



# World's End Residents' Association

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## Minutes of a WERA Committee Meeting held on Tuesday, 31<sup>st</sup> of August 2004 at 7pm in the WERA Clubroom, 16 Blantyre Street

<b>Present:</b>	Jules Montero (Secretary) Marye Kenton Eryl Humphrey-Jones Caroline Fairchild Monica Boholst	Margaret Grayling (Treasurer) Joy Laven John Rendall Helen Morris Isabel Neves
<b>In attendance:</b>	Ian Twyford (Neighbourhood Director) Lisa Nerharti (Assistant Tenancy Manager) Gary Riley (Estate Manager)	
<b>Apologies:</b>	Kaz Gasior Cllr. Steven Redman	Dave Oliver (ICS Security)

MG chaired the meeting until JM's arrival. JM chaired the meeting afterwards.

### Actions

#### 1. Apologies

The above apologies were accepted.

#### 2. Nocturnal Security Patrols

The meeting was told that Dave Oliver was unable to attend due to illness.

JL raised the issue of the security guards failing to keep proper records, which then proved to be of no use when an anti-social incident that the security guards attended was brought to the attention of the TMO and a tenancy manager tried to investigate. JL also stated that in her experience it took an extremely long time for such matters to be investigated by the TMO. IT apologised for the length of time it had taken for the incident reported by JL to be investigated (four months). LN explained that the security guards were now supplied with a pro-forma in which to record incidents and GR said he would try and ensure that the guards kept proper records. MG asked GR if she could see the incident log being kept by the security guards. MG stated that on the occasions when she had contacted the security guards to report incidents they had never asked for her details. MG also pointed out that the security guards seemed to spend too much of their time in the concierge office rather than on patrol.

GR stated that the TMO were aware of residents' concerns with the present service but assured the meeting that alternatives were being investigated. GR described the tasks that the security guards were supposed to carry out. MK stated that in her opinion the security guards could not be effective, as they had no real power. IT felt that the security guards had been effective initially, but that this was apparently no longer the case. IT said that there were reservations with regards to the proposed "man and dog" patrols as some considered them too confrontational. However, the matter was being investigated and the TMO were looking at alternatives to the current set-up.

#### 3. WERA AGM

CF asked the meeting who had decided to hold the AGM on the 21<sup>st</sup>. It was explained that the AGM had been "pencilled" in for the 14<sup>th</sup> at the previous WERA meeting but that the date would be re-

visited when JM returned from holiday. The date was subsequently changed to the 21<sup>st</sup> to accommodate the notice period required.

MG explained that JM had contacted Jill Brown at the TMO with regards to her recent letter and that she had been unable to meet with the committee on the dates originally proposed.

IT explained that the Open Day being proposed by the TMO was to take place immediately prior to the WERA AGM and would be attended by the various groups operating on the estate (e.g. Salvation Army, Chelsea Theatre etc). GR stated that he had approached many of the groups and, whilst they had not seemed overtly enthusiastic, they had all asked for a list of possible dates.

IT reminded the meeting that the WERA constitution required that the WERA AGM be attended by at least 33 WERA members (15% of the membership) to be quorate.

JM then arrived and chaired the meeting.

JM explained that having discussed the matter with Jill Brown he had re-scheduled the date of the AGM from the original date of the 14<sup>th</sup> to the 21<sup>st</sup>. This was to provide the time required to prepare and distribute notices to all of the estate's residents (notices must be delivered to all households on the estate at least 21 days before the AGM). It had proved impossible to have the notices ready and distributed in time for the AGM to take place on the 14<sup>th</sup> so the date was changed. This was in line with the decision taken at the previous meeting as noted in that meeting's minutes.

JM confirmed that Jill Brown had told him that she was unable to meet with WERA on the dates suggested in her letter. She had then suggested that someone else attend this committee meeting instead.

IT proposed moving the date of the AGM to the 28<sup>th</sup> so that there could be sufficient time to organise the Open Day. JM stated that he could not understand why the open day and AGM had to be held on the same day, but that if the AGM were to be re-scheduled to accommodate the open day, that all households would have to be notified of the date change. MK suggested that the date of the AGM could be moved without having to notify individual households, simply changing the dates on the posters would be enough. JM disagreed and insisted that the residents had to be notified as directed by the constitution. IT suggested that the TMO would arrange for the required number of notices to be printed in time for their distribution the following weekend.

Votes were taken, the committee agreed to both the Open Day and the proposed change of date for the AGM (from the 21<sup>st</sup> to the 28<sup>th</sup> of September) provided the notices were printed and distributed in time (before mid-day on the following Tuesday, the 7<sup>th</sup> of September).

IT and LN then left the meeting.

#### 4. **Minutes of Previous Meeting/Matters Arising**

##### **Meeting held on the 20<sup>th</sup> of July**

The minutes of the meeting of the 20<sup>th</sup> of July were accepted as correct.

Item 3.2 – GR said that the contractor had proposed holding the meeting with WERA the following Tuesday. JM suggested that the meeting could be held on the following Wednesday as a WERA Special meeting. GR agreed to check the date with the contractor.

Item 3.3 – GR said that the TMO had agreed on the installation of low level Harris rails.

Item 5.2 – GR said that he had discussed the matter with Cosmur and that they had agreed not to seal the fire exits in future.

Item 6.2 – GR stated that some of the garden lights had been repaired in advance of recent Police operations on the estate. GR explained that the contractor carrying out the walkway works had switched off some of the garden lights and failed to switch them back on again. GR also explained that some of the column lights required expensive repairs and that it had been felt wiser to wait for these to be dealt with by the lighting improvements proposed in the security works. JR expressed concern that major works were being carried out without consideration for long-term maintenance costs. GR explained that predicting long-term maintenance costs was difficult.

GR

## **Meeting held on the 10<sup>th</sup> of August**

The minutes of the meeting of the 10<sup>th</sup> of August were accepted as correct. It was noted that a quorum had been present at that meeting.

Item 2.2 – JL had reminded GR of his action points from the previous meeting.

Item 3 – JM had spoken to Jill Brown regarding the WERA AGM (see item 3 above).

Item 8 – JM had invited Lisa Nerhaty and Catherine Rock to the meeting. Lisa was in attendance.

Item 7.4 – GR stated that the Police were now operating from the Church but were not providing surgeries from there. GR explained that the Police did not consider the Church a long-term solution to their office needs. HM said that she had been told that the Police were now using space on the Cremorne Estate. GR stated that he was not aware of this. MG suggested that the Police place a notice on the door of their old office in Whistler Walk indicating the time and place of their surgeries if these had changed.

Item 7.5 – JR stated that he had done this. GR confirmed that a sign for his office was being prepared containing all the relevant information as was a sign indicating whether the office was open or not. GR expressed his disappointment with regards to some of the comments that had been made with regards to the hours he spent on the estate.

## **5. Letter from Martin Peach**

JM asked all those present whether they had recently received a letter from Martin Peach with regards to the possible involvement of WERA in arbitration. IN stated that she had not but that she had obtained a copy of the letter separately.

JM asked the committee to consider the letter. A question was asked as to the nature of the arbitration. JM explained that the arbitration was the result of the Council's rejection of the Development Report submitted by PPCR. The right-to-manage regulations required the local authority to proceed to arbitration if they rejected the report's findings and conclusions. A question was asked as to how the arbitration was expected to proceed. JM stated that he believed that the arbitration would involve the submission of written evidence to the arbitrator. A question was asked as to why WERA was being involved in the arbitration process. JM stated that as far as he was aware it was as a result of the legal advice the Council had received from its legal department.

A further question was asked as to the progress of the recent proposal by the Council to investigate the establishment of an EMB on World's End. JM explained that the latest email he had received from Martin Peach appeared to confirm that the Council considered that this proposal had now come to an end following WEMO's reply to Martin Peach's previous letter in which it had repeated the wish for the arbitration to proceed as soon as possible. JM also explained that the only information about a possible EMB which had been sent to WEMO by the Council was a copy of the Lancaster West EMB's management agreement and a list of matters under negotiation between Lancaster West and the TMO. No other information had been supplied since the original request for information in May. JM also confirmed that a list of questions, which WEMO had submitted to the Council in June, had remained unanswered. Several committee members expressed their surprise and disapproval with the way the matter had been progressed by RBK&C. HM suggested that Martin Peach be informed of the WERA committee's displeasure with the Council's apparent failure to supply WEMO with the requested information and progress the proposal adequately.

JM asked the meeting to take a vote on the matter contained in the letter: whether WERA or WEMO should participate in the arbitration. A vote was taken. The vote was unanimously in favour of WEMO participating in the arbitration, not WERA. JM agreed to email Martin Peach and inform him of the result of the vote as well as express the committee's displeasure with the Council's handling of their EMB proposal.

JM

## **6. Meetings attended**

### **Cleaning Review**

MG said she had attended a walkabout of the estate with Toinette du Toit as part of a cleaning

review. MG stated that whilst it appeared that the cleaners had carried out their duties immediately prior to the inspection, there were still plenty of things to point out including the stairwells, roofs and the walkways. MG confirmed that Toinette would send a copy of the report through to WERA for the association's comment before it was finalised.

### **Lifts Meeting**

MK explained that a meeting had been proposed to discuss the possibility of installing a different floor surface in the new lifts. MG explained that a report on the suitability of the floors installed in the first phase was still pending and that a decision would not be taken until that report had been received. MG stated that using an alternative floor might have cost implications.

### **Walkways Site Meeting**

The walkways site meeting had been cancelled. There was no new date for the meeting.

GR said that he had received some feedback concerning his absence at recent site meetings. He stated that he had been told that MG had commented on his absence "boisterously". MG explained that she had simply pointed out that none of the estate staff were present and that no apologies had been received. GR explained that he was often unable to attend the site meetings due to commitments elsewhere but assured the meeting that if he was not in attendance it was for a good reason.

### **7. Meetings to be attended**

HM confirmed that she would be attending an upcoming Youth Club committee meeting.

GR said he would check when the next major works site meetings for lifts and walkways were due.

JM noted that an ARB meeting was due. GR stated this was likely to take place in late September.

### **8. Residents' Issues**

MG said she was fed up with the noise in the gardens and suggested that the Council/TMO consider the use of by-laws to try and curtail anti-social behaviour on the estate. GR confirmed that "section 30 notices" were used on other estates and reassured the meeting that the matter was being looked into. It was also noted that Cllr. Redman continued to investigate this issue.

### **9. WEMO Update**

See item 5 (above).

### **10. Any Other Business**

There was no other business.

### **11. Date of Next Meeting**

The next WERA meeting is scheduled to take place on Tuesday, 21<sup>st</sup> September at 7pm in the WERA Clubroom. This assumes that the AGM can be re-scheduled to take place on the 28<sup>th</sup>.

If the AGM cannot be re-scheduled the next WERA committee meeting will take place on the 28<sup>th</sup> of September, at 7pm in the WERA Clubroom following the AGM on its original date of the 21<sup>st</sup>.

The meeting then closed

..... Chair