



# World's End Residents' Association

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## Minutes of the WERA Committee Meeting held on Tuesday, 21<sup>st</sup> of March 2006 at 7pm in the WERA Clubroom, 16 Blantyre Street

<b>Present:</b>	Margaret Grayling (Chair) Joy Laven Eryl Humphrey Jones Caroline Fairchild	Jules Montero (Secretary) Marye Kenton Maggie Byrne Flora Levi
<b>In Attendance:</b>	Ian Twyford (RBKC TMO) Gary Riley (RBKC TMO)	Alasdair Manson (RBKC TMO) Cllr. Maighread Simmonds
<b>Apologies:</b>	John Rendall	Helen Morris

		<b>Actions</b>
1.	<b>Apologies</b>	
	The above apologies were accepted.	
2.	<b>Ian Twyford / Redmond Lee</b>	
	MG thanked the guests for attending. IT said that he was unaware that Redmond Lee was expected to attend and apologised for his absence. JM said that Redmond Lee had been included on the agenda after he had indicated that he would be attending at a recent meeting.	
	IT began by describing the recent housing management review and its implications. Following the review the TMO had reduced the size of the executive team from 7 to 5 and the number of managers in the housing management structure (including allocations and supported housing) from 15 to 11. The overall number of staff had been reduced from 91 to 84. This was expected to result in savings of £253,000. IT admitted that the "amount" of management was still greater than in many other boroughs. IT explained that following the review that tenancy management and housing management had been merged. Housing officers would now report directly to the Area Housing Manager who would be responsible for both estate and housing/tenancy management. GR was the Area Housing Manager for the World's End Estate and 750 other properties in the vicinity. GR would have two housing officers reporting directly to him as well as the various estate supervisors and caretakers. The Blantyre Centre had been identified as a suitable location from which GR and the housing officers could operate, as it would be more accessible to residents than an office in Charles House, and would also provide the TMO with a "base" in the south of the borough. Work to convert the Blantyre Centre into a suitable office was expected to commence shortly.	
	The Blantyre Centre would house GR, the two housing officers and a part-time admin person. They would be expected to work from the office most of the time. The estate's caretaking supervisor and caretakers were also expected to operate from the Blantyre Centre, rather than the Concierge office, eventually (the Concierge office would be used to house security equipment). The new office was expected to be operational in June/July. The current estate manager's office would then be "marketed" for other uses. The TMO were currently considering what other services (surgeries, etc.) they might be able to provide from the new office in the Blantyre Centre.	
	CF asked whether the TMO would be able to ensure that the office was manned at all times, even when GR and the housing officers were occupied dealing with issues elsewhere. IT said that the TMO intended to ensure the office was manned at all times and, if the need arose, other TMO staff would be asked to "fill the gap" in the absence of GR and the two housing officers.	
	MG queried the extent of the works. AM said the plans had not yet been finalised but that the	

building would not look radically different; they were not relocating the main entrance, increasing the amount of glazing or altering the facade. AM said he would send through copies of the plans for the new office. JM confirmed that a planning notice for the works had been received.

AM

JM suggested that the TMO inform residents of the services that would be available from the new office as soon as practically possible. JR suggested that the office be provided with an email address so that the staff within could be easily contacted. AM said this could be set-up once the office was operational, as it would be networked with the TMO's main office at Charles House. AM noted that a facility to report problems directly to the TMO was available through the website.

### 3. Minutes of the Previous Meeting

The minutes of the previous meeting of the 21<sup>st</sup> of February were approved as correct.

### 4. Estate Manager's Update

#### Security Works

JM stated that he had sent the completed maps and the Committee's observations to Ayo Sobowale. A number of Committee members had subsequently attended the drop-in on the 1<sup>st</sup> of March and made a number of additional observations/comments. GR said that all the observations and suggestions received at the drop-in session were now being incorporated into the design. EHJ suggested the use of railings and railing-type doors wherever possible rather than the solid wood panel doors and partitions being proposed. GR said he was under the impression that the use of the wood panel doors and partitions had previously been agreed with WERA. MG stated that this was not the case and that the consultant had previously agreed to forward designs for railing-type doors. EHJ noted that the solid wood doors and panels proposed were not in keeping with the original design of the estate and that the TMO should ensure that the design integrity of the estate was maintained. JM noted that given the "width" of many of the walkways that wood panel doors and partitions seemed unsuitable. It was also noted that the project manager and the consultant appeared less than willing to attend a Committee meeting to discuss the proposals and any outstanding issues; the last pre-arranged meeting had become the drop-in session at their request. GR noted that Peter Tozer would be taking over as the project manager from Ayo Sobowale.

There was general concern that the project was taking far too long and that little or no progress had been made in resolving the known long-standing issues or in consulting with residents. GR agreed that there were a number of outstanding issues but stated that they were being dealt with.

JM stated that the residents should be consulted throughout the design process, not simply at the end when all the design decisions had been made. It was essential the proposals took the views and needs of the residents into account and there was no way for the project manager or consultant to know what those were if they did not actually talk with the residents. JM noted that the drop-in session on the 1<sup>st</sup> of March had been poorly attended (less than 12 residents had attended) and that the project manager and consultant had failed to address some of the issues that had been raised by the few residents that had attended. It was also noted that the last, prior consultation exercise had taken place in September 2001, and that the door-to-door questionnaire on which the current design was based was older still. It was therefore essential that the TMO begin consulting the residents as soon as possible and before the design was finalised. It was noted that most of the issues with the scheme that the Committee had previously identified had yet to be addressed.

JL asked GR for assurances that the TMO would deal with anyone who abused or vandalised any future security system. GR said it would. EHJ asked whether the system could be used to determine who had granted a specific individual access to the building. GR said it could.

#### Omega Passage

GR explained that the development in Omega House should have included waste management facilities for the residents of the new flats but that it did not. As a result the residents of Omega House were dumping rubbish in Omega Passage. After much chasing by WERA (particularly JR) and the TMO two commercial waste bins had been delivered on-site for the use of the residents of Omega House. The bins had originally been placed near the entrance to Omega House and within Omega Passage, but they had subsequently been moved into Edith Yard on the advice of Waste Management. GR stated that residents of Omega House had been advised of the new location of the bins and told to use them. Several Committee members expressed scepticism at the reasons cited for not placing the bins near the entrance to the Omega House and doubted whether the

residents would use the bins now that they were halfway across Edith Yard.

#### *Communal Redecoration Works*

GR stated that these were now underway and that there had been no major issues to date.

#### *Cremorne Stakeholder Meeting*

This had been deferred.

#### *Kensington Close Hotel*

MG asked whether the TMO were still using this hotel for functions given the reported incidents of abuse of the staff by the new management, which had subsequently been brought to the attention of Mr. Perry. IT, AM and GR said they did not know. MG suggested that the TMO might be able to exert a positive influence over the hotel's new management.

#### *Other Issues*

EHJ noted an increasing number of cigarette ends in the garden beneath Blantyre Tower. MK reminded the meeting of the problems caused by cigarette ends in the lift tracks. GR took note and suggested including a brief article on these issues in the WERA newsletter.

EHJ told the meeting that the tree surgeons had attended the estate but that they had not completed the tree pruning or cleared all the debris from the trees. GR said that he believed that the works had been delayed but that he would keep an eye on them. EHJ said she would try to meet with Terry Guppy to discuss tree pruning and other grounds maintenance issues.

EHJ

#### *Strike Action*

IT noted that strike action was expected to take place on the 28<sup>th</sup> of March. IT said did not yet know how many TMO staff might go on strike but stressed that essential services would be maintained.

The TMO staff then left the meeting.

#### **Matters Arising**

##### *Actions from the meeting of the 21<sup>st</sup> of February:*

Item 4 – JM had forwarded the maps and observations to Ayo Sobowale (as above).

Item 7 – MB had obtained a brief article for the newsletter from the school.

#### *ARB Works*

JM had briefly spoken to the workmen working in the school but had not obtained a quote. JM said he had subsequently received quotes from Terry Guppy: tarmac would cost £6000, a rubberised surface in black would cost £7900, and a rubberised surface in matching colours would cost £9405. It was suggested that a comparison quote be obtained prior to instructing Terry Guppy to proceed.

JM

#### *Art Residency Project*

JM said he would try to arrange a meeting with the project coordinator.

JM

#### *WERA Newsletter*

JM said the newsletter was still a work-in-progress but that he hoped it would be ready for the Easter break. JM asked the Committee for articles, or suggestions for articles, for the newsletter. A number of suggestions were made: a recipe, a brief article encouraging people to vote, an item on dogs, rubbish dumping and Streetline, an update on the major/communal works and an article on the forthcoming Piazza regeneration works.

JM / All

## **5. Omega Passage**

See above.

## **6. Purchases**

MG presented a BT bill of £71.33 for payment. Payment was approved.

JM asked the meeting to approve the purchase of a new printer/photocopier for the WERA office. The purchase was approved.

JM stated that the purchase of the new furniture and storage cupboards/lockers funded by the WCI grant had been delayed due to problems placing the orders. He was discussing these with Vera Gajic and expected they would be resolved shortly.

## **7. Use of WERA Clubroom**

JM told the meeting that the Chelsea Asian Womens Group would be using the WERA Clubroom twice a week: between 4pm and 6pm on Fridays and between 12.30pm and 2.30pm on Sundays.

MK said that she believed that the Nilo-Ethiopian group had left a computer in the clubroom. JM confirmed that there was an old computer in the Clubroom that did not belong to WERA. MK said she would arrange for the group to take it away.

EHJ said that the yoga class on Tuesday evenings had found the room in a bit of a mess when they arrived on more than one occasion. It was noted that Committee members were currently cleaning the room on a voluntary basis but that the possibility of having it professionally cleaned was being looked into. All groups using the room would be reminded of their obligation to keep it clean.

## **8. Meetings Attended**

Safer Neighbourhoods Ward Panel – a meeting had taken place on the 7<sup>th</sup> of March. MG, JM, MK & JL had attended. The papers and minutes of the meeting would be available from the reading tray.

Leaseholder Services Committee – JM had attended a meeting of the TMO LHS Committee at the Town Hall on the 14<sup>th</sup> of March. Papers and minutes would be available from the reading tray.

Walkways Site Meeting – JM had attended a site meeting that morning. The works were proceeding according to plan although a number of issues had been discussed. Papers and minutes would be available from the reading tray.

## **9. Upcoming Meetings**

JM drew the meeting's attention to the list of upcoming meetings on the back of the agenda.

## **10. Any Other Business**

MK described a recent incident where upon arriving at Dartrey Tower she had found that the ground floor lift lobby door was being propped open by a large metal object (which she had with her and displayed to the meeting) that had been jammed between the top of the door and the doorframe. Upon opening the door the metal object had fallen and narrowly missed her. She had spoken to the deliveryman advising him not to prop the door open in this fashion and reported the incident to GR and Neville.

## **11. Date of Next Meeting**

Tuesday, 18<sup>th</sup> of April, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair