



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, 15th of July 2008 at 7pm in the WERA Clubroom, 16 Blantyre Street

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| Present: | Margaret Grayling (Chair) Eryl Humphrey Jones Katy Jones-Parry Barbara Ofori-Boateng | Jules Montero (Secretary) Marye Kenton Nigel Palmer |
| In Attendance: | Justine Hart (RBK&C TMO) | |
| Apologies: | John Rendall (Treasurer) Robert Taylor Caroline Fairchild Lucy Bowdler Amie Dascome (RBKC TMO) Cllr. Mark Daley | Joy Laven Jose Rioseco Monica Boholst Maggie Byrne Cllr. Maighread Simmonds |

| | Actions |
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| <p>1. Apologies</p> <p>The above apologies were accepted.</p> | |
| <p>2. Minutes of the Previous Meeting</p> <p><i>Meeting of the 17th of June 2008</i></p> <p>MK expressed some concern at the use of the word "secret" to describe the Stock Options Review meeting that had taken place in the WERA clubroom. JM explained that the minutes recorded the view expressed by many of the Committee members present at the last meeting – that the meeting had been conducted in secret. JM noted that he had discussed the issue with Nigel Moore (see below).</p> <p>The minutes of the meeting of the 17th of June were then approved as correct.</p> | |
| <p>3. Matters Arising</p> <p><i>Actions from previous meeting</i></p> <p>Item 4 – Car Park Fobs – JH stated that GR had told her that all of the old car park fobs had been deactivated when the new fobs were issued.</p> <p>Item 4 – Car Park Cleaning – It was noted that there was some confusion as to the exact cleaning arrangements for the car park. It was generally understood by members that the car park was to be cleaned on a weekly basis (on Saturdays?) by OCS. JH would investigate.</p> <p>Item 4 – Repairs – JM would re-send the list of outstanding repairs to Stuart Thompson.</p> <p>Item 4 – Lifts – No update. Action carried forward.</p> <p>Item 5 – Play Area Seating – JM had sent Terry Guppy a photograph of the "seat" in the Cremorne estate's play area. It had subsequently been determined that this was a piece of play equipment rather than a "proper" seat. Terry Guppy had subsequently supplied details of suitable "prop-type" seating for the play areas. Photos were circulated to members and a decision was taken as to the most</p> | <p>JH</p> <p>JM</p> <p>AD/JH</p> |

suitable (steel framed with wooden seat). EHJ would notify Terry Guppy of the selection.

EHJ

Item 8 – WCI Funding – JM had re-sent the email to Cllr. Simmonds.

Matters Arising

Stock Options – JM stated (as above) that he had discussed the recent Stock Options Review meeting that had taken place in the WERA Clubroom on the 12th of June with Nigel Moore after the last Committee meeting. Nigel Moore had explained that the residents who had been invited to attend these meetings had been selected from the TMO's "residents panel". Nigel had also confirmed that further meetings would be taking place and that the TMO wished to increase the level of resident involvement in these meetings. JM understood that Nigel Moore had also discussed these issues with a number of the other Committee members who had expressed concerns at the last meeting.

TMO Constitutional Review – JM noted that the TMO had booked the WERA Clubroom for a "road show" to discuss proposed changes to the TMO's company rules. The "road show" was to take place on the evening of Monday, the 11th of August.

Blantyre Tower Pump Room – EHJ noted further issues with the Blantyre Tower pump room. Someone had, once again, gained access to the pump room and switched off the pump. A serious leak had then resulted – the resident in number 45 had opened up their taps fully during the brief water outage and failed to close them again. When the water pump was switched back on, and the water supply restored, this had resulted in a serious leak.

Several issues were noted:

1. That a significant amount of water had cascaded through the electricity meter cupboards within individual properties all the way from number 45 down to the 9th floor. There was some concern as to whether this might have caused any serious damage to the electrical installations of the flats concerned.
2. That many of the windows above the 6th floor were now covered in lime scale and required cleaning. EHJ asked whether the TMO would arrange for these to be cleaned.
3. That the residents in number 45 had now caused two leaks following temporary failures of the tower's water pump and water supply. It was suggested that they needed to be contacted by a housing officer and advised how to behave more responsibly. JH would pass the request on. JH
4. The resident in number 37 had not received the correct forms to make a buildings insurance claim following the leak. JH would ensure that they received the correct forms. JH
5. That any tenants and leaseholders whose property had been damaged as a result of the leak would be required to claim on their own insurance.

It was noted that a new lock was to be fitted to the pump room the following day (the 16th of July) and that the use of the keys to the new lock would be monitored closely. It was suggested that should the pump failures continue to take place that the TMO should deploy temporary CCTV covering the pump room to determine exactly what was happening, and in particular identify who was gaining access to the pump room and switching the pump off. JH would investigate JH

Micro-chipping of dogs – No update.

4. **Estate Management**

There were no major updates in Amie Dascombe's absence. JH took note of any issues raised by members. The monthly report would be sent across separately.

Housing Management Reorganisation

JH noted that the team move in the Blantyre Centre might take place in September and that interviews for the currently vacant officer positions were currently taking place.

Immersion Heater Meters

EHJ stated that she had received a letter from EDF with regards to the replacement of the electricity meter in her flat for the (cyclo/heating) immersion heater. The letter advised her that the meter had

reached the end of its life and needed to be replaced. No-one else had received a similar letter. JH said she would ask the relevant TMO staff to investigate. JH

Rubbish/Recycling/Cleaning

EHJ noted that a large amount of rubbish had been dumped in front of the Blantyre Tower bin room recently. Much of this appeared to be contractor, rather than domestic, waste. A query was made as to whether the TMO's contractors were disposing of their waste correctly (i.e. not dumping it in the estate's paladin bins or outside the tower bin rooms). EHJ also noted that a computer monitor had been dumped next to the recycling bin below Blantyre Tower but that it had yet to be removed by OCS (it was clearly not recyclable).

NP noted issues with many of the recycling bins on the estate – they were often very full and clearly required to be emptied more regularly (note: they are currently emptied twice a week). It was also noted that most of the recycling bins were kept padlocked which made it impossible to place large items (e.g. large boxes) in the bins; this resulted in piles of recyclable waste dumped next to the bins. NP suggested that residents should be properly informed as to what was and was not recyclable. NP also suggested that the recycling facilities on the estate might not be located in the most appropriate locations. It was agreed that the relevant Council staff be contacted with regards to the above issues with the recycling facilities on the estate. JM would do so. It was noted that the orange rubbish bags to be used for recycling could be obtained from any of the Council's libraries. JM

JM noted recent correspondence with regards to the cleaning of the lift lobby walls. JM stated that none of the lift lobby walls were cleaned on a regular basis and that a promised "deep clean" of the lift lobby walls (to have taken place in late June) had clearly not taken place – the walls were as dirty as ever and very much in need of cleaning. JM noted that this issue had been raised on cleaning walkabouts on many previous occasions and that "deep cleans" of the lift lobby walls had been promised many times but had never taken place. JM noted a similar issue with the cleaning of the windows in the tower stairwells. Again these had previously been identified as an issue on previous cleaning walkabouts; again cleaning had been promised but had never taken place. It was agreed that these issues would be investigated during a forthcoming walkabout of the estate.

5. **Safer Neighbourhoods**

This item was deferred in Sgt. Otway's absence.

6. **Area Leaseholder Conference**

JM explained that at the last meeting of the TMO's Leaseholder Services Committee an "Area Leaseholders Conference" had been proposed, and that World's End had been nominated as a suitable area and venue for the first such conference.

The conference would allow Leaseholders (from both the estate and the wider area) to meet and discuss issues of concern with relevant TMO staff. JM sought the Committee's view as to whether this was a good idea and an indication as to whether and when it should take place. After some discussion it was agreed that it was a generally good idea. A suggestion was made that the TMO should consider holding a similar conference for tenants. JM would pass this suggestion back to the TMO. JM

As a significant number of Committee members were absent from the meeting, JM would therefore seek their opinions after the meeting before notifying the TMO of the Committee's decision and identifying a suitable date and time for the conference. JM

7. **Meetings Attended**

Meeting with Helen Evans re: Senior Citizens Forum

MG and JM had attended a meeting with Helen Evans, Sheila Belgrave, Hash Chamchoun and Cllr. Simmonds at Charles House on the 27th of June. A number of issues of concern with the Senior Citizens Forum and the manner that both the Forum and its finances had been managed by TMO staff had been discussed. These issues were now being investigated and an update was expected from Hash Chamchoun shortly.

It was noted that following the meeting the TMO's Resident Involvement team had contacted WERA with regards to a day-trip for Senior Citizens in August. Notices had been put up in the tower lobbies; a list of residents wishing to go on the trip had been collated and passed to Resident Involvement.

Friends of World's End Place

A meeting of the Friends of World's End Place had taken place on the 7th of July (it was noted that the group was now meeting on Mondays rather than Wednesdays).

8. **Upcoming Meetings**

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

9. **Any Other Business**

There was no other business.

10. **Date of Next Meeting**

The next Committee meeting was scheduled to take place on Tuesday, 19th of August, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair