Maintenance of old lifts*

JM pointed out that the old lifts were now being maintained (i.e. kept in working order) to a reasonable standard as a direct result of the employing a specialist lift engineer. He asked why this had not happened from the beginning. GP explained that the contractor had failed to meet the expected standards of work, the TMO had always intended for the old lifts to be maintained to a good standard. CF asked if the lifts would be maintained to this standard until the lift replacement works were complete. GP confirmed that this would be the case. EHJ stated that the notices in the lift lobbies with regards to lift outages and expected repair times were greatly appreciated.

6.2 *Lift replacement works*

EHJ explained that the new lifts were late coming on-line. GP explained that recent supply problems had caused the delay in the new lifts coming on-line but that he believed these had now been resolved. He said he understood the importance the residents placed on the successful and timely completion of the lift replacement works and that he was confident that Phase 2 would deliver what had been promised in this regard.

MG asked if the security system within the new lifts was operational. FW confirmed that it was. He went on to explain how he could access the video being recorded. He explained that the existing set-up was provisional, the final implementation would be decided during the security works. Several committee members recounted a recent incident of anti-social behaviour within the new lift in Greaves Tower and asked what action the TMO was planning to take. GR and FW promised to take a look at the footage from the lift camera and take the appropriate action.

MK asked why no-smoking signs had not been placed in the new lifts. GP said he could not see any reason why they should not be. FW agreed to check this with the relevant project manager.

7. **Other Items**

7.1 IN said that the cleaners appeared to be cleaning the new lifts in such a way as to leave stains or marks behind. GR said that he believed that the appropriate specialist cleaning products were being used but that he would check that was indeed the case.

7.2 Cllr. Simmonds described how several residents had complained to her about over-zealous clamping on the estate and in Blantyre Street in particular. She felt that the present clamping regime was extremely harsh, unfair and unsympathetic to resident's needs. AM explained that Blantyre Street was a service road, and that parking was not permitted. All vehicles parked on the road had to display the appropriate permit or risk being clamped. GR went on to explain that the residents were being surveyed with regards to future use of the estate's car parks. He asked that if the committee had any opinions on this particular issue that they feed them back to him.

7.3 Gordon Perry appeared upset by the feedback he had received from the committee throughout the meeting. He stood up to address the meeting and in a raised voice stated that he wanted to have a good working relationship with the committee, but that he felt that members of the committee were not being constructive. Members of the committee criticised the work being

carried out by his staff in such a way that he felt was very likely to cause a loss of morale amongst his staff. EHJ explained that members of the committee had no wish to demoralise the TMO staff working on the estate. The committee was simply carrying out its duty of reporting problems and/or poor service on behalf of residents with a view to improving the quality of life on the estate. She pointed out that if the same issues recurred time and again it was not because the committee was being particularly pedantic, but simply because the problems were not being properly addressed and being allowed to recur. This did not mollify GP and some discussion ensued. GP apologised for his outburst but re-stated his assertion that the committee was not being constructive. He then informed the committee that the meeting had taken up enough of their time and announced that he and his staff were leaving.

8. **Date of Next Meeting**

The next meeting is scheduled to take place on the 13th of April, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair