



# World's End Residents' Association

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## Minutes of the WERA Committee Meeting held on Tuesday, 19<sup>th</sup> of June 2007 at 7pm in the WERA Clubroom, 16 Blantyre Street

<b>Present:</b>	Margaret Grayling (Chair) Marye Kenton Monica Boholst Joy Laven	Jules Montero (Secretary) Eryl Humphrey Jones Nigel Palmer
<b>Apologies:</b>	John Rendall (Treasurer) Caroline Fairchild Robert Taylor	Flora Levi Maggie Byrne

### 1. Apologies

The above apologies were accepted.

### 2. Minutes of Previous Meeting

The minutes of the meeting of the 15<sup>th</sup> of May 2007 were approved.

### 3. Actions from Previous Meeting

Item 4 – JM had written to Ian Buckingham with regards the Committee's concerns with the seating on the Piazza and the lack of bollards around Edith Yard, and requested a copy of the final plans for the Piazza. JM stated that a copy of the final plans for the Piazza had been received and that the bollards around Edith Yard had now all been installed. EHJ noted that the architect had stated that all of the wooden seating on the Piazza could be "modified" at a later date, if necessary.

#### Matters Arising

Several members described an incident where a car had driven onto the Piazza from the King's Road and noted the removal of the bollards that had previously been in place at that end of the Piazza.

JM was asked to contact the Council's Department of Highways and Transportation with regards the proposed adoption of the Piazza by the Council as Public Highway to determine the extent of the adopted area (i.e. whether it would include Edith Yard, Omega Passage etc.).

NP had proposed writing to the Council's Planning and Conservation department formally requesting that the estate's mature trees be protected by Tree Protection Orders. A draft letter had been distributed prior to the meeting. Those present agreed with the letter. NP and JM would finalise the letter before sending it to the relevant person at the Council.

### 4. Estate Management

JM said that he was collating comments and observations from Committee members on the proposals contained in the paper on Estate Management presented by Alasdair Manson at the previous meeting and asked those in attendance for their comments and observations. The following comments and observations were noted:

- The need for the TMO to review and define exactly what services were (or could) be made available from the Blantyre Centre – there was some confusion as to what services were on

### Actions

JM

NP, JM

offer beyond those previously provided by the estate staff and there was some concern that it appeared that the Blantyre Centre could not open to deal with residents' enquiries without at last two members of staff, or a male member of staff (?), in attendance.

- That there was a need for a "single person" to be ultimately responsible for the overall management of the estate and everything that took place on it. This person would reasonably delegate matters to his staff and other parts of the TMO as appropriate, but would be expected to intervene as required to ensure the estate's residents were provided with an acceptable level of service. This "single person" would need to have the authority to investigate and deal with issues or concerns across multiple departments of the TMO. The person would ideally be devoted to the estate, would be present on the estate as much as possible, and their duties off the estate (e.g. at Charles House) would be kept to a minimum. Several Committee members noted that the estate manager of the Lancaster West estate might be a suitable model for the role.
- That there was a need for a single contact point to deal with communal repair issues. The person would be expected to deal with reports from residents (suitable contact details should be provided to all residents), have access to the appropriate TMO systems used by Customer Services to log and track repairs, have the authority to be able to instruct contractors appropriately and act independently to ensure that repairs were being progressed properly.
- Several members asked whether existing management inspected the estate's communal areas regularly, whether they independently checked on outstanding repairs, whether they checked that all/any contract monitoring was being carried out and properly logged, and, in the case that they did, whether there was any evidence of such activity.
- That the RA and residents needed to be provided with visibility of formal monitoring of the repairs, cleaning, grounds-maintenance contractors working on the estate and any relevant reports/completed work sheets. At the moment there was no such visibility, which made it impossible for the RA or residents to confirm whether the contractors were carrying out their duties properly or performing adequately. This suggested that the relevant written records were either intentionally not made available to the RA or residents for reasons unknown or were simply not being kept.
- Several members asked for further clarification on the "stress" that Alasdair Manson claimed was induced on the estate manager by simply managing the estate – the question of whether such stress was caused by the estate, the residents, the contractors or organisational dysfunction within the TMO was raised.
- That the TMO needed to put in place programmes of planned/regular maintenance. It was noted that the RA was now aware of several cases where the TMO carried out no planned or preventative maintenance and simply dealt with any and all issues on a purely reactive basis. This was not only inefficient and wasteful but had consistently failed to avert damage to individual properties or communal parts of the estate.
- That the TMO should proceed with a local dogs policy for the estate.

JM said he would collate all comments and observations from members and send them to Ian Twyford at the TMO.

JM

## 5. Estate Security

MG asked the Committee to consider the content of the paper on security presented at the last meeting. The following were noted:

- Some members believed that the TMO should proceed to upgrade the now-obsolete existing CCTV system on the estate. A new CCTV system should be installed to replace the existing, and tying in the cameras installed in the estate's lifts. The TMO should also investigate the use of portable CCTV cameras as used by other boroughs.
- Some members believed that the TMO should consider installing the door-entry (entryphone) component of the current proposals (this would require visitors to gain access through specific block entrances, but would still provide residents with their existing access. In addition, the block entrance doors should all be replaced with new, stronger doors, with minimal glazing.

- Some members believed that “proper zoning” of the estate – where walls or fences separated one part of the estate from another – was the solution to the estate’s problems. Other members opposed any kind of zoning of the estate. It was noted that the zoning on offer was with doors, not walls or fences, as the TMO claimed that building and fire regulations would not allow them to install any kind of physical barriers on the estate. Some members suggested splitting the estate in two with a single partition as a compromise, but most thought it unviable.
- That any kind of security system would require proper management and that the TMO had yet to make any kind of commitment to the proper management and effective use of any of the proposed security measures.
- That there was a clear need to research the potential use of alternative security measures.
- That Pellings did not appear to have the necessary experience to design a security system on the scale or complexity that would be required by an estate the size of World’s End.
- That none of the proposals dealt with the problems caused by anti-social residents/visitors.

MG suggested that members try to identify and visit a similar estate to see how they dealt with security issues. It was noted that World’s End was most likely unique, although a number of estates that might be worth visiting were identified.

NP suggested that the RA approach an independent security company and ask them for advice on how best to deal with the security problems on the estate.

It was noted that a security company, Tara Security, had been invited down to the estate previously following a recommendation by the former estate manager of the Patmore Estate in Wandsworth, and that they had recommended not proceeding with the Pellings’ proposals. JM said he would try to contact Tara Security again.

JM

JM stated that he had contacted Ian Twyford with regards the responses to Gordon Perry’s recent letter to the estate’s residents. He was expecting a reply shortly. It was suggested that the TMO should consider holding a public meeting to inform residents of its decisions to date and of the response to Gordon’s letter.

## 6. **World’s End Place/Piazza**

Members had noted the need for some kind of fencing around the trees. Incidents of youths and dogs “attacking” the trees had already been witnessed. EHJ said she had already brought the matter to the attention of Ian Buckingham.

It was noted that the gravel which had been installed at the base of the trees nearest the King’s Road had been used as missiles by some youths and that dog fouling had occurred around the base of some trees.

Several members bemoaned the lack of trees. EHJ stated that she had been told that the number of underground conduits and pipes for services to the estate criss-crossing the Piazza had made it effectively impossible to install any more trees.

NP stated that he believed the development had been a wasted opportunity – the Piazza was now a colder and bleaker place than it was before. NP noted that the meeting with the press about the Piazza had been attended by approximately 12 residents and that a letter about the Piazza from some residents had now appeared in the local paper. A meeting between these residents and Peter Wheeden from the Council was planned to take place in the Chelsea Theatre later in the week.

NP stated that Lisboa had asked for permission to have tables and chairs out on the Piazza but that the request had been turned down, although it was noted that they had proceeded to put out tables and chairs on the Piazza in any case. JL also noted that many of the commercial leaseholders simply did not act responsibly: Lisboa continued to use estate’s bins to dispose of their commercial waste and several of the other commercial leaseholders had done the same in the recent past as well as dumping rubbish on the estate; residents were effectively paying to dispose of the waste produced by these commercial enterprises.

**7. Correspondence**

JM presented a letter from a Mrs. Izzard to Mr. Perry that had been cc'd to him as Secretary of the RA. The letter described how Mrs. Izzard's membership of the Over50's had been terminated without warning or explanation, which Mrs. Izzard was now requesting from the TMO. JM had subsequently been cc'd on an email from Alethea Dougall on the 8<sup>th</sup> of June that had contained a written reply to Mrs. Izzard's letter and in which she was invited to attend a meeting with relevant TMO staff at Charles House on the 3<sup>rd</sup> of July.

**8. Purchases**

The latest BT phone bill for £79.61 was presented for payment. Payment was approved.

JM stated that the invoice for the WERA office PC (£182.11) was awaiting payment. Payment was approved.

MG noted that a number of invoices for paint and painting materials were awaiting payment. Payment was approved.

**9. Meeting Attended**

Members had not attended any meetings in the period since the 15<sup>th</sup> of May.

**10. Upcoming Meetings**

JM referred the meeting to the upcoming events and meetings listed on the back of the agenda.

**11. Any Other Business**

Ehj noted that an unknown resident of Blantyre Tower was continuing to litter the garden below with waste of a personal and unsanitary nature. She asked that the RA request that the TMO take action to identify the culprit and act to ensure that the stopped littering the garden immediately. It was agreed that JM would make a formal written request for action to Faye Williams.

JM

MG and MB noted that dog owners continued to allow their dogs to foul around the foot of the two large trees in front of the school entrance and that the dog dirt was being carried into the school.

JL asked the meeting for volunteers to help clean the WERA clubroom. MK stated that she believed the TMO should clean the clubroom, not the RA. JL noted that the RA managed the room on a day-to-day basis, not the TMO.

**12. Date of Next Meeting**

The time and place of the next meeting are: Tuesday, 10<sup>th</sup> of July, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair