



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
Web: www.worlds-end.org.uk

Minutes of the WERA Committee Meeting held on Tuesday, 11th of July 2006 at 7pm in the WERA Clubroom, 16 Blantyre Street

Present:	Margaret Grayling (Chair) Joy Laven Marye Kenton Monica Boholst	Jules Montero (Secretary) Eryl Humphrey Jones Helen Morris
In Attendance:	Gary Riley (RBK&C TMO) Aktaruz Zaman (PCSO)	
Apologies:	John Rendall (Treasurer) Maggie Byrne Flora Levi	

1. Apologies

The above apologies were accepted.

2. Minutes of Previous Meeting

It was agreed that the last sentence of paragraph 4.1 was incorrect, as GR had not made the statement concerned, and should be deleted. It was noted however that Ayo Sobowale had made similar statements in a number of emails. The minutes were then agreed as correct.

3. Matters Arising

3.1 *Actions from the Previous Meeting*

Item 3 – The meeting with Abigail Viner had been arranged and taken place (see below).

Item 3 – Committee members had examined the dog signs following the last meeting. JM had sent GR comments and suggestions by email. EHJ noted that the TMO had yet to send out a letter to residents informing them of the signs or explaining the new dog policy.

Item 3 – GR said the notice boards in the lift lobbies would be replaced and that he would investigate whether all of the signs in the lobbies were necessary.

Item 3 – GR said he had sent an email to Peter Wheeler (RBK&C) suggesting that a WERA representative be allowed to attend any piazza works site meetings.

Item 3 – The Christmas lights had been removed from the trees in the piazza.

Item 4.1 – JM told the meeting that Ayo Sobowale and Chris Lloyd had stated that tiling over the existing tiles was not acceptable.

Item 4.2 – The draft leaflet had been distributed to all Committee members.

Item 6 – JM had arranged the estate inspection and walkabout with Andrea Johnson (see below).

Item 11 – JM had supplied invitations to the WCI event to those members wishing to attend.

Actions

3.2 Estate Manager's Update

GR stated that the office in the Blantyre Centre was expected to become operational the following Monday (the 17th of July). A formal "opening ceremony" was planned for the 31st of July. GR confirmed that he and two housing officers as well as a part-time admin person would operate from the office and that he also hoped to relocate some of the caretaking staff. A final decision as to what surgeries might operate from the office had yet to be made. GR stated that a general review of estate staffing was planned to commence in August.

GR stated that all of the dog signs were now in place. A meeting with Craig Tidy was now due but this had been delayed as Craig had been on leave. The letters to residents explaining the dog policy were ready to be distributed. GR stated that enforcement action would only take place once the letters had been sent out. EHJ queried whether the signs placed near Blantyre Tower were sufficient to deter dog owners bringing their dogs onto the estate from the embankment, as this continued to occur even after the signs had gone up. In addition, the area did not appear to be patrolled by either the PCSOs or the dog patrol. EHJ asked for a sign on the pedestrian access gate. GR and JM noted that there was a sign on the wall adjacent to the gate. GR suggested that it might need to be relocated. JM suggested that GR consider placing additional signs near the pedestrian access gate as well in the garden area between Blantyre and Chelsea Reach towers.

JL queried whether all the scheduled cleaning was taking place. GR said that it was and that a deep clean would take place once all of the contractors currently working on the estate had left. JL stated that she felt that the cleaning was not of an acceptable standard.

MK asked whether GR and the estate staff were informed or made aware of incoming/outgoing residents citing a number of recent incidents where incoming/outgoing residents had dumped large amounts of rubbish in communal areas that had subsequently required removal by the cleaning staff. GR stated that the housing officer would be aware of any incoming/outgoing residents but not the exact dates/times on which they would be moving in/out and that it was not feasible to monitor residents as they moved in/out of their property. EHJ suggested that new residents should be advised to use the lift protectors when moving large items into/out of their properties.

MK stated that residents living near the pedestrian bridge on the Piazza might need to be provided with a place to stay whilst the works to demolish the bridge were taking place. GR said he was aware of the issue and investigating what was possible. JM stated that WERA clubroom would be available on some of the relevant dates and could be used. HM suggested contacting the Salvation Army. It was also noted that the commercial units had been told that they would have to close whilst the bridge was being demolished and that it was as yet unknown whether they would receive any compensation for having to do so. GR stated that the advice centre would be using the estate manager's office from the following Monday whilst the piazza works were taking place.

MK noted the foul odour near the bin room in Dartrey Tower. GR stated that he had asked for it to be steam/deep cleaned. MK asked that Lisboa Delicatessen be reminded to clean up the mess outside the shop made by its customers.

EHJ stated that the recycling bin outside Blantyre Tower had been relocated to an unsuitable and inconvenient location without warning. GR stated that the recycling bins were not the responsibility of the TMO but that of the Council. MG suggested ringing the number printed on the side of the bin.

MG asked whether fridges dumped on the estate were removed by the Council or treated as bulk refuse. GR said that he believed they were dealt with as bulk refuse but would check.

MK asked whether any progress had been made to investigate the incidents of anti-social behaviour in the lifts in Dartrey Tower. GR said that the parents of the youth involved in one of the incidents had been contacted. MK noted that the incidents appeared to have now ceased.

GR noted that posters objecting to the proposed zoning of the estate had been placed on some walkways. MG and JM stated that they had come across these on Upper Berenger and Upper Blantyre walks the previous week and reported them to the estate staff. It was noted that the posters were factually incorrect. It was generally felt that the posters were probably being put up by a resident living on one of those two walkways concerned as they had not appeared elsewhere on the estate. It was also noted that a resident that strongly objected to the proposed zoning had attended the security drop-in session. JL pointed out that similar posters put up during the WEMO ballot had never been investigated or acted upon by the TMO. GR said that he believed they had investigated the matter properly. It was however noted that the TMO took no action at the time.

GR

GR asked Committee members to consider whether the design of the new notice-board outside the Blantyre Centre might be suitable for use outside the clubroom and in the lift lobbies.

All

4. **Reporting Problems**

JM suggested that the Committee and GR agree on a general process for reporting and following up issues or problems on the estate. GR stated that :

- Any/all problems could be reported to TMO Customer Services by phone, email or on-line.
- Criminal matters should be reported to the Police.
- Tenancy or Estate issues could be reported directly to GR but communal repairs should be reported to TMO Customer Services and/or the Caretaking Supervisor (Neville).
- Incidents of Anti-social behaviour could be reported to Catherine Rock and/or CASBAT.

It was noted that any repairs reported on-line would be responded to and provided with a reference number and that incidents of anti-social behaviour could be reported anonymously.

[Note: subsequent to this a number of incidents have taken place which suggest that the above procedures are insufficient and that in particular, there is no clear ownership of problems or issues on the estate by any one group or individual in the TMO. It does not appear to be anyone's job to keep track of or monitor estate problems, issues and repairs and ensure that they are dealt with properly and within reasonable timescales.]

GR stated that he did not yet know whether the telephone numbers of the staff that were to be based in the Blantyre Centre would remain the same or change.

5. **Alarms**

Several committee members noted that the alarm being fitted to the new office in the Blantyre Centre appeared to be of the same type as that fitted to the clubroom and the estate manager's office. There was some discussion as to whether this type of alarm was effective; it made a lot of noise but tended to be ignored and was inaudible from inside the Concierge office. It was suggested that a remotely-monitored "silent" alarm might be more suitable. GR would investigate.

GR

GR and AZ then left the meeting.

6. **Use of WERA Clubroom**

JM stated that he had received an email from Police Sgt. John Higgs asking whether a local Muslim group could be allowed to use the clubroom. The group had subsequently contacted JM. The group wished to use of the clubroom on Friday afternoons from midday to 3pm for a period of six weeks for a prayer meeting and Police surgery until they found a more permanent place in which to meet. JM asked members to indicate whether they wished to allow the group to use the room or not. JM noted a total of 8 votes in favour and 1 against. The group would be allowed to use the room for a period of six weeks from the 14th of July until the 18th of August inclusive.

JM

7. **Purchases**

JL had ordered some stationary and other items for the WERA office. It was agreed the invoice would be paid upon receipt.

MG had purchased some cleaning supplies. Payment was agreed.

JM had bought a ream of paper for the photocopier/printer. Payment was agreed.

It was proposed that a small donation be made to cover the funeral expenses of a resident of Chelsea Reach Tower that had recently passed away. This was agreed.

It was noted that the invoice for the new office computer had yet to be received from Dell. JM said he would contact Dell.

JM

The Stroke group had offered WERA a brand new Dell computer monitor. It was agreed that the monitor was not required. JM would inform the group.

JM

JM stated that he would begin ordering the new furniture for the clubroom in early August.

8. Correspondence

JM had received an invitation to attend a leaseholder group that was to be interviewed by the Audit Commission's inspectors. JM stated that he was unable to attend and asked whether anyone else would like to do so in his place. MG stated that she might be able to attend.

An invitation to the TMO Residents Fun day, to be held on the 22nd of July in Holland Park, had been received. Everyone was encouraged to attend if they were able to do so.

An invitation to the Chelsea Academy Group meeting to be held on the 17th of July had been received. MG would attend on behalf of WERA.

It was noted that residents had begun receiving information on the TMO's "Advantage" card. It was noted that the scheme was going ahead despite the lack of support at the recent Neighbourhood Conference where it had been presented to ARB members.

It was noted that MCPS were now visiting residents, briefing them on the proposed security scheme, answering their questions and noting their views.

9. Proposals for Discussion

There were no objections to the proposals although it was agreed that they should be "fine tuned" before they were formally submitted to the TMO.

10. Meetings attended

MG, JM and JL had attended a meeting with Abigail Viner to discuss the proposed residential art project. JM described the proposals and stated that the first step of the project, a one-day event in the Chelsea Theatre, was planned to take place on the weekend of the 5th of August.

MG, JM, JR, CF and HM had attended the walkabout of the estate that JM had arranged with Andrea Johnson. Andrea had been unable to attend and John Francis had participated instead. A number of issues were identified during the walkabout and John Francis had noted these down for action. Any minutes received would be made available from the reading tray.

MG and MK had attended a Communal Re-decorations site meeting with Ayo Sobowale and Chris Lloyd. Any minutes received would be made available from the reading tray.

HM had attended a meeting of the Chelsea Youth Club. The main item of business had been the club's accounts.

11. Upcoming Meetings

See back of agenda.

12. Any Other Business

There was no other business.

13. Date of Next Meeting

The next meeting is scheduled to take place on **Tuesday, 22nd of August**, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair