



World's End Residents' Association (WERA)

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

Minutes of a WERA Committee meeting held at 7.000 p.m. on Tuesday, 20 July 2004 at 16 Blantyre Street

Present:	John Rendall Joy Laven Maggie Byrne Margaret Grayling (Treasurer) Monica Boholst	Eryl Humfrey Jones Caroline Fairchild Marye Kenton Kaz Gasior
In attendance:	Gary Riley (Estate Manager) Philip Howell (Contractor Manager for OCS Ltd.) Seymour Miller (Area Supervisor for OCS Ltd.)	
Apologies:	Isabel Neves Helen Morris	Jules Montero (Secretary)

JR chaired the meeting and introduced Philip Howell and Seymour Miller.

1. **Apologies**

The above apologies were accepted.

2. **Cleaning**

2.1 JH asked PH how he wanted to proceed and PH said he would answer queries as they were raised.

2.2 JR asked about the cleaning machine for walkways. PH said there was a problem with the walkway surface, but the newer walkway surface seemed better suited to it. PH said using it on the older surface causes the battery to run out in that it can't work properly because of the roughness of the surface. PH said that hopefully a cleaning machine would be purchased when all the walkways resurfacing had been completed. CF said this means walkways are not being cleaned properly when WERA had been told they were going to be cleaned with a specific machine. PH said pressure jetting was the best way of cleaning walkways, but blocked drains meant this had been stopped for the time being. GR said work to unblock the drains was in progress. PH said that as soon as the drains were unblocked this type of cleaning could continue. PH said they had also been asked by contractors not to do jet cleaning. GR said he would look into this as he was unaware of contractors giving cleaners instructions about stopping cleaning.

Action: GR to find out why contractors had told cleaners to stop jet cleaning in some areas.

2.3 JL said that she thought that once a month wet cleaning of the walkways was not often enough. GR said fortnightly wet cleans were being considered. JL brought up remains of tyre marks and white marks on Upper Whistler Walk and PH said these were extremely difficult to remove. JL asked about spot cleaning and MS said the cleaners had relied on regular jet cleaning. PH said walkways were litter picked twice a day. EHJ suggested that litter should be picked up after school is out.

2.4 PH brought up the issue of searching dumped bags of rubbish, saying that sometimes this rubbish can be dumped by other people trying to make trouble.

2.5 MG asked for suggestions to prevent people using stairs as toilets. EHJ said that she thought this could only

be achieved by either preventing access, catching them in the act or catching them on camera.

- 2.6 PH told the meeting that stairwell windows are supposed to be cleaned quarterly but this had not happened. He said that Alasdair Manson had asked PH to get a price for this cleaning as a one off, then after that the windows would be cleaned regularly. JL asked why money should be spent on a job that should have been done as part of the cleaning contract. JR told the meeting that he believed a quote was due for abseiling points to be fixed. PH said he would look into this. PH said costing would be for cleaning all inside and up to the second floor outside and painting the window sills. PH said fire door glass panes are cleaned quarterly but entry doors are cleaned more regularly. EHJ said that some of these panes of glass in the entry doors appeared never to have been cleaned.
- 2.7 JR told the meeting that between 6 and 9 last Friday night, nail polish was spilled in the new lift in Berenger Tower and that attempts to clean this had caused damage to surface. PH said they tried lots of different ways to clean this. PH was asked why he didn't try and identify what exactly had been spilled before attempting to remove it. JR suggested asking lift contractor for advice about how this damage could be repaired. MG said the cleaners should have known not to damage the surface because of their experience with the previous lift surfaces.
- 2.8 MG brought up the matter of the dirty floors in the new lifts. PH said the cleaning instructions leaflet given to them did not appear to work. PH said he was told not to bother too much as the flooring was going to be changed. PH and SM agreed that the floor seemed porous when it shouldn't be. PH said that it did not appear to be sealed. He said sealing would prevent dirt becoming ingrained.
- 2.9 JL brought up the cleaning of lift lobbies saying only cold, dirty water and a mop is used which just wets the floor, and that no actual cleaning takes place. PH said that the cleaning products used are designed to work with cold water. GR told PH that clean water needs to be used. JL said the floors need scouring or some abrasive should be used, i.e. a stiff broom to scrub the floor. PH said he would take this on board.
- 2.10 MK told the meeting that some contractors (some of them private contractors) are leaving a mess. PH said they should clean up after themselves, but often his staff were left to do this. JR suggested that PH be told about contractors on site so he would be aware of any possible mess. This was thought to be a very difficult system to institute as GR and the concierge office were often not aware of which contractors were on site.
- 2.11 It was also suggested that the lift runners need cleaning properly. PH said they were aware of this. MK brought up the fact that lift covers should be used. These covers can be obtained from the concierge office. MG mentioned that residents probably don't know about this and it was suggested that this information be included in the next WERA newsletter. MG also mentioned dirt was building up in corners of the new lifts. MK asked about no smoking signs, but PH and SM said they thought this would have no effect. GR said the decision on signs had not yet been made. MK said she feels strongly that a sign would help, although GR disagreed.
- 2.12 MG suggested that it was necessary to find a way to educate people about their dirty behaviour and asked for suggestions. PH mentioned zoning as a possible way forward and said that OCS would support this idea. JR briefly explained about the problems surrounding possible zoning and GR said this was still being considered and discussed. (GR also stated that WERA would soon be receiving further information regarding zoning.) GR said he believed that action was the only way, i.e. interviewing parents of the children responsible.
- 2.13 EHJ asked if cleaners reported to their managers any anti-social behaviour incidents they may witness and was told that they do. EHJ suggested that these incidents should be reported to GR so that he could try to identify who the offenders are. MG said that GR's work is very much appreciated with regard to taking action against anti-social behaviour.
- 2.14 JR thanked PH and SM for coming and said he hoped they would not lose enthusiasm. PH said he finds the area very challenging and wants to progress matters. PH thanked WERA for inviting him as he wants to resolve any matters of concern and said that he found the meeting very positive.

PH and SM then left the meeting.

3. Minutes of Previous Meeting

- 3.1 Action point 2.4 – GR told the meeting that Upper Whistler Walk would be re-coloured and repaired at the end of the walkway contract (probably before the end of the year).
- 3.2 Action point 3.1 (2.3) – GR said he was still trying to arrange for the repairs contractor to attend a WERA meeting.

Action: GR to arrange for repairs contractor to attend a WERA meeting.

- 3.3 Action point 3.1 (3.3) – EHJ said that despite her saying that WERA was in favour of an ankle rail, Terry Guppy was not receptive to this proposal. TG had suggested putting up a different type of railing. GR said the choice of railing was up to the TMO and that GR would try to progress this matter.

Action: GR to find out which railing the TMO would agree to.

- 3.4 MG asked EHJ about garden re-planting. EHJ said this meeting had taken place and emailed notes were available in the Post In Tray. GR said that after the turfing had been in place for a month, the planting to begin.

The rest of item 3 was deferred until later in the meeting.

4. **Meetings Attended**

4.1 Major Works Site Meetings

- (a) See above paragraph 3.4 regarding garden/planting meeting.
- (b) There were no other site meetings.

4.2 West Chelsea Initiative

MG said she had attended this meeting and that a working group has been set up. MG said that the West Chelsea Initiative support the regeneration of the piazza area. Two walkabouts had been proposed and one had already taken place last Thursday. This walkabout looked at lighting and general street furniture and where improvements could be made. MG said the next walkabout was to focus on the piazza and that Mark Conyer would be attending.

GR said he had attended a follow up meeting regarding the West Chelsea Initiative and said it seemed very positive.

5. **Meetings to be Attended**

5.1 Lifts Site Meeting

JR said that this is due to take place on 22 July. MG and MK said they would attend this meeting. JR told the meeting that the current phase was ahead of schedule and contractors were hoping to move onto next phase. GR said this proposal had been rejected as certain details have to be finalised/resolved first.

5.2 Walkways Site Meeting

JR told the meeting that this is due to take place on 29 July. MG said she would attend this and JR said he would try to attend. The following points were asked to be brought up at the meeting: (a) JL asked that the contractors be asked that the noticeboards put up by them be made good. (b) CF complained that a fire door had been nailed shut by contractors working near door. Although CF was assured the door would be un-nailed, one piece of wood with a nail in it had been left in place. MG told the meeting that this had happened before, i.e. fire door being sealed shut.

Action: GR to try to ensure sealing of fire doors does not recur.

6. **Residents Issues**

- 6.1 CF raised the problem of pigeons nesting on the 4th floor walkway roof outside her windows and on her balcony. CF said that the hawk flying had been stopped. GR said Gordon Perry had made the decision about stopping control of pigeons and said that he would forward GP's email to WERA. GR said he agreed that World's End Estate did need help regarding its pigeon problems but that he could do nothing about this. GR said complaints should be forwarded to Phil McWalter.

- 6.2 GR said the planned surveillance did not take place as planned last weekend (in fact no disturbances had taken place), but would take place this coming weekend. MG told the meeting that she thought the lights in the garden should have been fixed for this, but GR said it would be OK even though some of the lights are not working properly. MG said one had been repaired. GR said this is being looked into and should be repaired over the next fortnight.

Action: GR to progress repair of garden lights.

- 6.3 MG also told the meeting that some resident's telephones were out of order and GR said BT had been on site repairing the lines.

- 6.4 MB told the meeting that the recycling bin behind the Chelsea Theatre had been relocated and children were now playing on it. GR told the meeting that this was due to some temporary railing that need to be removed. He said that he was unable to find out who actually owned the railings. GR said that once these railings were removed, the recycling bin could be repositioned. GR also told the meeting that the recycling bins were emptied every Tuesday.
- 6.5 MK brought up the fact that traffic barriers had been left open and GR told the meeting about the gerda locks that were to be put in place.
- 6.6 MG asked if GR could help regarding who is tearing down notices that WERA and WEMO put up on the noticeboards every week. GR said he had asked his staff to look out for anybody doing this.
- 6.7 MG brought up what had happened in Berenger Tower lift regarding the nail polish damage, etc. GR said that unfortunately the camera in Berenger Tower had been unplugged at source. He said this had happened to other cameras in other lifts. GR said these plugs were now going to be monitored to make sure they are not left unplugged. GR said that cameras had identified vandals in the past and that he had already spoken to two people responsible for anti-social behaviour in the new lifts.
- 6.8 MK mentioned that, on one occasion, a roof door had been left open.
- 6.9 MK also said that the motor scooters problems had greatly reduced and congratulated GR on this.

7. **WEMO Update**

JR told the meeting that all WERA committee members should have received a letter from Martin Peach regarding WEMO. JR said this had been copied to Liz Michael and she would be discussing it with Paul Spearman (ODPM) before WEMO's next committee meeting. JR told the meeting that WEMO had asked for arbitration to proceed, but also had asked (several weeks ago) for Martin Peach to answer some questions about an EMB model, as the TMO had suggested WEMO consider this model. JR said that the letter from Martin Peach (which was sent to the clubroom to JM as Secretary of WEMO, and then copied to all WERA committee members at their homes) was the only response received (i.e. the information requested had not been received). Martin Peach's letter appears to be stating that WEMO must decide "either/or" arbitration/EMB. JR said WEMO would discuss this letter at the next committee meeting, but that any possible decisions must be put to WEMO members estate-wide.

GR then left the building after being thanked for his attendance.

The meeting then returned to Item 3.

3. **Minutes of Previous Meeting**

- 3.5 The minutes of the WERA committee meeting of 6 July 2004 were accepted as correct.
- 3.6 Action point 4.3 – JM had provided MK with Damien Roche's contact details.
- 3.7 Action point 4.4 – JM had contacted all WERA committee members regarding their opinion about an EMB model.
- 3.8 Action point 9.3 – OCS attending a WERA meeting - see paragraph 2 above.
- 3.9 GR told the meeting that the repair of the community alarm should be completed by end of this week.
- 3.10 Action point 5.4 – GR said he had already emailed results of the TMO election to WERA.

8. **Date of this meeting**

The next meeting is scheduled to take place on Tuesday, 10 August 2004 at 16 Blantyre Street.

The meeting then closed.

.....
Chair