



World's End Residents' Association

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Minutes of a WERA Special Meeting held on Tuesday, 15th of March 2005 at 7pm in the WERA Clubroom

Present: Margaret Grayling (Chair) Jules Montero (Secretary)
John Rendall (Treasurer) Joy Laven
Maggie Byrne Kaz Gasior

In attendance: Johnathan Bagnall (TMO, Head of Services and Repairs)
Mark Everard (CEO, AE Williams, Repairs Contractor)
John Francis (TMO Repairs Operations Manager)
Gary Riley (World's End Estate Manager)

Apologies: Marye Kenton Eryl Humphrey Jones
Caroline Fairchild

	Actions
<p>1 Apologies</p> <p>The above apologies were accepted.</p>	
<p>2 Repairs</p> <p>The guests introduced themselves; the committee introduced themselves in return.</p> <p>John Francis explained that he had recently been appointed the Repairs Operation Manager for the TMO, who were in the process of carrying out a thorough review of the current repairs service. The review was focusing on the contract arrangements with A. E. Williams as well as examining both recent and outstanding repairs. He reported directly to JB.</p> <p>JB discussed the recent correspondence between himself and JM with regards to the concerns of residents, outstanding issues and general dissatisfaction with the performance of A. E. Williams on the World's End Estate. JB identified a number of specific issues and assured the meeting that they had been dealt with.</p> <p>JB explained that a number of quality control inspections had been carried out in November 2004 in conjunction with the caretaking staff. Of the approximately 100 residents contacted about 35% had responded. JB stated that a further quality control exercise had been carried out in February. JB admitted that these had uncovered serious issues, and that it was clear that the current service was not good enough. JB emphasised the need for the estate staff to be involved in identifying and dealing with bad repairs.</p> <p>JB explained that as part of the review a joint workshop had been held to determine how the quality and monitoring of the repairs service could be improved. The workshop had included the caretaking staff, the contractors and TMO management. The workshop had covered issues that had arisen across the whole borough.</p> <p>MG brought up the issue of contractors attending incorrect properties. MG was particularly concerned that they did so and then proceeded to carry out unnecessary, and often damaging, works to the incorrect properties. MG reminded the meeting that this issue and concern had been highlighted to both the TMO and A. E. Williams at a previous WERA meeting. MG said that whilst she had been advised that most contractors were now reporting to the concierge before attending</p>	

flats, the concern remained.

KG asked whether in the case of works of an unacceptable standard the TMO were being charged twice (once for the original work, and again to put it right). JB said that no payments were made to the contractor until the work was satisfactory. A query was raised as to the percentage of works that were properly inspected. ME explained that work could only be charged to a single order number and A.E. Williams's staff carried out post-inspections and that he had even carried some out himself. KG asked whether the caretakers might not be able to determine whether repairs were of a professional standard themselves. JB suggested that an "independent" person from A. E. Williams, not from the local office, should be involved in post-inspections.

ME said that he was keen to involve residents in the inspection of repairs carried out to communal areas. GR suggested that these could be monthly or bi-monthly. ME suggested holding these in the early evening.

When asked ME admitted that A. E. Williams had taken on 18-19 TUPE'd staff from the previous repairs contractor. However, only one now remained.

MG brought up a recent incident where it had taken the repairs operatives three weeks to identify the source of a leak. JF explained that it had been a complex leak and that the work had also involved the removal of excess water from the flat and allowing it to dry out. JF said that once A.E. Williams's operatives became familiar with the estate that he would expect them to deal with similar incidents more quickly in future. JF admitted that the operatives should have checked in with the tenant more frequently and that they would now call regularly as a matter of course when following up complex problems such as this. It was agreed that an escalation process would be put in place to deal with any problems that were not resolved immediately.

It was agreed and noted that both the estate staff and other contractors operating on the estate (S&F) were more familiar with the plumbing in flats and that they would be consulted under similar circumstances in future. It was also noted that S&F had established a good working relationship with residents, who had become familiar with the staff based on the estate and that the committee wished A. E. Williams to do the same. MG suggested that a specific group of operatives be assigned to the estate. They would become familiar with the estate and be able to deal with problems more effectively. ME said that this was happening at the moment. It was suggested that on-site training should be carried out on the estate, perhaps within void properties and in conjunction with S&F. JB suggested that a repairperson could be assigned to the estate, trained predominantly in plumbing but perhaps multi-trade. It was hoped that they might be able to establish a good relationship with residents, like S&F.

MG noted that it was clear that some leaks were often caused by the same problem across the estate and that this needed to be investigated (recurring leaks from the stack in each block were one example). JF suggested that funding to check these thoroughly might be available from the decent homes budget. JF explained that they did carry out basic checks of all pipe work in void properties during their refurbishment. JF said that he was also in the process of putting together a procedure to deal specifically with leaks.

JL brought up the issue of residents' personal details being given out to the repairs contractor. JB and ME confirmed that this did happen but assured the meeting that this was only done to allow the contractor to deal with a specific repair and that the information would not be used for any other purpose. ME reassured the meeting that A. E. Williams's staff were properly trained to comply with the Data Protection Act.

Questions were asked about the recent incident where a repair operative had attended the wrong property and having been let in by the tenant (who had been expecting a contractor to deal with another problem) had proceeded to remove the kitchen floor in the flat. JB and ME gave an account of what had transpired. MG told the meeting that she had been told that the operatives attending did not speak English properly. ME stated that the operatives did speak English, one to a high standard. MG stated that operatives attending properties should always confirm both the name and address of the resident before starting to work.

Questions were asked as to the other serious incident where a repair operative had attended the wrong property and forced entry into a tenant's flat causing massive damage to the front door in the process. It was noted that as the property they were supposed to attend was a void and that had they reported to the caretaking staff beforehand that the correct property would have been

identified as the void property had a squat door fitted and was therefore easily identifiable. ME stated that this incident was considered very serious. JM noted that whilst a temporary door had been fitted quickly that it had taken a very long time for the proper replacement front door to be supplied and fitted. This had caused the tenant significant distress as he did not feel the temporary door was secure. JM also stated that communication had proved a problem throughout as the tenant was being given conflicting information from the TMO and A. E. Williams; in particular some TMO staff had continually referred the tenant to the door-replacement works although those were not due to start for several months and whilst JM had asked the TMO to write to the tenant in Spanish all correspondence had been in English. JB said that he had also asked for a letter in Spanish to be sent to the tenant in question. JF and GR confirmed that the tenant in question was now satisfied.

JB emphasised that the TMO did not consider either incident acceptable. With regards to the first incident he explained that remedial repairs had been carried out to the kitchen floor and a formal apology given and that the resident was satisfied. The resident who was supposed to have their kitchen floor replaced was due to have the work carried out shortly. JB stated that the TMO could enforce penalties on A. E. Williams if they thought it necessary to do so. JB and ME stated that lessons had been learned as a result of both incidents.

JB said GR would liaise with WERA to organise an estate walkabout. He suggested that a WERA representative might be able to accompany them on quality inspections within individual flats in the summer, with the agreement of the residents concerned.

JB, JF and ME then left the meeting.

3 Urgent Items

MB told the meeting that the people refurbishing the World's End Pub were dumping their rubbish in the estate's bins. GR agreed to investigate. GR was asked to speak to the World's End Nursery and Chelsea Theatre with regards to the proper use of the traffic barriers. GR was also asked to speak to the bike shop, which had also started to dump their rubbish on the estate.

GR
GR
GR

JM said that someone from the BBC interested in filming on the estate had contacted him. GR confirmed that he had also spoken to them and had referred them to the TMO press office.

GR told the meeting that Tony Blair had planned to visit the estate but that the visit had been cancelled at the last minute. There was some concern that WERA was not being kept informed of these visits. This would be brought to the attention of Sgt. Murray.

JM

JM told the meeting that Imperial had asked WERA to write to the estate's leaseholders asking them to register their interest in new front doors with the Imperial Resident Liaison Office at the site office in Blantyre Street. GR offered to help deliver the letters to the estate's leaseholders.

JM, GR

MB noted that a delivery truck had torn down the new CCTV camera that had been fitted outside the newsagent.

Several committee members expressed concern that the problem with dogs roaming and fouling on the estate was growing.

JR showed the meeting a revised plan of the piazza proposals. The meeting was not generally happy with the proposed changes; it did not appear to address the lighting and security issues.

4 Date of Next Meeting

It was proposed that Catherine Rock and Lisa Neharty be invited to the next meeting. JM said the meeting would be held after Easter, possibly on the 5th of April. He would confirm the date ASAP.

JM

The meeting then closed

..... Chair