



World's End Residents' Association

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 on Tuesday, 19th of October 2004 at 7pm in the WERA Clubroom

Present:	Margaret Grayling (Chair) Joy Laven Marye Kenton Monica Boholst	Jules Montero (Secretary) Eryl Humphrey Jones Maggie Byrne John Rendall
In attendance:	Gary Riley (Estate Manager) Paul Purchase (Sight & Sound) Alan Baldwin (Sight & Sound) Lorraine Piggott (Resident) Flora Levi (Resident)	
Apologies:	Caroline Fairchild Tim Rice	Helen Morris

Note: Items are in order of occurrence.

1. Apologies

The above apologies were accepted.

2. Sight and Sound Security

GR introduced Paul Purchase and Alan Baldwin from Sight and Sound Security to the meeting. Each committee member introduced himself or herself in turn.

PP began by describing the service that his company had been asked to provide and quote for. This was a security patrol with dogs. He described the firm's relevant experience in this area and how the firm trained both the security officers and dogs, and what this involved. He emphasised that they monitored their staff closely to ensure quality of service. He pointed out that security firms providing this type of service would soon be regulated and pointed out his firm's BSIA registration.

PP explained that for this type of job they would normally use two officers and two dogs working on a shift basis. Two additional officers and their dogs would also be inducted and familiarised with the estate. The dogs would be kept in a suitably equipped van when on the estate but not on patrol. PP confirmed that GR had briefed him on the problems currently being experienced on the estate. PP said that in his experience security patrols with dogs were generally more effective than those with security officers alone.

Several committee members asked how the security officers and dogs would deal with certain common problems/situations. PP emphasised that the dog was trained to protect the handler. The dogs would not be muzzled (although muzzles would be used when required). PP also explained that the patrol routes through the estate would be carefully chosen to ensure that mishaps involving the dogs would not happen. PP said that he could not foresee any problems due to the layout of the estate. Committee members were particularly concerned by cases where offenders might decide to confront the security officers, possibly with their own dogs, rather than move on.

Actions

PP stated that in certain confrontational/extreme circumstances the security officer would have to call the Police.

GR stated that the exact details of the contract and security patrols would only be finalised once all relevant parties (residents, Police etc) had been consulted. GR also explained that, if the contract was awarded to Sight & Sound, it would probably take at least a month for the security patrols to begin working on the estate.

The guests were thanked for attending and then left the meeting.

EHJ raised concerns with regards to the fact that whilst they had previously worked, and had experience, in residential estates, they no longer appeared to be involved in this sort of work. GR explained that the firm had previously worked as sub-contractors to larger firms and the reason they had lost these contracts was due to the larger firm was now being able to provide the service. GR stated that he believed that this was the only reason they no longer worked on this type of contract, and he had no reason to believe they had not provided good service when they had.

GR emphasised that whilst no decision had been made with regards the ordinary concierge service it was likely that this contract would be for the security patrols with dogs only.

A three-month trial period was suggested. This was felt to be a good idea.

The need to consult and inform the residents before introducing the patrols was emphasised.

GR said he was also investigating another security firm able to provide a similar service. He hoped to arrange for representatives of that company to attend a WERA meeting.

3. **Minutes of Previous Meeting/Matters Arising**

3.1 *Minutes of the WERA Committee Meeting held on the 21st of September*

JL pointed out that the initials "DA" in the first paragraph should read "DO".

The minutes were then accepted as correct.

3.2 *Matters Arising*

Action Point 3.1 – GR confirmed that the new repair contractor would attend a WERA Special Meeting to be held on Tuesday, 26th October 2004 at 7pm in the WERA clubroom.

Action Point 4.3 – JM said he had sent an amended letter to Floyd White and Gordon Perry. He had requested a reply from Gordon and Floyd but had yet to receive one.

Action Point 5.1 – the communal heating had been switched on a couple of days after the meeting.

Action Point 5.4 – JM confirmed that he had prepared and sent a letter from WERA to the Council and Mr. Portillo with regards to the Council's current proposals to relocate the Ashburnham Community Centre.

Action Point 5.5 – JM said that he had emailed the Lots Road Action Group but had not received a reply. JR said group were organising a meeting for the 8th of November.

With regards to the incidences of posters being removed or torn from the estate's notice boards GR stated that he had notified the Housing Officer of the person who had been identified. MK commented that she thought the current posters being placed on the estate's notice boards were too large. EHJ noted that the notices in the TMO notice boards were out of date.

4. **Correspondence**

4.1 *KCEL Grant Agreement*

JM explained that KCEL had sent through a grant agreement that required the signatures of both

the Chair and Secretary of the association. He asked for approval for it to be completed and returned. The meeting agreed. JM would complete and return the grant agreement.

JM

4.2 *Section 20 Notices*

JM tabled a Section 20 Notice that had been received from TMO Leaseholder Services. He read it out. The notice concerned a number of communal repair and redecoration works as well as a number of works aimed at improving estate security. JM asked whether anyone wished to comment. The following observations were noted: That more information was required as to the precise works proposed. That the works aimed at improving security were welcomed. That many of the works were long overdue. JM would reply to TMO Leaseholder Services with these comments.

JM

4.3 *Night Flights*

JM tabled a letter from the Council regarding the proposed changes to Heathrow night flights. JM noted that the letter described that RBK&C were supporting a legal challenge from Wandsworth Borough Council to the proposed changes. JM said the letter would be placed in the reading tray.

4.4 *Rent Restructuring*

JM tabled a letter from the London Rent Tribunal describing a proposed "rent restructuring". The letter stated that the LRT would keep residents' associations, such as WERA, informed. JM said the letter would be placed in the reading tray.

4.5 *TMO Link - World's End Car Parks*

JM tabled an article/advertisement that had appeared in the latest issue of TMO Link. The article invited people to apply to use the estate's car park at a reduced rate of £5. It was noted that those residents already using the car park were paying up to £10 a week for their car park space.

Several committee members explained that they were under the impression that a waiting list for car park spaces was in effect and that some residents were waiting for a space to become available. MB confirmed that she had been told that there was a waiting list for places and that she was waiting for a space to become available herself. GR offered to investigate. JM said that he too would investigate.

GR, JM

EHJ pointed out that there were a number of cars in the car park that had clearly been abandoned and should be removed. GR suggested that an audit of the car park and who used it was required. The meeting agreed that this was a good idea.

4.6 *Clamping Contract*

JM tabled an email from Vivian Bateman at the TMO regarding the clamping contract. JM read out the email. Several committee members stated that they did not believe that the contract was being operated in the manner described in the email. They suggested that a copy of the actual contract be obtained. JM agreed to request a copy of the contract.

JM

GR stated the new Girda locks/barriers would be in place in the next week or so and that would reduce the occurrences of illegal parking/stopping on the Piazza and World's End Passage. GR also explained that disabled badges did not allow people to park in Blantyre Street and that cars with disabled badges parking in the street would be clamped.

Several committee members noted that there appeared to be very poor control of Contractor's Parking permits and that a number of vehicles parking on the estate appeared to have these permits, but did not appear to belong to current contractors. GR agreed that it was a problem and suggested that WERA contact Isabel Hudson with regards to the issuing of contractor parking permits.

4.7 *Health and Safety Issues*

EHJ reported a junction box and temporary electrical supply in Blantyre Walk that was a possible health and safety concern. The contractors had covered a junction box in masking tape and live

electricity cables were hung across the walkway and not properly secured.

EJH also noted that a truck had dumped a load of waste (earth, bits of tarmac) outside Blantyre Tower early one morning and that no one seemed to know who had done this.

9. **Resident's Issues**

MB described the recent anti-social behaviour problems that a resident, Flora Levi, was currently suffering from. FL confirmed that the problem was ongoing and that she had spoken to the TMO housing officer. MG asked that the problem be dealt with by the TMO as a matter of urgency. GR stated that if the problem had been reported to a housing officer that it would be dealt with.

GR explained that the TMO had commissioned a firm to carry out covert surveillance of the estate. The results of this were expected soon.

MB mentioned that noise nuisance was troubling a resident she knew. MG suggested that they keep a diary. It would be of use when the TMO dealt with the problem.

6. **ARB**

GR confirmed that the new traffic-barriers with Girda locks for the Piazza and World's End Passage were to be fitted within the next couple of weeks.

GR then left the meeting.

6.1 *Works from Previous Financial Years*

6.2 *Works for Current Financial Year*

These items were deferred.

5. **Payments Pending/Purchases to be Approved**

MG explained that she was owed money for the WERA AGM notices and cleaning materials that she had purchased. Payment was agreed.

MG explained that the office was short of stationery. A list of the needed items had been prepared. The purchase of these items was agreed.

7. **Meetings Attended**

7.1 *Omega House Site Meeting*

MG and JM had attended the site visit held in Edith Yard on the 23rd of September. The contractor and Borough Valuer had confirmed that Omega Passage would have to be closed on a temporary basis. It would be impossible to keep it open given the amount of scaffolding that would be used around Omega House. MG and JM had also asked the borough valuer to investigate the passage's current legal status with regards to rights of way. With regards to concerns that had been raised about traffic in and out of the site the contractor had stated that there would be someone monitoring and controlling the traffic into and out of Edith Yard at all times. The contractor did not expect to impact the use of the yard by Somerfield or the residents using the car park.

7.2 *Lifts Site Meeting*

MK and MG had attended the lift site meeting on the 7th of October.

MK said that a selection of no smoking signs had been provided and that one needed to be chosen. A sign stating "this is a no smoking area" was chosen. MK and JM would inform GR of the choice. MK explained that the new lifts had suffered long outages recently and that this should be brought up at the site meeting. MG confirmed that the volume of the audio prompts had been reduced in some lifts and that it was to be adjusted in all lifts. It was also suggested that residents be asked not to call the Fire Brigade when trapped in a lift given that the lift engineers were usually on site and that the Fire Brigade charged for releasing people from lifts and might also

MK, JM

damage the lift whilst doing so.

7.3 *Walkways Site Meeting*

JM and MG had attended the last Walkways site meeting on the 13th of October. They had stated that WERA still had concerns with the general quality and finish of the works. They had also asked that any now-redundant temporary wiring and cabling in the walkways be removed. JM told the meeting that the TMO were considering a different surface for the final two phases and that samples had been placed in the usual location in Whistler Walk.

JL told the meeting that she had received a letter with regards the possible resurfacing of Upper Whistler Walk. A copy of the letter had been placed in the reading tray.

7.4 *West Chelsea Initiative*

This meeting had been previously discussed.

8. **Upcoming Meetings**

8.1 *TCC*

The next meeting of the TCC is scheduled to take place at 6.30pm on the 27th of October at the Town Hall. MG said she would try to attend.

8.2 *Lifts Site Meeting*

JM noted that the next site meeting was scheduled to take place on the 18th of November at 10am in the WERA Clubroom.

10. **WEMO Update**

JM explained that he and Martin Peach would be meeting with the arbitrator that Thursday. This meeting had been proposed by the arbitrator and aimed to identify the key issues that were to be the subject of the arbitration. JM suggested this was possibly a result of MP's failure to act as instructed by the arbitrator. The arbitrator had initially requested that RBK&C and WEMO submit a joint statement of the dispute. MP had unilaterally sent the arbitrator a substantial amount of documentation instead.

11. **Any Other Business**

JM explained that he had received an email from Tim Rice following the WERA AGM. TR's email described how TR had given David Longley a fax machine and asked whether or not that was the same fax machine that DL had been asked to return to WERA. JM had replied explaining that the fax machine that WERA had asked DL to return was one purchased by the Chelsea West ARB for WERA in 1997, it was not whatever fax machine TR had given DL. It was noted that DL had previously agreed to return the fax machine in a letter to the association in the summer of 2002.

12 **Date of Next Meeting**

The WERA Special Meeting with the new repair contractor is to take place on Tuesday, 26th of October at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair