

World's End Residents' Association



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Minutes of the WERA Committee Meeting held on Tuesday, 25th of March 2008 at 7pm in the WERA Clubroom, 16 Blantyre Street

Present:	Margaret Grayling (Chair) John Rendall (Treasurer) Caroline Fairchild Joy Laven	Jules Montero (Secretary) Joanna Mcdermott Marye Kenton Monica Boholst
In Attendance:	Gary Riley (RBK&C TMO) Police Sgt. Tim Otway Phil McWalter (RBK&C TMO) (PMc) W. Ray (OCS) (WR) Adrian Soper (OCS) (AS) Sharon Guilfoye (OCS) (SG) Phil Howell (OCS) (PH)	
Apologies:	Jose Rioseco Lucy Bowdler Eryl Humphrey Jones Cllr. Mark Daley	Katy Parry Jones Nigel Palmer Cllr. Maighread Simmonds

1. Apologies

The above apologies were accepted.

2. OCS – Electronic Quality Monitoring

The members of the WERA Committee introduced themselves, the guests from OCS and those others attending introduced themselves in return.

AS gave a presentation describing the electronic monitoring system OCS intended to pilot on World's End. AS described how the cleaning schedule would be input into the system, performance standards set against individual components/tasks on the schedule and then how the performance of the communal cleaning service (against the schedule and agreed performance standards) might be monitored through the use of regular audits where the auditors would record subjective performance ratings and any related photographic evidence electronically in real-time. It was noted that the electronic system would be useful in "targeting" specific issues with the communal cleaning service and allow both the auditors and the TMO to ensure that any issues were being dealt with promptly.

WR and PMc described the performance monitoring that was currently in place, which resulted in a regular monthly report that was provided to the TMO. It had yet to be agreed whether the results of the proposed electronic monitoring would be used to augment the current report or replace it.

It was noted that the bulk of auditing under the proposed system would be carried out by the estate's caretaking staff although joint audits with OCS were planned and there was a suggestion that it might be possible for WERA to "counter sign" some of the auditing/performance evaluations.

There was a general discussion as to whether the current cleaning schedule was appropriate for the estate. JM queried whether those areas of the estate that were now the responsibility of SITA (e.g. the Piazza, much of World's End Place, Alexander Passage and Edith Yard) had been omitted from the cleaning contract/schedule. PMc stated that they had now been omitted. Several members queried

Actions

whether parts of the current cleaning schedule were being adhered to; citing the cleaning of the stairwells and the wet cleans of the walkways as examples of cleaning activities that appeared to deviate from the published schedule on a regular basis. A discussion took place as to the ongoing cleaning issues with the estate's walkways (particularly those related to, or the result of, frequent dog fouling) and what frequency and quality of walkway cleaning was achievable. It was agreed that reasonable performance standards had to be agreed and set. Several members also noted the need to address long standing issues with the cleaning of the lifts and lift lobbies.

It was agreed the proposed electronic monitoring was a good idea and that the pilot scheme on the estate was most welcome. It was also agreed that WERA would have some visibility of the reports produced through electronic monitoring and that a further meeting could be scheduled to discuss the results from the pilot once it was in place and operational.

It was suggested that it would also be useful to arrange a separate meeting and/or walkabout with PMc to discuss any general issues with the communal cleaning service.

3. **Minutes of Previous Meeting**

Item 6 – TO noted that the two PCSOs mentioned were not being transferred to another ward but to another London borough. TO also stated that a new PCSO was expected to join his team in April.

The minutes of the meeting of the 19th of February were then accepted as correct.

4. **Matters Arising**

Minutes of the meeting of the 19th of February 2008

Item 7 – GR had provided the last ARB meeting with a financial update. Hardcopies of the update were available from the reading tray.

Item 8 – JM had yet to discuss the use of the WERA bank account to hold grant moneys secured by the Westway Project with Resident Involvement. JM would do so after the meeting.

Item 8 – JM had written to the Borough Valuer and was currently awaiting their response.

Item 12 – JM had notified Committee members of the date of the next meeting.

A brief discussion took place as to the issues noted under item 9 in relation to the Senior Citizens Forum (SCF). JM noted that he had now specified on the RA's Annual Monitoring Form who the appointed representatives to the various TMO Committees were from the RA/ ARB. This included the Senior Citizens Forum, whose representative from the ARB was MG. There was some concern that the minutes of the SCF did not make it clear who the representatives attending meetings were or who they were representing. There was similar concern that moneys had apparently been granted to the World's End ARB by the SCF but that the ARB had not actually received these funds. It was decided that WERA would write to the TMO's Resident Involvement to seek clarification on these issues.

5. **Estate Management**

Door Entry Fobs

GR stated that the "switch on" of the new door entry system had originally been scheduled for the 25th of March but had been delayed by 24 hours to allow more residents to collect their fobs. JL noted that she would be unable to collect her fobs as she was at work during the concierge office's opening hours (8am – 4pm). GR stated that they were considering how best to accommodate those residents unable to collect their fobs during the concierge's working hours. GR explained that the TMO were making use of the opportunity presented by the distribution of fobs to carry out a comprehensive audit of the estate's population. In particular, any households who had not collected their fobs by the end of the week would be contacted by the housing officer to try and determine why they had not done so.

MK asked whether the estate staff and security staff operating the door entry system from the concierge office would be "challenging" those visiting the estate and asking them to identify the household they were visiting. GR stated that they would try to do so, but needed to determine what was actually possible in practice, noting that there might be contractual issues with 1SC Guarding, who provided the out-of-hours concierge service, as they were not currently required to challenge those visiting the estate.

Security Proposals

GR told the meeting that the paper prepared for the Property Management Committee mentioned by Alasdair Manson at the previous meeting had been declared "Part B" (i.e. confidential to the TMO and thus not available to residents) and that WERA would therefore not be able to see it. Several members stated that they thought it absurd that a paper describing security proposals for the estate should be declared "confidential". GR stated that a meeting with Peter Tozer needed to be arranged so that the WERA Committee could be properly briefed on the proposals, and the proposals discussed. JM suggested that Peter Tozer could be invited to attend the next Committee meeting (scheduled for the 22nd of April) and this was agreed. It was also suggested that Peter Tozer be asked to prepare a summary of the proposals for circulation to members prior to the meeting.

JM

ARB Works / Tower Landings

GR suggested that OCS be contacted and asked to submit a further quote for the work to paint the tower landings and ceilings (funded by the World's End ARB). GR asked the Committee to consider what colours might be most suitable for the landing ceilings and floors.

All

MK asked GR if he had been able to inspect the brickwork on her tower landing which had been splattered by paint during the communal redecoration works. GR said that he had not, but that he would do so.

GR

Gardens

JL gave GR copies of photographs of several communal garden areas, pointing out a number of outstanding issues. GR agreed to look into the issues.

GR

Neighbourhood Management Re-structure

GR stated that the re-structure of the Neighbourhood Management service would come into effect in the new financial year. As part of the restructure the TMO would be recruiting a Senior Neighbourhood Officer to oversee the estate's caretaking staff. The TMO was currently carrying out internal recruitment for the post but would recruit externally if it was unable to fill the post internally. GR said he expected the post to be filled by the 7th of May at the latest. GR then explained that as part of the restructure he would be taking up one of the Neighbourhood Manager posts in the North of the Borough and someone else would be assuming the post of Neighbourhood Manager in the South. As there was a only one Neighbourhood Manager post in the South of the Borough he expected this to be occupied by the most experienced member of TMO staff currently in that position.

6. Safer Neighbourhoods

Dogs

It was noted that a letter and questionnaire with regards to dog ownership was currently being distributed across the estate. The letter described the outcome of the court proceedings against the dog owner whose dog had attacked a child on the Piazza in September 2007. The questionnaire asked residents to highlight which dog-related problems they believed were common on the estate and caused them concern. The letter instructed all dog owners to register their dogs with the TMO.

GR and TO explained that the TMO was using the World's End Estate to pilot a more comprehensive dog register, where full details of both dog owners and their dogs (possibly including photographs of the dogs) would be recorded. If the pilot proved successful the TMO intended to roll out the dog register to other estates. TO said he hoped to provide WERA with regular feedback on its progress.

GR then left the meeting.

Safer Neighbourhoods Report

TO provided the meeting with the monthly report of recorded crime on the estate.

TO explained how he was collating the information to identify crimes and incidents of relevance to the estate. TO noted that "domestic incidents" were not included as they were rarely recorded as crimes.

TO described each of the incidents recorded in the monthly report in turn and then gave the meeting a summary of other recent Police activity on the estate. Recent incidents involving youths working on scooters in the car park were noted. These had not been recorded as crimes on the World's End

Estate, although two stolen scooters had been recovered as a result of Police action.

TO provided an update on the current composition of his team – himself, two Police Constables and eight PCSOs (two of which were part time) – and explained how the team's working shifts were being managed to try and ensure greatest effectiveness.

7. Use of WERA Clubroom

JM told the meeting that they had received a request for the use of the WERA Clubroom from "Debtors Anonymous" who wished to use the room on either Wednesday or Monday evenings. The request was approved. JM would inform the group.

JM

8. Meetings Attended

TMO EGM

The TMO EGM had taken place on the 18th of March. A number of Committee members had attended. It was noted that the meeting had proved extremely difficult to manage as a significant number of the TMO members present had objected to the manner in which the TMO board had called, and were directing, the meeting. These TMO members were extremely dissatisfied with events to date and governance at board level. During the EGM several members as well as former TMO board members had raised concerns with the manner in which the TMO was being "run" by the current board, and in particular by evidence of secretiveness and factionalism within the TMO board. It remained to be seen whether the TMO board and executive would attempt to address any these issues following the EGM.

Several TMO members had also expressed concern with the ballot held at the EGM. The ballot had taken place before, during and after the meeting although those who voted before the conclusion of the meeting were clearly not in possession of all relevant information. There was also some concern that, although the vote was supposedly secret, this was clearly not the case as members voting on the night had been required to provide personal details on the ballot forms, which were in fact postal ballot forms and not "proper" ballot forms (as were usually provided at TMO meetings). It was also noted that the individual member of ERS staff present had clearly been overwhelmed by the number of members voting before, during and after the meeting and that voting had been quite "chaotic" as a result.

It was noted that a significant number of TMO members present at the EGM had indicated that they intended to call a further meeting to table the proposals that the TMO board had refused to table at this EGM. A petition demanding such an EGM had been handed in during the meeting.

The result of the ballot was declared the following day and revealed that the TMO board had secured the result they wanted – the two Council tenants concerned had been stripped of their TMO membership and removed from the board.

Piazza Meeting

A meeting of the Piazza Committee had taken place on the 12th of March. Nigel Palmer (NP), Barbara Ofori-Boateng (BO-B) and JM had attended.

9. Upcoming Meetings

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

10. Any Other Business

There was no other business.

11. Date of Next Meeting

The next Committee meeting was scheduled to take place on Tuesday, 22nd of April, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair