

Mastic around new front doors - GR said he had not yet received the information requested from Ayo Sobowale, the project manager for the works.

4. Area Housing Manager's Update

4.1 Security Letter

GR brought the draft security letter to the estate's residents to the meetings attention. Copies of the letter had been distributed prior to the meeting. A number of changes were proposed: to update the date on the letter and a number of changes to the body of the letter which members felt could be misunderstood. GR said the letter was already at the printers but would ask them to change the date on the letter. JM would send the other proposed changes to Peter Tozer.

GR
JM

4.2 Dogs / Dog Register

GR stated that the dog register was being collated but he did not know how many dogs had been registered, although he believed that most of the dogs on the estate were now registered. GR noted that all the requests for permission to keep a dog had been granted and confirmed that all dog owners had been advised that their dogs were not allowed in the estate's gardens. GR would provide WERA with a hardcopy of the letter sent out to those residents who had registered their dogs.

GR

It was noted that a number of the "no dogs" signs in the gardens had "vanished".

A question with regards residents allowing their dogs to breed on the estate was raised. GR said that he was aware of one case and that the resident in question had permission to keep a dog. GR stated that the TMO permitted residents to allow their dogs to breed once. Committee members noted a case of dog breeding on a TMO managed property, which they felt the TMO had failed to deal with properly to the detriment of those neighbouring the property. It was noted that keeping and breeding dogs on a commercial basis was a clear breach of tenancy/leasehold conditions.

A question with regards to a limit on the number of dogs residents were allowed to keep was raised. GR stated that the TMO allowed residents to keep more than one dog and that they needed to obtain permission for each dog, but that there was effectively no limit on the number of dogs they could keep. Committee members felt that this policy was unsuitable for an estate like World's End considering the size of a typical estate property and the lack of any private garden space. JM noted that this issue had previously been brought to the TMO's attention at the Neighbourhood Conference.

Sgt. Otway noted that there were very few dog breeds considered dangerous by law, and that it was only these that the Police could act upon. He noted that it was often very difficult to identify the breed of a particular dog without expert assistance, although the Police were generally willing to seize a dog prior to determining its breed, if it appeared to be, or acted, dangerously.

MG asked GR to investigate a recent case of dog fouling in the large lift lobbies and lifts in Berenger Tower that should have been caught on the lobby and lift cameras. GR said he would investigate.

GR

4.3 Walkways Deep Clean

GR stated that the deep cleaning of the walkways had begun on the 15th of March. There was some question as to who was carrying out the cleaning - whether it was being carried out by Durkans, Triflex or a sub-contractor - and whether OCS had been asked to observe the work. GR stated that he had not been advised who was carrying out the cleaning, and on whose behalf, but noted that OCS had been in attendance on the first day.

4.4 Scooters

MG noted that a number of residents were bringing their scooters and mopeds into the buildings and parking them on the landings outside their flats. GR said that any scooters found parked on landings or walkways would be photographed and "stickered" and that the housing officer would act against repeat offenders. Examples of scooters that remained parked on landings despite numerous reports over a period of several weeks were cited. Committee members noted that a policy that allowed scooters to park in the building was dangerous and irresponsible and asked why bikes were not simply removed on sight. GR stated that such a policy would be "antagonistic". Cllr. Simmonds noted that allowing residents to park their scooters within the building might invalidate the building's insurance. Sgt. Otway stated that the Police would be carrying out an environmental audit of the estate in conjunction with the TMO and would note any scooters parked within the building.

4.5 *Repairs*

GR stated that he believed that his staff acted on communal repairs properly and that recent correspondence suggesting otherwise was both incorrect and unfair. JL cited a recent case of a broken glass pane in Greaves Tower ground floor lift lobby, which had taken a month to repair, as an example of how communal repairs were not dealt with promptly despite, as in this case, being potentially dangerous. MG noted that a number of repairs to the WERA clubroom that had been reported multiple times, by both WERA members and the estate staff, had yet to be dealt with. JM noted that whilst the estate staff were very probably reporting communal repairs as GR believed, it was clear that they were not being properly managed by the TMO repairs desk afterwards, as they often remained unattended for weeks on end.

4.6 *Youths*

A number of reports of youths loitering and smoking drugs in the stairwells of several towers, as well as outside the Youth Club and neighbouring storage facility, had been received. It was noted that both the TMO and Police were investigating and that the Police had previously dealt with youths loitering in the Greaves Tower stairwell, had not found evidence of drugs and had moved them on.

4.7 *Bogus Callers*

MB told the meeting that someone had tried to gain entry to her flat claiming that "her smoke alarm had gone off". Further investigation suggested that this was a bogus caller. It was noted that in such cases the Police (999) and estate staff should be notified immediately. It was suggested that an article advising residents how to act in such cases should be included in the next WERA newsletter.

5. **Estate Management Issues**

A Committee member distributed a list of issues with the current management of the estate and proposed a vote of no confidence in the "Area Management". The meeting went through the issues on the list. GR stated that he felt it was more appropriate for the Committee to pass the list of issues on to his line management than for him to respond to or comment upon it at the meeting. GR stated that he felt the matter was motivated by personal issues. GR then left the meeting.

A general discussion on the contents of the list followed. It was restated, and generally accepted, that none of the issues listed were of a personal nature.

A vote of no confidence in the Area Management was proposed. A vote was taken. The vote was unanimously in favour of the proposal (11 votes in favour, 0 against, 0 abstentions).

A Committee member then proposed a vote of no confidence in the TMO's management of the estate. A vote was taken. 10 members voted in favour of the proposal, 0 voted against, 1 abstained.

Sgt. Otway asked whether the Association and Committee represented all residents or simply the estate's leaseholders. JM explained that the Association represented all residents, both tenants and leaseholders, and that there were tenants and leaseholders serving on the Committee. Sgt. Otway asked how many properties on the estate were leaseholds. JM stated that there were approximately 170 leasehold properties on the estate, representing over 20% of the total.

Sgt. Otway proceeded to give the meeting an update on Police matters. The following were noted:

- The Council had recalled all existing tickets for dog fouling offences as a result of changes to the manner in which tickets were to be issued. Training on the new tickets and processes was required before the PCSOs could re-commence issuing them to offenders.
- Sgt. Otway described an incident in the estate's car park where the Police were asked to attend to deal with a number of youths working on bikes and mopeds. Sgt. Otway stated that the Police had asked the TMO to provide the authority to deal with anyone trespassing in the car park.
- The Council's Community Safety Unit and the Police were planning to carry out an environmental audit of the estate shortly. The TMO would be participating. Sgt. Otway suggested that it would be good idea if a WERA representative could also attend.
- The Police office on the Piazza was expected to open by the end of April.

- The Crime Prevention Officer would be visiting the Chelsea Theatre shortly to provide advice on how to deal with youth-related crimes/problems.

A number of Committee members suggested the use of late-night PCSO patrols, as these had proved successful in other boroughs. Sgt. Otway explained that none of the PCSOs currently worked after 9pm although some Special Constables did work late-nights on Fridays and Saturdays and that he would check whether they might be able to check on the car park in Edith Yard. Sgt. Otway noted that he was in the process of reviewing the ward team's existing shift patterns.

6. Use of WERA Clubroom

JM had received a request from Al-Anon for the use of the WERA Clubroom to hold the quarterly district meeting on Saturday afternoons. The first meeting was due to take place on Saturday, 19th of May. The request was approved. JM would inform the group.

JM

7. Purchases

An invoice for £39.09 for paint and painting equipment was presented for payment. Payment was approved.

A BT phone bill for £77.85 was presented for payment. Payment was approved.

8. Meetings Attended

8.1 *World's End ARB* - MG and JM had attended the World's End ARB held on the 28th of February. It was noted that they had asked for a financial update prior to the meeting and Alasdair Manson had provided some raw financial data, which JM was in the process of examining. It was noted that a number of works were under consideration, including a proposal that the lamp posts along Blantyre Street could be replaced to match those on the Piazza (the ARB had paid for similar works before).

8.2 *Contract Co-ordination Meeting* - MG, JR and MK had attended the last (and final) contract co-ordination meeting held on the 27th of February. They had been told that the works in the gardens would be complete by the end of the week and all the builder's debris cleared but this had not happened. JR would email Ayo about these.

JR

9. Upcoming Meetings

See back of agenda.

10. Any Other Business

MK stated that she had been advised that the work to the footpath in front of the commercial units on the Piazza was expected to be completed by the 26th of March, and that Fitzpatrick's would not be on the site from the 6th to the 12th of April. The works in Edith Yard and in front of the estate's car park were expected to have been completed before that date.

Cllr. Simmonds noted that the new bin room/space for Omega House being built as part of the Piazza works was expected to be in place by the end of April.

MG noted the story in the local press about the recent case brought by the TMO and LAPN to an LVT. The LVT had decided against the TMO's/LAPN's request to alter the Section 20 consultation process for leaseholders to accommodate the proposed "framework agreements". A copy of the LVT's full decision was available from the reading tray.

11. Date of Next Meeting

The next meeting was scheduled for Tuesday, 17th of April, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair