



World's End Residents' Association

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Minutes of a WERA Committee Meeting held on Tuesday, 13th of September 2005 at 7pm in the WERA Clubroom

Present:	Margaret Grayling (Chair) John Rendall (Treasurer) Joy Laven Brendan Kelly	Jules Montero (Secretary) Marye Kenton Maggie Byrne Kaz Gasior
In attendance:	Gary Riley (Estate Manager, TMO) Catherine Rock (TMO)	
Apologies:	Eryl Humphrey Jones	

1. Apologies

The above apologies were accepted.

2. Minutes of Previous Meetings

2.1 *Minutes of the meeting of the 16th of August 2005*

Item 5 (page 2, last paragraph) – GR stated that he had not claimed that option 2 had been chosen. The minutes on file were amended. The minutes were then accepted as correct.

2.2 *Minutes of the meeting of the 30th of August 2005*

The minutes were accepted as correct.

3. Matters Arising

3.1 *Meeting of the 16th of August 2005*

Action Point 9 – JM said he had forwarded a formal reply to the Section 20 notice. JM noted that Leaseholder Services had failed to properly serve the notice on WERA and that he had brought this to their attention. A copy of the response was available from the office.

Action Point 10 – JM had arranged the meeting with Mark Conyers (on the 30th of August).

3.2 *Meeting of the 30th of August 2005*

There were no matters arising.

4. Estate Manager's Update

4.1 GR reported that the work to clear the drains on the estate was about to get underway.

4.2 GR reported that the works in the gardens were to start the following Monday. The contractors were due on site on the 19th September and GR had allocated them a storage area for their use.

Actions

- 4.3 GR stated that he was progressing the ARB-funded works to paint the tower lift landings and had received a list of colours from OCS, which were: red, grey and black. GR proposed that either the residents or WERA choose the colour that would then be used across the estate. GR noted that there might be problems with residents who did not agree with the chosen colour. JM asked whether those residents who had already painted their landings would be allowed to keep them "as they are". GR said this would be looked at during consultation process. MK noted that she had painted her landing black and she did not wish the colour changed. MG asked GR to check whether the "mastic" used around the new doorframes could be painted. GR said he would check. GR stated that he had still to consult with OCS as to how the painting work was to be carried out. GR
- 4.4 GR reported that Transport for London was carrying out improvement works to the junction of Lots Road. The works commenced on the 22nd September. Notices would be put up in the lift lobbies.
- 4.5 GR stated that the Regeneration Trust had asked for permission to hold a barbecue outside the computer centre. The committee had no objection to the trust serving food outside the centre but did not think a barbecue was a good idea. GR would pass this on. GR
- 4.6 GR reminded the meeting that the manager of the Children's Home had offered to attend a meeting with WERA. JM would liaise with GR and confirm a date for a meeting. JM, GR
- 4.7 GR stated that the building debris in the hanging garden above the Greaves Tower ground floor lift lobby had been cleared. GR believed the debris had caused the subsequent leak into the lift lobby. JL noted that some plants had been damaged during the removal. GR stated that the work to clean up the mess had yet to be completed. KG noted that the leak may have damaged the reinforced concrete and suggested that the contractor's insurance cover the costs of any repair.
- 4.8 MG noted that what appeared to be a filing cabinet was sitting on the roof of the fourth floor lift lobby in Chelsea Reach Tower. GR would investigate. GR
- 4.9 GR proposed writing to tenants with regards to the practice of throwing rubbish onto the walkway and lift lobby roofs and gardens. This followed an incident in which someone in Blantyre Tower had thrown a large piece of glass from a great height onto the lift lobby roof where it had become deeply embedded into the roof. GR/CR would prepare a letter. GR, CR
- 4.10 MK asked whether the recent incident involving a contractor in Dartrey Tower had been caught on camera. GR said it had, although the culprit had been identified in any case. The leaseholder concerned would be recharged the costs of cleaning up their contractor's mess. JR suggested that GR and WERA draw up a "code of conduct" for contractors visiting the estate. GR agreed. MG suggested that it might be a good idea to draw up a "guide of acceptable behaviour" for all residents and that this should be distributed to all existing residents as well as anyone taking up residence on the estate in future. CR agreed this was a good idea. All, GR
- 4.11 JM asked GR to clarify whether residents' contractors could park in Blantyre Street. GR stated that they allowed residents' contractors (and deliveries) to park in Blantyre Street if space was available. Residents must contact the concierge on the day they expected the contractor/delivery.
- 4.12 MG asked as to the status of the leak in the Blantyre Centre. GR said the leak had been due to a cracked pipe and that it had now stopped. GR stated that OCS had cleaned the carpet in the centre but that it was too heavily soiled and was to be disposed of. GR stated that the TMO would repair the flooring of the centre and hoped that any contractor wishing to use it would paint it.
- 4.13 MG asked GR whether he was aware of a leak in Berenger Tower that had affected a household of new tenants. GR said he was and that it was being dealt with.
- 4.14 JL reminded the meeting of the ongoing problems with dogs, particularly the damage being caused in the gardens, and asked what was to be done. CR stated that a meeting was to be held with the dog warden's manager later that week. It was noted that whilst some dog owners acted responsibly, some did not. The damage to the trees in the gardens was proof of that.
- 4.15 JL stated that the wet cleaning of Upper Whistler walk was either not being carried out or was ineffective. GR said he would investigate. MG stated that the cleaning in the stairwells was also not being carried out properly and needed to be inspected before being signed off. GR suggested a walkabout of the estate. MG agreed although she pointed out that she expected previous issues to be outstanding. MK noted a foul odour from the paladin bins and bin room in Dartrey Tower. GR, MG

4.16	MG asked about the “knife bin” which had been placed on the piazza. GR confirmed that the Police had placed it there. MG asked whether this could be moved to a more discrete location. GR said he would discuss the matter with the Police.	GR
5.	Security Works (CCTV)	
5.1	JM stated that Chris Lloyd from Pellings had asked the committee to examine and comment on the sighting plans for the CCTV cameras. JM gave a quick rundown of the proposed camera locations and distributed copies of the maps. The committee considered the proposals and the following issues were noted:	
	<ul style="list-style-type: none"> • That the CCTV cameras were to be installed before the estate was zoned. • That there was no CCTV coverage of the interior gardens or of the exterior of the estate (World’s End Piazza, Blantyre Street, Flashpoint etc). • That the proposals did not include a camera in the ground floor lift lobbies. The committee stressed the need for this area to be covered by CCTV. • That in blocks with separate entrances for the lift lobby and stairwell (Dartrey, Berenger, Blantyre and Greaves Towers) only the lift lobby entrance was covered by a camera. • That some of the cameras in the walkways appeared to be redundant when taking the zoning proposals into account (e.g. the proposal includes CCTV cameras covering the service stairwell, which is to become inaccessible to residents after zoning). • That the cameras in the walkways would not necessarily cover the entrance into each zoned area. It was essential that CCTV cameras in the walkways cover the entrance into each zoned area post-zoning to record/deter any acts of vandalism to the doors and entry panels. 	
	JM agreed to pass these on to Chris Lloyd from Pellings, Ayo and GR.	JM
	GR and CR then left the meeting.	
6.	Use of WERA Clubroom	
6.1	JM stated that the Primary Care Trust’s Womens Exercise Classes had re-commenced following the summer break. Classes were now taking place on both Monday and Wednesday mornings.	
6.2	JM stated that the Bengali group that had previous been using the Blantyre Centre had asked if they could use the WERA clubroom. JM had discussed the matter with a representative (Mrs. Islam) and the group had requested the use of the room on Saturday mornings from 10am to midday and on Sunday morning from 10am to 2pm. The committee agreed to the use of the clubroom by the group from 10am to midday on both Saturday and Sunday (two two-hour slots) for the next eight weeks starting on the 17 th of September. JM was asked to confirm this with the group and emphasise the need for the group to leave the clubroom as they found it.	JM
6.3	JM stated that an Asian Women Group was also interested in using the clubroom. The group was interested in using the room during the week and JM had provided them with a list of times in which the room was available. He had not heard back from them since. MG suggested that she contact the group herself to determine exactly what they wanted to use the room for and when.	MG
6.4	FOR INFORMATION (not discussed at the meeting due to a memory lapse on JM’s part): Another group has expressed an interest in using the clubroom. The group is the “Stroke Association” and they wish to use the clubroom on Thursday mornings as a place for their members to meet, chat and take part in therapeutic activities (reading, writing, playing board games etc). A representative of the group would be shown around the clubroom on the 15 th of September by JM.	
7.	Local Management	
7.1	JM read out part of a letter he had received from Ian Twyford in mid-August (after the last ordinary committee meeting). The letter referred to an upcoming management restructure within the TMO.	
7.2	JM explained that he and MG had received a paper describing the proposed management restructure in more detail the previous Friday (8 th of September). It was noted that as part of the restructure the post of World’s End Manager would cease to exist, to be replaced by a new “Area Housing Manager” covering World’s End and “a number of other estates”.	

7.3 JR explained that he had attended a meeting at Gordon Perry's office the previous day at which the proposals had been discussed. JR noted that Ian Twyford was to be promoted to the post of "Director of Housing Management". Below him there would be two senior management posts, one for the north and one for the south of the borough (Alasdair Manson was expected to occupy one of these posts), and below them there would be six "Area Housing Managers". The Area Housing Managers would be responsible for housing and tenancy management within a defined geographical area and would have two TMO staff reporting directly to her/him as well as any caretakers. JR noted that the Area Housing Manager for World's End would apparently be responsible for 3,000 properties, not only World's End but also the Cremorne estate and many of the other estates nearby. JR stated that the posts would be advertised internally within the TMO first and that the TMO would only recruit externally if the posts were not filled by existing staff.

7.4 The committee agreed that GR should apply for the post of Area Housing Manager for the area covering the estate, as his efforts as Estate Manager were greatly appreciated. The committee felt that 3,000 properties were too many for a single Area Housing Manager to manage. It was agreed that this issue would be brought up at the upcoming neighbourhood conference with a view to confirming the number of properties to be covered by the Area Housing Manager for World's End and requesting that it be kept to a reasonable level.

7.5 It was noted that the restructure was a result of the upcoming inspection by the Audit Commission, in which the TMO hoped to achieve three-star status. The committee expressed an interest in finding out how the issues that had been identified during the previous inspection were addressed.

8. **AGM**

JM explained that the AGM was to be heavily advertised. A notice would be delivered to all households 21 days in advance of the AGM. A second notice (or newsletter) would be delivered the weekend before the AGM as a reminder. The committee agreed on a date for the AGM: the 25th of October. JM would contact Tenant Participation to check that the date was viable.

JM

9. **Meetings Attended**

This item was deferred. However the following are noted:

- Piazza Public Consultation. On the 6th of September in the Chelsea Theatre.
- Ward Panel meeting. On the 6th of September in Dacre House. MG, MK and JL had attended.
- Security Works meeting. On the 31st of August in the WERA clubroom. MG and JM had attended. Notes of the meeting are available from the reading tray.

10. **Upcoming Meetings**

This item was deferred. However the following are noted:

- TMO Leaseholder Sub-committee meeting. On the 20th of September at 6.30pm in the Town Hall. JM, JR and MG would attend.
- Neighbourhood Conference. On the 10th of October at 6.30pm in the Cremorne Sheltered clubroom. All committee members are encouraged to attend.

11. **Any Other Business**

There was no other business.

12. **Date of Next Meeting**

The next meeting was scheduled to take place on the 4th of October.

The meeting then closed.

..... Chair