



# World's End Residents' Association

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## Minutes of a WERA Special Meeting held on Tuesday, 1<sup>st</sup> of February 2005 at 7pm in the WERA Clubroom

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<b>Present:</b>	Margaret Grayling (Chair) Joy Laven Eryl Humphrey Jones Maggie Byrne Monica Boholst	Jules Montero (Secretary) Marye Kenton Caroline Fairchild Kaz Gasior
<b>In attendance:</b>	Richard Beard (Imperial Building & Decorating) Rob Kendall (Imperial Building & Decorating) Floyd White (Project Manager, TMO) Lorna Cunningham (Resident Liaison Officer, TMO) Gary Riley (World's End Estate Manager)	
<b>Apologies:</b>	Thomas ?? (Russell Technology) John Rendall (Treasurer) Helen Morris Cllr. Maighread Simmonds	

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### Actions

#### 1. Apologies

The above apologies were accepted.

#### 2. Door Replacement Works

Floyd White gave the meeting an update on the door replacement works. The works are due to start on the 14<sup>th</sup> of February and are expected to be completed by the 15<sup>th</sup> of July. FW explained that scaffolding and an external hoist would be used to transport the doors and doorframes up the tower blocks, not the lifts. It was estimated that the installers would be able to install 5 doors a day and that fitting a new door/doorframe would take between two and three hours. FW confirmed that access to properties had already been arranged in the majority of cases but residents would be contacted again two weeks before fitting, and again two days before fitting, to confirm access. Paul Hooper, the installer's liaison officer, will be on-site every day to answer any queries from residents. FW stated that WERA would be issued with a copy of the fitting programme. LC stated that all residents would be contacted again in writing before the works got underway.

A question was asked with regards to the security of the locks that were supplied with the new doors and the possible refitting of existing locks. FW explained how the new locks worked and the level of security they provided. FW stated that existing locks would not be refitted to the new doors. GR suggested that if tenants wanted existing locks refitted to the new doors that he might be able to arrange for the caretaker/handyman to carry out this work. FW explained that tenants would be given three sets of keys, if they needed more they would have to arrange for additional copies to be made themselves at their own expense. It was noted that the keys to the new doors' locks were not security coded; "ordinary" locksmiths could copy them. Several committee members expressed some concern at this as they had expected the keys to be security coded.

FW explained that a "pilot installation" was being carried out and suggested that WERA committee members examine the installation once the work was complete (the installation has

now been carried out, to 14 Dartrey Walk, please take a look). FW assured the meeting that the works would be closely monitored to ensure that the level of mess and damage both inside and outside the flats was kept to a minimum.

A question was asked as to whether or not the doors could be painted. FW explained that the doors were "pre-finished" and should not be painted. It was noted that this was not the advice being given out to those tenants who had contacted tenancy management about this issue; they had been told that they would be able to paint the doors if they wished to do so. FW said he would investigate the discrepancy. It was noted that the committee was aware of a number of residents who did not like the chosen colour (mahogany) and who would therefore intend to repaint the new doors once they had been installed.

A question was asked as to whether the new doors would have a doorbell. FW explained that the long-term plan was for the new door entry system to provide the doorbell, and that the doors would be fitted with a brass knocker. Several committee members insisted that a doorbell was necessary in any case. FW stated that tenants could have the existing doorbell reinstated if they wished.

A question was asked as to whether or not the estate's leaseholders would have the option of having an identical door fitted to their properties, at their own expense. FW stated that as far as the project was concerned the TMO was only replacing the front doors to tenanted properties and would not mediate between leaseholders and the door suppliers/fitters. It was pointed out that the TMO was not been asked to mediate; the request was simply for leaseholders to be given enough information to be able to arrange for the purchase and installation of a new door, independently of the project, should they wish to do so. FW and LC were asked to put together a letter for the estate's leaseholders with the required information. If they were unable to do they were asked to provide the WERA committee with the relevant information so that it might do so. Several committee members noted that an opportunity to maintain design continuity across the estate was being wasted.

It was noted that the works were expected to commence at 8am each day. The installers would have a large, locked skip, located immediately adjacent to their site, for the disposal of the old doors/doorframes. GR had arranged parking for the installers in Blantyre Street.

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

GR asked FW to provide the meeting with an update in the proposals to remodel the interior gardens. FW gave a brief update on the works and stated that it was hoped that the works would get underway before the end of March. FW also noted that the last phase of walkway works was expected to commence whilst the door replacement works were underway, as were the external re-decorations.

FW stated that the security works (new door entry system, zoning and CCTV) were expected to get underway in June/July. Several committee members asked why the Council/TMO had made no attempt to follow up on the letter sent out to the estate's leaseholders by Lindsey Whitehouse in the summer of 2003. Committee members also asked whether the TMO was aware of recent changes to legislation, which would allow communal works to proceed without 100% agreement. FW stated that the TMO had subsequently investigated the zoning issues further and had determined that only a small number of leaseholders now needed to have their leases varied. Several committee members asked why this had not been done earlier.

FW and LC were thanked for attending and then left the meeting.

### **3. Performance of the Repairs Contractor**

JM reminded the meeting that there had been a number of problems with the repair contractor that had resulted in the committee writing to Gordon Perry. A written reply had now been received from Johnathon Bagnall. Amongst other things the reply suggested that the repair operatives were supposed to check in with the estate staff before attending a repair. It was noted that this was clearly not happening.

A recent incident in which a contractor had attended the wrong property and subsequently caused significant damage to the floor of a tenant's kitchen was discussed. It was noted that the operative did not appear to be able to speak English, which had made communication difficult.

GR stated that monitoring of the repairs contractor was being carried out by Anna Trevena and the TMO's technical staff (surveyors), not his own staff, and that they should be asked to attend a WERA committee meeting to clarify the situation.

JM was asked to invite Johnathon Bagnall and Anna Trevena to a WERA committee meeting. JM

4. **Actions for Estate Manager**

MK gave an update on the installation of no-smoking signs in the lifts. MK explained that a sign placed in one of the lifts in Dartrey Tower had been removed and asked GR to investigate and check the footage from the lift's CCTV camera. MK provided GR with details on when the incident had taken place.

EHJ noted that the lift in Blantyre Tower was out of order and that it had been consistently out of order since Christmas. EHJ asked that signs be put up to inform residents when the lift was out of order. GR stated that this should be happening; he himself had put up a notice on several occasions. MK stated that the project managers for the lift replacement works and the lift engineers were aware of the problems, but that a "proper" repair would require a long outage, which was felt to be unacceptable. It was hoped that the works to the other lift would be completed soon.

GR reminded the meeting that residents could phone the concierge to ask for the dog patrols to attend specific parts of the estate.

GR asked the meeting to agree on a date for representatives to meet with the dog warden. After the meeting the dates proposed were Thursday the 17<sup>th</sup> of February at 10am and Tuesday 22<sup>nd</sup> of February at 2pm. JM would send these to GR. JM

GR handed out proposals for the removal of the Artex surfaces on the ceilings of the lift lobbies. The Artex was known to contain asbestos and the necessary precautions would be taken during the works. The work was expected to take 24 hours per lift lobby. The meeting was asked to feed back any comments or observations directly to GR. GR noted that a generator might be needed but that the contractors would hopefully be able to use the supply from the service cupboards.

5. **Any Other Business**

GR mentioned that Ian Blair, the new Police Commissioner, had visited the estate that day. GR had only learned of the meeting at the last minute and it had been kept a secret from most TMO staff, included his own.

6. **Date of Next Meeting**

The next meeting will take place on the 22<sup>nd</sup> of February at 7pm in the WERA Clubroom. JM would try and arrange for Johnathon Bagnall and Anna Trevena to attend.

The meeting then closed

..... Chair