



World's End Residents' Association

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Minutes of a WERA Special Meeting held on Tuesday, 26th of October 2004 at 7pm in the WERA Clubroom

Present:	Margaret Grayling (Chair) Joy Laven Marye Kenton Brendan Kelly	Jules Montero (Secretary) Monica Boholst Kaz Gasior
In attendance:	Mark Everard (A. E. Williams) Peter Downing (Top Dog Security) Jonathan Bagnall (TMO Technical Services Contracts Manager) Gary Riley (World's End Estate Manager)	
Apologies:	Eryl Humphrey Jones	Helen Morris

1. Apologies

The above apologies were accepted.

2. A. E. Williams

GR introduced ME and JB to the meeting. The committee introduced themselves in return.

Several committee members described their experience of the previous contractor (EPS) and emphasised the need for the new contractor to perform to better standards, deliver higher quality work and provide better monitoring and supervision of their operatives. ME stated that he wanted his company to deliver to the highest possible standards.

JL distributed some photographs of typical examples of poor quality work. The photographs were of works to communal areas. They included examples of poor woodwork, badly and incorrectly replaced glass, incorrectly or poorly painted doors and walls and numerous other defects. ME asked if he could borrow the photographs for a short while, and then return them. JL agreed.

JM asked who was to deal with works carried out by the previous contractor (EPS) which were either unfinished or unsatisfactory. JB explained that EPS would deal with these works.

JB and ME were asked how the TMO and A. E. Williams planned to improve the repairs service to the estate. They explained that two supervisors would be operating on the estate and that the post-inspection rate would be increased. Any repairs where the resident was clearly dissatisfied would be followed-up. Finally, a site visit to the estate was planned for December at which the work carried out by A.E.W in the interim would be inspected.

MK asked whether A. E. Williams subcontracted any of their work. ME stated that they did in some cases, but did not do so on World's End.

JB and ME mentioned that they had considered the use of "handymen" as well as staff assigned solely to the World's End Estate. Committee members expressed support for both. JB explained that whilst the TMO would like to implement such a scheme that recruiting and training the

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appropriate staff was difficult.

JB stated that operatives carrying out communal repairs would contact the caretaker when on-site. JB explained that the TMO planned to introduce the use of digital photographs as a means of verifying that repairs had been carried out correctly. The committee suggested that operatives should always contact the estate staff before starting a job on the estate. It was felt that this would reduce instances of operatives either failing to attend or attending the wrong property. JB explained that should an operative attend a property and find it vacant that they would contact TMO customer services who would try to phone the resident. This was to ensure that operatives attended the correct property and minimise missed appointments. Committee members expressed concern that operatives might still attend the wrong property.

MG raised the matter of the scheme for OAPs on the estate (OAPs could have one room decorated for free). MG stated that the residents concerned were finding the scheme quite stressful, in particular as the works were often not completed within one day as had been quoted. JB stated that he was aware of the issues with the scheme and that the TMO were trying their best to deliver the scheme in the least stressful manner possible.

There was some concern that the A. E. Williams operatives had already picked up some of the previous contractor's "bad habits". These included dumping large volumes of rubbish in the paladin bins and cleaning their liveried vehicles in Blantyre Street. JB and ME stated that they would ensure that this did not happen by briefing the operatives accordingly.

JB stated that the TMO were now employing a Quality Assurance officer. He would ask her to contact WERA shortly.

The committee thanked ME and JB for attending. ME and JB then left the meeting.

3. **Top Dog Security**

GR introduced PD to the meeting.

PD explained the service the TMO had asked them to tender for: to provide a security patrol with dogs covering the hours of 9pm to 3am every day. PD explained that their quote also included providing the concierge service. PD described the type of operation that they would put in place: two patrols of one handler and one dog each operating on the estate at the same time. The patrols would last 40-50 minutes, with a 10 minute break between patrols.

Committee members asked various questions with regards to the size and history of Top Dog Security and of their experience in providing patrols to residential estates. PD provided some background on his company and stated that they had experience of providing patrols in residential estates although they had not dealt with a property of this size before. But he did not expect this to cause any problems.

PD was asked how they planned to deal with the various types of unruly elements often found on the estate. PD described the manner in which the security patrols would generally operate. PD stated that in his experience the patrol proved quite intimidating and that people would often move on with the use of a little diplomacy. PD stressed that in extremely difficult situations the patrol would ultimately have to rely on the assistance of the Police. GR stated that it was possible that the patrols would operate in conjunction with a dispersal order and that this could therefore be enforced in co-operation with the Police.

The committee emphasised the need for the residents to be consulted prior to the introduction of dog patrols and suggested that residents also be advised on how to act when encountering the patrol.

PD was thanked for attending the meeting. GR and PD then left the meeting.

4. **Any Other Business**

It was suggested that the Police (Sgt. Murray) be contacted with regards to the sale of fireworks to under age children by the local shops. MB stated that Kay no longer sold any fireworks but that Somerfields were now doing so.

MB stated that she had not received a response to her query with regards to a waiting list for the use of the estate car park. JM stated that GR had informed him that the TMO no longer operated a waiting list for the estate car parks. There was some doubt as to whether the residents had been informed of this and whether all residents previously on the waiting list had been offered car park spaces. It was suggested that JM ask GR for some clarification. It was also suggested that Cllr. Redman be contacted to see if his intervention might help clarify the issue.

JM

5. **Date of Next Meeting**

The next WERA committee meeting is scheduled to take place on Tuesday, 16th of October, at 7pm in the WERA Clubroom. A tentative date was also set for the subsequent meeting: the 7th of December.

The meeting then closed

..... Chair