



# World's End Residents' Association

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## Minutes of a WERA Committee Meeting held on Tuesday, 12<sup>th</sup> of April 2005 at 7pm in the WERA Clubroom

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<b>Present:</b>	Margaret Grayling (Chair) Joy Laven Kaz Gasior	Jules Montero (Secretary) Marye Kenton Brendan Kelly
<b>In attendance:</b>	Catherine Rock (RBK&C TMO Housing Officer)	
<b>Apologies:</b>	John Rendall Eryl Humphrey Jones Caroline Fairchild Gary Riley (World's End Estate Manager) Lisa Nerhati (RBK&C TMO Tenancy Manager) Cllr. Maighread Simmonds	

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### 1. **Apologies**

The above apologies were accepted.

### 2. **Tenancy Management**

CR introduced herself to the meeting. The committee introduced themselves in return.

JM had sent Lisa Neharty and CR a list of issues prior to the meeting. It was agreed that the meeting proceed as per the contents of the list.

#### 2.1 *Rent Cards / New Rent Payment System*

CR explained that new rent cards would be sent out to all tenants by mid-May. JM asked whether rent cards were sent out less regularly than before. CR confirmed that this was indeed the case.

JM described how some tenants had problems working out how much rent they had to pay following an evaluation of their housing benefit. JM noted that in the past they would have received a new rent card following the evaluation but that this no longer happened. CR confirmed that the previous system did send out new rent cards under such circumstances but that the new system did not. CR suggested that any tenants who were unsure as to how much rent they had to pay should contact her, as should any tenants experiencing problems or delays with their housing benefit claim.

MG noted ongoing problems with rent books; people were using up their rent books but they were not being sent new books. CR explained that the rent books were now "outdated" and that new rent books would not be sent out. Until the new payment system was introduced tenants who had used up all the slips in their rent books would have to use individual payment slips, which were available from her, TMO customer services, the neighbourhood advice centre and the estate manager's office. CR explained that the new rent payment system would use a payment card, similar to a credit card, which could be used to pay the rent at post offices and some shops. CR stated that the new payment system had suffered significant delays and that she did not know when it might be finally ready for use and tenants supplied with their payment cards.

### Actions

MG noted that some tenants claimed to be receiving letters about rent arrears when they did not believe they owed any rent. CR stated that anyone receiving a letter with regards to arrears who did not believe they were in arrears should contact her. JM noted that some of these cases might be due to the issue with housing benefit claims described earlier, as tenants paid incorrect amounts of rent following the evaluation of their housing benefit. MG described how some residents were receiving letters although they were on a payment plan, and paying off their arrears. CR stated that anyone on an agreed payment plan would only be written to if they missed a payment. CR emphasised that payment plans had to be agreed with the TMO beforehand; tenants could not unilaterally decide to pay more rent each week to catch up on arrears. JM asked CR whether the letters were sent out automatically by the IT system (without human intervention). CR stated that whilst the letters were produced by the system that she checked each letter before it was sent out.

MG asked how regularly rent statements were sent out to tenants. CR said quarterly. MG explained that some tenants claimed not to have received a statement of their rent account for some time. CR asked that the tenants concerned contact her and that she would then have a statement sent out to them immediately.

CR reminded the meeting that she was on the estate every Monday from 2pm to 3pm and during the evening of the first Monday of every month.

## 2.2 *Tenants Service Charges*

CR stated that tenants had recently been written to with regards to the introduction of tenant service charges. CR stated that she had only had about three queries from tenants with regards to this issue and that it therefore appeared that most tenants were satisfied with the introduction of tenant service charges. JM noted that a small number of tenants had approached him with questions as to how their service charges had been calculated. CR stated that she thought the charges were being calculated on the same basis as for leaseholders (i.e. weighted rooms). JL suggested that the information sent out to tenants include some indication as to how the service charge amounts had been determined.

## 2.3 *Anti-Social Behaviour*

CR said that she was aware of the issue of anti-social behaviour in some of the gardens during the summer months and that a letter was being prepared to go out to all residents. The letter would describe the type of behaviour that was considered anti-social and would stress that action would be taken against any offenders.

JL raised the issue of dogs roaming the estate and fouling in the walkways and garden areas. CR stated that Gary Riley and the dog warden were dealing with the issue; she believed a letter was being prepared to go out to all residents in the very near future.

## 2.4 *Rubbish Dumping*

Several committee members highlighted the problem of residents dumping rubbish across the estate. CR stated that people who dumped rubbish on the walkway were written to, and action was taken against repeat offenders. CR confirmed that the estate staff did report instances of rubbish dumping. MG described the rubbish being dumped or thrown onto the flat roofs. CR said that she was also aware of these incidents and where the culprit could be identified they would be contacted and action taken, where necessary.

CR was thanked for attending and then left the meeting.

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

### 3.1 *Minutes of the meeting of the 22<sup>nd</sup> of February*

The minutes of the meeting held on the 22<sup>nd</sup> of February were approved.

### 3.2 *Actions of the meeting of the 22<sup>nd</sup> of February*

Action 2.2 – JM to invite Johnathan Bagnall and Mark Everard to a WERA meeting – done.

	Action 5.1 – JM to distribute list of TMO sub-committees to all – to be done.	JM
	Action 9.1 – GR to speak to commercial leaseholders re: barrier gates – ongoing.	GR
	Action 9.2 – JM to chase up Maggie's car park space – ongoing.	JM
	Action 9.3 – JL to ask Cllr. Redman to take a look at Upper Whistler Walk – done. The TMO project manager for the works had now agreed that the walkway would be repaired/re-laid during the final phase of works.	
3.3	<i>Minutes of the meeting of the 15<sup>th</sup> of March</i>	
	The minutes of the meeting held on the 15 <sup>th</sup> of March were approved.	
3.4	<i>Actions of the meeting of the 15<sup>th</sup> of March</i>	
	Action 3.1 – GR to speak to commercial leaseholders re: traffic barriers – ongoing.	
	Action 3.2 – JM to speak to Police Sgt. Murray re: VIP visits to the estate – to be done.	JM
	Action 3.3 – JM and GR to distribute letters to leaseholders re: new doors – ongoing.	JM, GR
	Action 4 – JM to invite Catherine Rock and Lisa Neharty to a WERA meeting – done.	
3.5	<i>Matters arising of the meeting of the 15<sup>th</sup> of March</i>	
	MK asked JM about the BBC contact. JM said that he had not had any further contact and explained that GR had told a previous meeting that he had directed them to the TMO press office.	
4.	<b>Correspondence</b>	
4.1	<i>Doors Contractor</i>	
	JM explained that Imperial, the contractor carrying out the door replacement works, wished to use the service lift to transport doors up to the walkways. They had contacted the TMO and Pellings and had been told that they needed to obtain permission from WERA (!). JM proposed drafting a short letter giving WERA's consent. This was approved. JM would draft the letter to Imperial and send copies to the relevant people at the TMO.	JM
4.2	<i>Women Only Fitness Class</i>	
	JM said that he had received a request from the Primary Care Trust to use the clubroom over a six-week period to run fitness classes for women. This was agreed.	
4.3	<i>Al-Anon</i>	
	JM tabled a request from the Al-Anon group currently using the clubroom on Thursday evenings for a second Al-Anon group to be able to use the room on another weekday evening. After some discussion it was agreed that the committee did not have any objections but wished to know more about the group before granting permission. JM agreed to contact Al-Anon to find out more.	JM
4.4	<i>Cleaning Review</i>	
	JM tabled a letter from Toinette De Toit with regards to an upcoming cleaning review. JM asked for volunteers to take part. There were no volunteers. It was generally felt that the problems that were identified during the previous review had not been addressed and that it was therefore a waste of individual committee member's time and effort to carry out another review before these outstanding items were addressed. JM suggested that committee members send their issues with the cleaning to him and that he would pass these on to the TMO.	JM
4.5	<i>Key Register</i>	
	JL asked whether the key register in the concierge was being used properly. JM stated that it was	

being used “properly” in so far as people were signing for the key, however he was not convinced that either the estate or concierge staff checked the identities of those collecting the keys.

## 5. **Meetings Attended**

### 5.1 *West Chelsea Initiative*

MG had attended a meeting of the West Chelsea Initiative the previous day. The meeting had discussed a review of local health provision being carried out by the Primary Care Trust and the relocation of various facilities are a result of the new school. The Heatherly School of Art was to be relocated to Christina Walk and the Adventure Playground was to be relocated to Westfield park. A new site had not yet been found for the Ashburnham Community Centre.

It was noted that Chelsea Wharf was being refurbished/redeveloped. The Council was leasing out a small strip/section of Cremorne Gardens immediately adjacent to the building to the contractor carrying out the refurbishment to allow for the siting of scaffolding. The money raised (approx. £650,000) would be made available to fund local projects.

JM tabled an email from Vera Gajic with regards a proposed visit to the site of the planned Riverside Centre in Cremorne Gardens.

It was noted that a new report on the proposed use of the car parks in Edith Yard and Edith Grove was to be presented to the West Chelsea Initiative by the TMO in June.

## 6. **Upcoming Meetings**

### 6.1 *Lifts Site Meeting*

The next lifts site meeting is scheduled to take place on the morning of the 14<sup>th</sup> of April in the WERA clubroom.

### 6.2 *Neighbourhood Conference*

The next Neighbourhood Conference is scheduled to take place at 6.30pm on Monday, 18<sup>th</sup> of April in the Sheltered Clubroom on the Cremorne Estate.

## 7. **Any Other Business**

MK noted that the groups using the hall in St. John’s church over the weekend were still dumping their rubbish on the piazza. JM said he would write to Rev. Cook. JL noted that commercial leaseholders continued to dump their rubbish in the estate’s paladin bins.

JM

MK suggested that WERA ask the various commercial units located in and around the piazza to encourage them to try and help keep the number of pigeons in the piazza down.

JL noted that one of the new lifts in Greaves Tower appeared to be suffering from a number of intermittent faults; the lift door would not shut, the lift would not respond to the controls and would often make “ringing” noises or state it was overloaded (when it wasn’t) before getting underway.

MK noted that many of the new lifts were to be taken out of service for short periods of time over the coming weeks to allow for inspections. These were required for insurance purposes.

## 8. **Date of Next Meeting**

The next meeting will take place on the 3rd of May at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair