



World's End Residents' Association

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Minutes of a WERA Committee Meeting held on Tuesday, 21st of May 2005 at 7pm in the WERA Clubroom

Present:	Margaret Grayling (Chair) John Rendall (Treasurer) Joy Laven Kaz Gasior Caroline Fairchild	Jules Montero (Secretary) Maggie Byrne Monica Boholst Marye Kenton Eryl Humphrey Jones
In attendance:	Gary Riley Lisa Nerhati Police Sgt. Phil Murray	Philip Howell Catherine Rock PCSO Zaman
Apologies:	Helen Morris	

Prior to the start of the meeting a small, informal get-together was held to celebrate the retirement of James Young, one of the estate's caretakers. The WERA Committee wishes James Young all the best in all his future endeavours.

1. **Apologies**

The above apologies were accepted.

2. **Minutes of Previous Meetings**

2.1 *Minutes of the meeting held on the 12th of April*

These were accepted as correct.

2.2 *Minutes of the meeting held on the 3^d of May*

These were accepted as correct.

Matters arising from these minutes would be dealt with separately.

3. **Estate Cleaning (Philip Howell)**

Philip Howell introduced himself to the meeting.

MG told the meeting how a cleaning review had recently been due. Rather than carry out the review the committee had submitted their comments and observation in writing to Toinette Du Toit at the TMO, who was to compile the cleaning report. The committee's observations had been generally critical of the cleaning. JM asked PH if he had received a copy of these, he stated that he had not and JM gave him a copy of the observations. It was decided to discuss each of the major items in the observations in turn.

Deep Cleans

PH confirmed that deep cleans were carried out on a quarterly basis as per the cleaning schedule.

Actions

JM noted that many residents believed that these were not taking place, as the cleanliness of the affected parts of the estate did not improve. This was particularly true of the stairwells. PH noted that the cleaning procedure for the stairwells had changed following the works to paint the stairs – they no longer used pressure washers – however he confirmed that they were being cleaned. Several committee members expressed dissatisfaction with the deep cleans. MG suggested that the committee be informed when deep cleans were to be carried out and that a member of the committee be asked to “sign off” the work as complete. This was generally accepted.

Lifts

Several committee members had noted that the lifts were not being cleaned properly, in particular the floors and lift-door tracks. JM stated that dirt-filled lift-door tracks had caused at least one lift outage and that it was therefore essential that the tracks be cleaned regularly. MK stated that she had asked for the lift floors and/or lift-door tracks in the lifts in her block to be cleaned on more than one occasion. PH stated that this should not be necessary as the lifts were cleaned on a daily basis. MG noted that all of the lift-cleaning issues identified during a recent walkabout were still outstanding.

Lift Lobbies

It was noted that the cleaning of the lift lobbies was poor. JL noted that the use of a mop and a bucket of dirty water did not constitute cleaning, nor did “wafting” the mop over the floor; dirt could only be removed with the use of an abrasive cleaner and some “elbow grease”. The state of the lift lobby floors suggested this was not happening.

Walkways

Several committee members had noted that whatever cleaning was taking place on the walkways was proving completely ineffective. JL stated that the cleaning was clearly unable to remove long-standing stains from the walkway surface, such as those caused by people riding bicycles on the walkways. CF confirmed that this was the case, particularly in Upper Whistler Walk. PH stated that the cleaning was being carried out but that some stains, such as the “burned in” tyre marks were impossible to remove without damaging the surface. Committee members expressed concern that cleaning could damage the surface. It was noted that the Council and Shreeves had given WERA assurances as to the durability of the surface and that the removal of this type of stain should not cause any problems. MG suggested contacting Triflex to seek their advice as to how these stains could be removed safely. EHJ noted that she did not believe the surface had been laid properly.

PH noted that there had also been a number of incidents of dog fouling on the walkways and in the gardens that his staff had to deal with. The committee sympathised and asked that the cleaning staff report all such incidents to the estate staff/manager; they had already highlighted the issue of dog nuisance and dog fouling on the estate to the TMO. It was hoped that the TMO would deal with the problem urgently.

Rubbish Dumping

Several committee members noted that some residents continued to dump their rubbish on the walkways. As these residents continued to do so it was clear that the cleaners were disposing of this rubbish but not reporting the incidents to the estate staff. PH stated that the cleaners were frightened to report such incidents and did indeed simply dispose of the rubbish. PH noted that the cleaners had been told to report such incidents but that there was a language problem (they spoke Spanish and very little English) which required the use of translators. After some discussion it was decided that the matter would be discussed with the cleaners concerned at a future team meeting and that JM should “sit in” and aid in translation if necessary. Sgt. Murray suggested that the PCSOs be used to try and tackle the general issue of rubbish dumping in and around the estate and suggested that a PCSO also attend that meeting. Sgt. Murray asked LN to confirm that the PCSOs were able to issue fixed penalty notices in the gardens but not the walkways. LN said she would check. It was also suggested that the estate staff and cleaning supervisor could do more to identify those dumping rubbish, by doing their rounds earlier in the day.

LN

General

Sgt. Murray noted that the general cleanliness and upkeep of the estate environment was important. An environmental walkabout/survey of the estate was proposed. The first would take

place between the 22nd and 24th of June. He told the meeting the surveys would then continue to take place on a quarterly basis.

4. **Safer Neighbourhoods (Police Sgt. Phil Murray, PCSO Zaman)**

Sgt. Murray gave a brief summary of the “Safer Neighbourhoods” community initiative and a brief update on the level of crime in the ward. He proceeded to describe how World’s End had been identified as a suitable venue for the initiative, in particular as it housed over a third of the ward’s population and was one of the more deprived areas. A short discussion followed.

It became clear during the discussion that there was some confusion as to the exact nature of the proposed security works, whether WERA supported the proposals (it did) and whether or not they would impact on the Police’s ability to police the estate. The issue of whether the estate’s gardens were “public” or “private” space had not been properly resolved. There was serious concern that the proposed zoning of the estate would impact upon the public/private status of the gardens (and other parts of the estate) and thus reduce Police enforcement powers within those areas. It was felt that the issue needed to be resolved as a matter of urgency given that the planning of the new security works/system appeared to be at an advanced state. The committee’s general feelings towards the existing security system – that it simply did not work – were reiterated. KG noted that whilst the Council/TMO was willing to spend millions installing a new security system on the estate, they did not appear willing to fund local youth facilities properly; which might prove to be a more effective way to reduce crime and anti-social behaviour on the estate. EHJ noted that it was essential to enlist the cooperation of the younger children living on the estate, before they began emulating their elders’ anti-social and criminal behaviour. It was noted that a Youth Event was being planned for mid-August and that the Police would be participating.

It was decided that the estate’s residents would be provided with more information on “Safer Neighbourhoods” and encouraged to participate through two events. The first was a WERA Special General Meeting, tentatively scheduled for the 28th of June. The second was an event on the World’s End Piazza tentatively scheduled for the 16th of July. PCSOs would also attend the School Fair at Ashburnham Primary School due to take place on the 9th of July. Several committee members recommended that the Police/PCSOs go “door knocking” on the estate to try and encourage community participation in “Safer Neighbourhoods”.

LN confirmed that she had received a number of complaints about dog nuisance and fouling on the estate. GR had received many more. She told the meeting that the letter to residents would be sent out later in the week. The letter asked all dog owners to register their dogs with the TMO. GR confirmed that the “doggy bags” were now available. Once the letter had gone out the dog warden would visit the estate. It was noted that the dog warden’s office now had an additional member of staff (Tanya). A copy of the letter would be sent to Sgt. Murray and the PCSOs. The PCSOs were able to issue fixed-penalty notices to irresponsible dog owners in the dog warden’s absence, which the meeting supported. JR described a recent dog attack and stressed that quick action was required. LN confirmed that action would be taken against residents who did not control their dogs and injunctions could be taken out against those dog owners who did not live on the estate. If they had been “invited” onto the estate, action could be taken against the resident they were visiting. The use of ASBOs in this matter was considered questionable. JR asked whether dogs might be banned from the interior gardens. GR stated that the TMO could not enforce such a ban.

Sgt. Murray, PCSO Zaman, LN and CR then left the meeting.

5. **Matters Arising**

This item was deferred.

6. **Estate Manager’s Update**

6.1 *Play Equipment*

GR stated that the work installing the play equipment in both of the interior gardens was expected to be complete by the end of the week despite the damage that had been caused to the wet-pour play surface. GR explained that both Alasdair Manson and Terry Guppie believed that the choice of equipment had been previously agreed with WERA. JM explained that the committee was awaiting confirmation that its choice of equipment had been accepted. GR stated that he believed that it had and that the equipment being installed was of the kind chosen by WERA. Questions

were raised as to the duration of the works; it was noted that work was being carried out sporadically and that the works taking far too long as a result. GR said he would investigate.

GR

6.2 *Crime Survey*

GR confirmed that the crime survey had been carried out on the 10th of May. He was now waiting to receive the report.

6.3 *Youth Club / Blantyre Centre Mural*

GR explained that the Youth Club were proposing to re-do the mural on the exterior wall of the Blantyre Centre. A professional graffiti artist would direct the work. The committee requested more information on the design of the proposed mural. It was noted that whatever art design was being proposed should take into consideration the possible future refurbishment of the Blantyre Centre.

6.4 *Dog Patrol*

GR stated that he had recently received a number of complaints with regards to the dog patrol. The security firm had recently changed the patrolman and it was generally felt that the new patrolman was not as effective as the first. GR had subsequently asked them to appoint a different patrolman. GR explained that the security firm had asked for permission to carry out some on-site training on the estate. This was agreed.

6.5 *ARB*

GR asked the committee for a date on which to hold the next meeting of the ARB. A number of dates were proposed. The 7th of June has subsequently been agreed as an appropriate date.

7. **Newsletter**

JM told the meeting that a WERA newsletter was now due. He asked all committee members to consider writing a short article for inclusion. GR said he would submit an article. It was suggested that the newsletter advertise the Special General Meeting. JM would contact the TMO's tenant participation unit to determine how long they would need to print the 750 copies required.

JM

8. **Meetings Attended**

This item was deferred.

9. **Upcoming Meetings**

This item was deferred. However, the following were noted:

- World's End Area Review Board – 7th June, 6.30pm, Blantyre Centre.
- World's End Police Meeting – 8th June, 6.30pm, St. John's Church.
- TMO Leaseholder Conference – 13th June, 6pm, Chelsea Old Town Hall.

10. **Any Other Business**

There was no other business.

11. **Date of Next Meeting**

The date of the next meeting was set to be the 14th of June, at 7pm in the WERA Clubroom. All deferred items from this meeting would be dealt with at that time.

The meeting then closed

..... Chair