



World's End Residents' Association

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Minutes of the WERA Committee Meeting held on Tuesday, 15th of January 2008 at 7pm in the WERA Clubroom, 16 Blantyre Street

Present:	Margaret Grayling (Chair) Joy Laven Caroline Fairchild Eryl Humphrey Jones Lucy Bowdler Maggie Byrne Robert Taylor	Jules Montero (Secretary) Marye Kenton Joanne Mcdermott Katy Parry Jones Nigel Palmer Barbara Ofori Boateng Monica Boholst
In Attendance:	Liam Good (RBKC TMO) Cllr. Maighread Simmonds	Stuart Thompson (RBKC TMO) Cllr. Mark Daley
Apologies:	John Rendall (Treasurer) Gary Riley (RBKC TMO)	Jose Rioseco Police Sgt. Tim Otway

1. Apologies

The above apologies were accepted.

2. Liam Good / Stuart Thompson (TMO Technical Services)

MG introduced LG to the meeting. LG introduced himself and ST, the repairs manager, who was now dealing with repairs-related issues on World's End.

JM described issues with the manner in which customer services logged and managed repairs. JM noted that customer services appeared oblivious to the consequences of many problems. For example, they did not appreciate the damage caused by leaks affecting multiple properties and/or communal areas and failed to prioritise relevant repairs accordingly. JM also noted the recurring issue where the operative sent to deal with a problem did not have the appropriate skills to do so – it was not unheard of for an operative without any plumbing skills to be sent to deal with a leak.

EHJ described a recent leak in Blantyre Tower which was treated in a very “off hand” and casual manner by customer services who did not appear to consider the leak particularly serious. The leak had in fact affected many properties and a number of vulnerable residents. EHJ said that she had brought the incident to the attention of Andrea Johnson and Alasdair Manson. EHJ also noted that no-one appeared to be aware of the equipment available to OCS to deal with the aftermath of leaks (pumps, dehumidifiers) which could be used to help minimise the damage caused to properties.

MG described a recent leak in Berenger Tower which had resulted in one of the lifts being taken out of service for many weeks. The leak had been reported to customer services but the leak had been so serious that the resident had called the fire service to switch off the cold water supply to his flat. It was taking far too long for an out-of-hours operative to attend. NP stated that any resident suffering from a leak should contact the fire service in the first instance. MG noted that they had done so on several occasions, but that the fire service was not usually sympathetic to being called out to deal with a leak.

MB described how she had reported a leak to the TMO over a year ago which had now recently recurred. She had contacted TMO customer services to report it and was told that a plumber would attend shortly. After 3 hours a plumber had still not attended. She phoned customer services again who advised her that the plumbers worked to a four-hour call-out. The following day, after several

Actions

more phone calls, a plumber had still failed to attend. When she contacted customer services again she was told that there was no record of the original report and that a plumber would not attend in any case as she was a leaseholder. LG took note. ST stated that a plumber should have attended regardless of whether the resident was a tenant or a leaseholder.

JM noted that leaks appeared to require someone to chase customer services to ensure that they were dealt with promptly. There did not appear to be anyone at customer services responsible for ensuring that leaks were dealt with promptly and appropriate repairs carried out as quickly as possible.

ST reminded the meeting that when reporting repairs they should always be given a reference number and take note of the customer service operative's name. This would allow the TMO to investigate any issues with the repair at a later date.

NP noted ongoing leaks from the flat roofs on the walkways into the flats below. These were due to large pools of water that formed on the roof as a result of blocked guttering. NP stated that he believed these leaks were causing serious damage to the fabric of the building. LG said he would re-visit and investigate the issue. EHJ offered to provide LG with photographs of the flooded roof above Upper Blantyre Walk. JM noted that a leak of this type on Upper Dartrey Walk, above the dentist, had recently been reported. LG stated that there were health and safety issues in relation to clearing the drains and removing debris from the roofs. JM noted that he believed "special orders" were raised for OCS to clear the roofs of debris but these were not a regular occurrence and were now overdue.

EHJ

MG described an ongoing issue where a resident had been trying to have the taps on her bath, which appeared to be faulty and unsuitable, replaced. The resident had reported the issue to customer services in August. Operatives had attended on a number of occasions in the following months but none had been able to resolve the problem and all suggested different "solutions". JM stated that he had visited the flat in question and in addition to the unsuitable and faulty taps the flat appear to have an incorrectly plumbed overflow from the cold water tank.

LG stated that he considered all incidents of poor workmanship unacceptable. LG admitted that the repairs service needed to be more effective and streamlined. LG explained that the TMO was in the process of rolling out maintenance plans for many of its largest estates, including World's End, which was expected to be one of the first.

EHJ noted that the estate's heating contractor was both competent and responsible – they did an excellent job which was widely appreciated. The meeting agreed. LG stated that he was aware of the generally high level of satisfaction with S&F.

MG noted that they were still receiving reports of contractors attending the incorrect address. ST said that contractors were instructed to "phone ahead" to ensure that the resident was in and that they were attending the correct property. MG stated that she was aware of several cases where this had not happened – the resident was at home but no-one had turned up. When this was queried they were told that a contractor had attended but that there had been no-one at home. The resident had actually been in and had not received a call from either the contractor or customer services beforehand.

JL noted the leak in Greaves Tower ground floor lift lobby, which was still ongoing.

JM noted a number of issues arising from the rewiring of flats on the estate as part of the Decent Homes works. A number of residents reported "strange" electrical problems – light bulbs blowing and the circuit breakers in the consumer unit tripping regularly. Cllr. Simmonds noted that she had been involved in dealing with residents' issues when the rewiring works were carried and stated that Ayo Sobowale, the project manager, should have records of all the flats that had been rewired. NP questioned whether any tenants were completely satisfied with the electrical works that had been carried out in their flats. CF stated that she was still experiencing problems with the electrical installation in her flat. LG offered to investigate all such issues, which he considered serious.

LG

EHJ described a recent power cut in her tower. The EDF engineers who had attended had told her that one of the distribution boards in the service cupboard was "ancient" whilst the other had recently been replaced. JM noted that some distribution boards had been replaced during the walkway works (those serving properties on the walkways). LG stated that a testing regime for shared electrical installations/equipment was in place but that he would look into this particular incident.

LG

JM noted that he had been advised by leaseholder services that a very high proportion of the lift outages on the estate were due to vandalism, perhaps up to 90%. JM stated that he did not understand why these incidents were not reported to the Police by TMO staff as they were arguably criminal damage. The TMO appeared content to simply pass on the cost of repairing the damage to

the estate's residents. LG offered to investigate.

LG

Note: A subsequent email from Robin Cahalarn provided the following details:

- *Lift H6 (Ashburnham Tower) – 32 incidents had been logged since September 2006. Reports were available for 26 (6 pending). 19 were due to vandalism, 7 were due to other issues.*
- *Lift H10 (Blantyre Tower) – 15 incidents had been logged since September 2006. Reports were available for 14 (1 pending). 9 were due to vandalism, 5 were due to other issues.*
- *Lift H13 (Berenger Tower) – 8 incidents had been logged since September 2006. Reports were available for 7 (1 pending). 5 were due to vandalism, 2 were due to other issues.*

EHJ noted recurring problems with the soil stacks in many blocks.

LG stated that he had noted all of the issues raised. He would compile a list and forward it to JM to confirm that the issues had been recorded properly. The issues would then be investigated by LG and ST. The meeting agreed this was an appropriate way forward. MG thanked LG and ST for attending. LG and ST then left the meeting.

LG

3. **Minutes of Previous Meeting**

Minutes of the Meeting of the 24th of October 2007

The minutes of the meeting were approved as correct.

Minutes of the Meeting of the 4th of December 2007

The minutes of the meeting were approved as correct.

4. **Matters Arising**

Minutes of the Meeting of the 24th of October 2007

Item 4 – JM had arranged the meeting with Helen Evans that had taken place on the 4th of December.

Item 7 – JM had emailed Ian Twyford with regards the Committee's views on the ongoing dog problems on the estate.

Item 8 – JM had confirmed the date of the Over50s Christmas Party with the Over50s.

Item 11 – JM had determined that the post code data held by the Post Office for the estate was accurate and could be used to produce complete addresses for properties on the estate. NP noted that the postman claimed to deal with over 70 pieces of incorrectly addressed post every day. It was agreed that those sending the incorrectly addressed post had to be informed of their error. NP stated that the Council considered the estate to be a single street, whereas he felt that each block was effectively a street and proposed that WERA pursue this issue with the Council. NP believed this would help secure a greater Police presence on the estate. The proposal was noted.

Minutes of the Meeting of the 4th of December 2007

Item 3 – JM had emailed John Hirsch and Dave Steppel confirming the Committee's decision with regards the proposed repairs to the existing security system.

Item 5 – JM had emailed Cllr. Simmonds with details of the proposals for funding by the WCI.

5. **Manager's Update**

This item was deferred in GR's absence. Several members stated that they felt the manager's report produced by GR should contain significantly more information on contractor performance and estate matters in general.

6. **Safer Neighbourhoods Update**

Police Sgt. Otway had not been able to attend the meeting. It was noted that a Police raid had taken

place on the estate recently, and that there appeared to be significant Police activity in and around the estate at the current time. It was also noted that the trial of the owners of the dog that had attacked a child on the Piazza had been featured in the local paper.

7. Updates

Westway Project (Piazza)

BO-B described a proposal to decorate the concrete semi-circular column on the Piazza underneath St. John's church. She had contacted the Westway Project and they appeared interested in installing a mosaic on the column. JM had arranged a meeting with Dez O'Neill from the Westway Project for the following evening (7pm, WERA Clubroom) where the proposals could be discussed further. All committee members were encouraged to attend. NP noted problems with the signage on the estate and suggested that the Westway Project might also be able to provide ideas on more effective signage. It was noted that a significant amount of the estate's signage had "vanished" during the recent communal redecoration works and had not been reinstated. It was also noted that the security works included the provision of new signage across the estate.

Flashpoint

JM told the meeting that the extension works to Flashpoint were expected to commence shortly. An initial site meeting had been scheduled to take place the following afternoon (16th January, at 5.30pm in Flashpoint). JM expected to attend.

8. Meeting Attended

No meetings had taken place in the period following the previous Committee meeting.

9. Upcoming Meetings

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

MG noted that the next ARB meeting was scheduled to take place in late February. A question was raised as to the purpose of the ARB and MG provided a brief explanation. She asked all members to consider what works the ARB might be able to fund in the coming financial year and bring suggestions to the next Committee meeting.

10. Any Other Business

JL noted the suspension of two TMO board members that had featured recently in the local press. It was expected that an EGM would be called shortly.

Ehj noted ongoing problems with chewing gum on the Piazza and stated that she had been advised that SITA would be removing chewing gum from the Piazza using specialist equipment twice a year.

Cllr. Simmonds noted that the person responsible for a significant amount of marker-pen graffiti both on and off the estate had been identified. The matter was being dealt with by the Police.

Cllr. Daley stated that he would provide dates for the Councillor's Surgery in the Chelsea Centre.

NP noted that the Council had received a number of letters objecting to a farmer's market on the Piazza citing issues with regards parking, toilet facilities, and the disposal of rubbish. NP stated that he believed all of the issues would be addressed. NP restated that the market would be held between the hours of 11am and 4pm, that traders were not expected to arrive before 10am at the earliest, and that the market would cater to the estate's population. Possible issues concerning security were noted.

11. Date of Next Meeting

The next meeting would be held on Tuesday, 19th of February at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair

All