

# World's End Residents' Association



16 Blantyre Street  
World's End Estate  
London SW10 0DS  
Tel: (020) 7795 3095  
Email: [wera@worlds-end.org.uk](mailto:wera@worlds-end.org.uk)  
Web: [www.worlds-end.org.uk](http://www.worlds-end.org.uk)

## Minutes of the WERA Meeting held on Tuesday, 17<sup>th</sup> of January 2006 at 7pm in the WERA Clubroom, 16 Blantyre Street

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| <b>Present:</b>       | Margaret Grayling (Chair)<br>Maggie Byrne<br>Marye Kenton<br>Joy Laven | Jules Montero (Secretary)<br>Flora Levi<br>Caroline Fairchild |
| <b>In Attendance:</b> | Diarmid Nairn (SDK)<br>Cllr. Maighread Simmonds                        | Gary Riley (TMO Area Housing Manager)                         |
| <b>Apologies:</b>     | John Rendall (Treasurer)<br>Monica Boholst<br>P.C. Paul Rougvie        | Eryl Humphrey Jones<br>Helen Morris                           |

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### 1. Apologies

The above apologies were accepted.

### 2. Dogs (with Diarmid Nairn)

DN introduced himself to the committee. Committee members introduced themselves in return.

DN described the work of the Council's dog warden service, noting that it was mostly reactive and dealt with stray dogs as well as complaints of dog fouling and damage caused by dogs. The service employed a full-time dog warden three days a week. Members of the committee then described the problems with dogs on the estate. JL distributed a list of the dog-related problems of which she was aware. The problems were summarised as: (1) dogs being brought on to the estate by non-residents and fouling in common/garden areas; (2) dogs owned by residents fouling in common/garden areas; and (3) dogs causing damage to common/garden areas. The meeting then discussed a number of ways in which these problems could be dealt with.

It was generally accepted that the problems were caused by a small minority of dog owners. GR stated that the TMO needed residents to help identify the dog-owners that allowed their dogs to foul and/or cause damage on the estate. Several committee members noted that information had previously been supplied to tenancy management but that no action had yet been taken. It was suggested that the TMO consider the use of CCTV and/or covert surveillance of common/garden areas to help identify dog owners. DN suggested that once identified, residents with dogs should be required to register their dogs and that the dogs should be photographed and required to wear tags. Non-residents should be barred from the estate.

GR noted that dog warden had previously recommended the introduction of "dog walking areas" and dog toilets but that these were unpopular and he was not convinced of their effectiveness. Members noted that the experience on other estates where these had been introduced had proved them to be completely ineffective; the dog owners that caused the problems simply ignored them.

The meeting concluded that parts of the estate should be declared "no-dog" areas – this included the interior and embankment-side gardens – and that the Council/TMO must properly enforce this restriction, taking appropriate action against both residents and non-residents.

### Actions

It was noted that residents required the landlord's permission to keep animals but that this was not enforced in any way and that recent efforts to establish a "dog register" had been unsuccessful. It was also noted that the number of dogs on the estate was growing; at least five dogs had been purchased over the Christmas period. The meeting agreed that the Council/TMO must enforce the existing tenancy/leasehold conditions and recommended that the Council/TMO alter future tenancy and leasehold agreements so that they explicitly stated that dogs were not permitted and that existing dogs could not be "replaced" once they died. GR stated that he believed that the TMO's long-term aim was to achieve an outright ban on dogs on its estates.

GR stated that the TMO and the Council's Environmental Health/Dog Warden service would be investigating all of the possibilities discussed and would report back to WERA. GR said the TMO hoped to hold the first meeting within the next couple of weeks.

DN then left the meeting.

### 3. **Cleaning**

JM described the events of the previous fortnight: a number of committee members and residents had brought issues with the cleaning of the estate to the attention of Gordon Perry. This had then resulted in GR and Alasdair Manson carrying out an inspection of the estate the previous week. JM distributed copies of the report that had subsequently been produced.

GR stated that he was aware of the dissatisfaction with the cleaning service but believed that many parts of the estate, particularly external areas such as the Piazza, were cleaned regularly and properly and that this had been found to be the case during the inspection. It was pointed out that this was also the committee's opinion, as could be seen from previous correspondence on the issue of cleaning. The problem was that many parts of the interior of the estate, as well as many of the less-frequented areas, were not cleaned properly or regularly and that despite pointing this out on numerous occasions there appeared to be little or no sign of change or improvement.

GR stated that he had discussed the issues at length with the Cleaning Contracts Manager and suggested that members of the committee participate in regular (e.g. six-weekly) inspections of the estate. Several committee members expressed a willingness to participate in such inspections but pointed out that previous inspections had failed to produce any kind of noticeable improvement; the contractor failed to act on the issues raised and the TMO did not carry out any enforcement action.

A number of outstanding cleaning issues were identified:

- Staining on the new walkway surface (which repeated cleaning had failed to remove).
- Tyre marks on the new walkway surface (which repeated cleaning had failed to remove).
- Dumped rubbish (and the fact that the cleaning staff removed dumped rubbish from both outside individual properties and rubbish chutes without reporting it to the estate staff).
- Dumped rubbish on the piazza (apparently from users of the church hall).
- Items of rubbish being thrown from balconies/windows onto the balconies/roofs below.

GR agreed that there were issues with regards to dealing with dumped rubbish; the removal of such rubbish by the cleaning contractor without notifying the estate staff made investigation impossible. It was suggested the TMO make use of the PCSOs to identify and act against those dumping rubbish. An "early morning patrol" by PCSOs had been proposed at the recent Ward Panel meeting. This would allow the TMO/PCSOs to act on dumped rubbish before the cleaning staff removed it.

JM noted that the cleaning schedules in the lift lobby notice boards were out of date. GR stated that they were in the process of being updated to include the walkways and lifts. It was noted that it was still practically impossible for residents and committee members to confirm that much of the periodic cleaning (including that to the communal walkways, lifts and stairwells) was actually being carried out. As a result many residents believed that this cleaning was simply not taking place.

### 4. **Minutes of Previous Meetings**

#### 4.1 *Minutes of the meeting of the 11<sup>th</sup> of October 2005*

These minutes were approved.

4.2 *Minutes of the meeting of the 29<sup>th</sup> of November 2005*

These minutes were approved.

4.3 *Minutes of the meeting of the 12<sup>th</sup> of December 2005*

These minutes were approved.

5. **Matters Arising**

5.1 *Minutes of the meeting of the 11<sup>th</sup> of October 2005*

GR stated that the code-of-conduct for contractors had been completed and copies were now being distributed to all contractors by the caretaking staff.

5.2 *Minutes of the meeting of the 29<sup>th</sup> of November 2005*

GR said he had investigated the “upgrade” of the WERA clubroom lights. He suggested “lowering” the bulbs, increasing their wattage and changing the glass covers.

5.3 *Minutes of the meeting of the 12<sup>th</sup> of December 2005*

JM stated that he had forwarded the Committee’s comments and observations on the proposed security works. JM stated that he had asked Jessica Davies from the Regeneration Trust to forward copies of the proposed extension to units 8, 9 and 10 World’s End Place to WERA once they had been prepared for submission as part of the planning application.

**Estate Managers Update**

5.4 GR said that he had met with Valerie Sharples, Ayo Sobowale and Chris Lloyd prior to the Christmas break with regards to the proposed security system. GR stated that the TMO now intended the CCTV and zoning/door-entry works to proceed as a single project. He had therefore suggested that the sites for the CCTV cameras be re-evaluated as their suitability and/or usefulness depended on whether or not the zoning was in place. GR stated that there was only one legal issue outstanding (a single lease remained to be varied) but that Gordon Perry had given the works the go-ahead in any case as this was expected to be resolved in good time.

5.5 GR stated that he was on a focus group for the TMO’s resident reward scheme. MG noted that Tenant Participation had asked for volunteers for the focus group at the last Neighbourhood Conference and asked committee members to consider participating.

5.6 GR suggested that a WERA representative attend the “Safer Neighbourhoods” stakeholder group meetings (usually held on the first Monday of the month). GR would provide JM with the date and time of the next meeting so that a WERA representative could attend.

5.7 GR stated that it was hoped that the Blantyre Centre would be up and running as a new TMO estate/area office by July. He felt that it would be of great benefit to the residents of World’s End and neighbouring estates. The new office would be his main base of operations and house not only himself but also two housing officers and possibly an “admin person”. GR stated that the office would also permit him to be on site more often. He was currently required to spend at least two days a week at the Town Hall/Charles House but the new office would allow him to remain on site at least four days a week. GR stated that he did not know what purpose the current estate office would be put to once the new office had been established, but that WERA would be consulted.

5.8 GR stated that Ian Twyford had expressed an interest in attending a WERA committee meeting. It was suggested that Ian attend the next scheduled meeting on the 21<sup>st</sup> of February. GR would check whether Ian was able to attend on this date. **Update: Ian Twyford will be attending the regular committee meeting scheduled for Tuesday, 21<sup>st</sup> of March.**

5.9 MB noted that the traffic barrier to World’s End Place/Passage was broken and that the parents of the children attending Ashburnham Primary School were once again beginning to use it to drop off their children. JL noted that this was at least the second time the barrier had been broken. GR stated that the lock was broken but that it would be repaired as soon as possible. JL noted that

All

GR

GR

even when the gate's lock had been operational the staff from the World's End Nursery continually left it open and unlocked and suggested that the TMO remind them of their responsibilities in this regard. MG asked why the Nursery was permitted to leave their vehicles parked in the area despite having plenty of space within the Nursery. GR said he would discuss these issues with the nursery.

GR

5.10 GR stated that a new clamping contractor had been appointed. Notices would be put up in the relevant parts of the estate.

5.11 JM noted an ever-increasing number of abandoned cars in the resident's car park in Edith Yard. GR said these would be dealt with.

5.12 MB noted that the lights in World's End Place/Passage had not been working of late. GR said he would investigate. MG noted that she and JM had recently met a consultant carrying out a lighting survey of the Piazza and Edith Yard on behalf of the Council as part of the Piazza refurbishment.

GR

5.13 MK noted the amount of smoke/steam been produced from the top of the Greaves Tower chimney. GR and JM stated that this was likely to be steam from the communal boiler and quite harmless.

GR then left the meeting.

## 6. Expenses

MG tabled expenses for a number of items for the WERA Clubroom and Christmas gifts. These were approved.

## 7. Use of Clubroom

### 7.1 *Chelsea Asian Womens Group*

JM stated that the Chelsea Asian Womens Group wished to use the room on Friday afternoons for activities directed by a consultant. JM had asked the group to provide a bit more information on the activities that they intended to carry out from the clubroom. The request was otherwise approved. JM would make the necessary arrangements.

JM

### 7.2 *Labour Party Candidates*

JM stated that Lee Jameson, one of the Labour Party candidates for the upcoming local elections, had contacted him. The candidates wished to use the clubroom on Saturdays from 12pm to 2pm on a fortnightly basis from the 21<sup>st</sup> of January. It was suggested that they start at 12.15pm to give the other group using the room earlier on Saturday mornings enough time to vacate the room and lock-up. There was some question as to exactly what the candidates would be using the room for. After some discussion it was decided that JM should try and obtain some more information from Lee as to exactly what they intended to use the room before the committee would come to a final decision.

JM

### 7.3 *Al-Anon*

JM stated that a second Al-Anon group had asked to use the room from 5.30pm to 7.30pm on Sunday evenings. The request was approved. JM would make the necessary arrangements.

JM

### 7.4 *Stroke Association*

JM stated that the Stroke Association group using the clubroom on Thursday mornings had asked to use the room for a "catered meal" sometime in July. JM stated that he had already told them that parties and other such social functions were not permitted but had agreed to present their request to the committee. After some discussion it was decided that no exceptions could be made and that the group could not use the room for this purpose. A number of committee members offered to help find alternative accommodation in the area if it would help. JM would inform the group.

JM

## 8. Meetings Attended

### 8.1 *Contractor Co-ordination Meeting*

The minutes of the meeting held on the 7<sup>th</sup> of December were now available from the reading tray.

8.2 *Walkways Site Meeting*

MG and JM had attended the walkways site meeting held on the 13<sup>th</sup> of January. Minutes would be available from the reading tray. MG noted that the most disruptive work had now been completed. JM stated that the work to replace the tiled surface of the first floor lift lobby in Ashburnham Tower was expected to commence shortly and that Durkans did not expect to begin laying Triflex until mid-February at the earliest. A section of Whistler Walk would be laid as a “test”.

8.3 *Safer Neighbourhoods Ward Panel*

A number of committee members had attended. Minutes would be available from the reading tray.

8.4 *West Chelsea Initiative*

MG had attended the WCI meeting on the 9<sup>th</sup> of January. MG stated that the tendering process for the piazza refurbishment was about to get underway. MG also stated that WERA's grant application to the WCI had been partially successful; the WCI had agreed to fund the purchase of the items of for the clubroom but not the items for the WERA office. The grant awarded was for £3,000 (the grant application had been for £6,600).

9. **Upcoming Meetings**

9.1 JM noted that all upcoming meetings were listed on the back of the agenda and encouraged committee members to consider attending any and all meetings of interest if able to do so.

9.2 Safer Neighbourhoods – MG asked all committee members to consider attending the Safer Neighbourhoods Residents Ward Panel. Meetings were held on the second Tuesday of the month at 7pm in St. John's Church Hall.

9.3 ARB – JL suggested that the ARB consider the purchase of two large, secure notice boards (of a similar design to that sited outside the estate office) to be sited on the outside of the clubroom. MG suggested the ARB consider funding the removal of the clubroom's radiator covers; these trapped the heat and made the room colder than it should be.

10. **Any Other Business**

10.1 MG brought an article in the local paper with regards to the proposed secondary school in Lots Road to the attention of the committee. The article stated that the proposal had now received the approval of the ODPM. It was noted that the article incorrectly stated the number of pupils that would be attending the new school (it claimed 800; the actual number was still 1200+).

11. **Date of Next Meeting**

The next scheduled meeting is to take place on the third Tuesday of February (Tuesday, 21<sup>st</sup> of February) at 7pm in the WERA clubroom.

JM was in the process of arranging a meeting with Ayo Sobowale and Chris Lloyd to discuss the proposed security works and communal redecoration works. He would inform the committee once a date and time had been agreed.

JM

The meeting then closed

..... Chair