



World's End Residents' Association

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

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

1. Apologies

The above apologies were accepted.

2. Minutes of the Previous Meeting

Meeting of the 19th of August 2008

The minutes of the meeting of the 19th of August were approved as correct.

3. Matters Arising

Actions from Previous Meeting

Item 3 – Outstanding Repairs – JM stated that discussions with Stuart Thompson with regards to a number of outstanding communal repairs from the last walkabout were ongoing.

JM

Item 3 – Lifts – AD/JH noted that footage from the CCTV cameras in the lifts was only kept and available for inspection for six days. They had therefore been unable to retrieve the footage of the incident on time. PT said he would try to clarify how the current CCTV in the lifts was configured.

PT/AD

Item 3 – Leaseholder Conference – JM was currently discussing the possibility of holding a “trial” area leaseholder conference for the area on the estate with Leaseholder Services.

JM

Item 3 – Recycling – JM noted that this item was still pending.

JM

Item 4 – Disposal of Fridges – JH noted that the Council would remove old fridges from the estate if asked to do so. Residents could call 020 7361 3001 to arrange for their collection. JH suggested that the TMO might be able to arrange for the storage of old fridges prior to their collection but that residents would have to take responsibility for their disposal. This was generally agreed with a view to reducing the number of old fridges that were removed as bulk refuse at cost to the estate's residents.

Actions

Item 4 – Lift Lobby Deep Cleans – JH was in the process of arranging for a deep clean of one of the lift lobbies. This was expected to take place some time after the 29th of September and would be signed off by a WERA rep. JM said he would attend on behalf of WERA.

JH/JM

Item 4 – Pigeon Control Measures – JM said he had not heard back from Cllr. Simmonds as to whether or not any funding might be available from the old WCI fund for pigeon control measures. It was suggested that if WCI funds were not available that funding be obtained from the ARB.

JM

Item 4 – Cleaning – See below.

Item 6 – Use of WERA Clubroom – JM had contacted/informed/notified all of the groups concerned.

Item 9 – Edith Yard Incident – TO stated that a 33-year old man had been arrested following two incidents of racial harassment in Edith Yard.

Matters Arising

Flashpoint – JM had arranged a meeting with the relevant Council staff with regards to the management and operation of Flashpoint. The meeting was scheduled to take place at 7pm on the 22nd of September, in the WERA clubroom. AD said she would try to attend.

All

Parking on the Piazza – JM noted that the issue of contractors parking their vehicles had been brought to the attention of Cllr. Simmonds who had ensured that the Council's Traffic Wardens were made aware that parking on the Piazza was not acceptable and that anyone doing so should be fined. It was generally felt that the problem had subsequently reduced.

4. **Estate Security**

A paper was distributed to the meeting.

PT described the current financial situation – there was no capital budget set aside for security works on World's End or elsewhere. However, he intended to present a costed proposal for security works on World's End to the TMO's Property Management Committee with a view to having funding for these works approved and the works carried out in the near future (i.e. within the year).

The meeting identified CCTV as a priority and quickly went through possible camera locations. PT took note of the suggestions. It was generally agreed that CCTV should be used to cover the block entrances, the large lift lobbies, the lifts and the car park. The existing system would need to be upgraded to bring it into line, capability-wise, with the CCTV deployed in the estate's lifts. It was noted that it would be difficult to deploy CCTV on the walkways as the cameras would be extremely exposed. JM and NP also noted that any cameras in the walkways might prove intrusive to residents as they would be sited in close proximity to homes and privacy concerns had previously been raised.

It was noted that any CCTV system would not be actively monitored - it would only record and footage would need to be checked "after the event" as and when required, although the "live feed" would be available. Recorded footage was expected to be available for 28 days. Housing Management would be responsible for examining and retrieving the CCTV footage of any incidents and passing it on to the Police as necessary. Members emphasised the need for all of the existing CCTV systems to be integrated and easily accessible from the Concierge, and possibly the Blantyre Centre office as well.

It was suggested that CCTV could be deployed to cover World's End Piazza/Place. TO noted that a number of incidents in the area had been reported to the Police and that CCTV coverage would prove useful. Cameras covering Blantyre Street were also suggested. Both of these suggestions had the general support of the meeting. There was also some suggestion that pan-and-tilt cameras might be deployed in open areas such as the gardens. These were considered a lower priority.

TO and AD noted a number of works that were already underway in relation to the existing CCTV systems – the cameras in the car park were being brought back into service to cover the vehicle and pedestrian entrances and that the lift cameras were expected to be remotely accessible from the Blantyre Centre shortly. PT would provide WERA with a summary update of these works.

PT

PT asked whether the estate's residents should be briefed on the new/modified security proposals. After some discussion it was agreed that this should be done once funding for the works had been secured and there was a strong possibility that the works would be implemented. It was also agreed that the TMO's Resident Involvement team assist in notifying and consulting the estate's residents.

PT would be putting together a formal proposal shortly and would provide WERA with a copy once it was ready. PT and JH were thanked for attending the meeting and then left.

PT

5. Estate Management

Blantyre Centre / Area Management

AD stated that there had been a recent change of plan with regards to the refurbishment of the Blantyre Centre. The new proposals were cheaper and easier to implement had now been finalised, the budget approved and tenders from contractors were due shortly. The proposals included the provision of a secure, private interview room and an improved counter/reception area in the Blantyre Centre. In addition, the old estate office was to be tidied up and brought back into service.

AD also noted that the Neighbourhood Officer for the Cremorne Estate had been posted to the North of the Borough. The TMO were in the process of recruiting a permanent replacement although temporary staff might be used to fill the post. AD also noted that the process of identifying a replacement for JH during her maternity leave was also underway.

Cleaning

JH provided the meeting with an update on a number of issues that had been noted during the recent walkabout and brought to the attention of OCS. These included:

- Cleaning of columns at ground floor level.
- Removal of graffiti.
- Cleaning of rubbish chutes.
- Inspection and subsequent removal of dumped rubbish and other items.
- Regular cleaning of light fittings.
- Regular cleaning of railings.
- Regular cleaning of windows and ledges in stairwells.
- Regular cleaning of windows in lift lobbies (e.g. large windows in Greaves Tower).

OCS had stated that they believed that a number of these issues (e.g. cleaning of columns at ground floor level) were not included in the cleaning schedule and that a number of other issues (e.g. poor window and ledge cleaning in the tower stairwells) were not due to omissions on their part but "other factors". Several members stated that they believed that the OCS contract and staff needed much closer monitoring and that post-inspections should be carried out whenever possible and before communal areas were allowed to deteriorate noticeably.

Following previous concerns that OCS appeared to be removing very large amounts of graffiti from communal areas at significant cost it was suggested that they should take photos of any graffiti they removed to help confirm that the work had been necessary and dealt with appropriately.

JH stated that the deep cleaning of the deep lobbies was expected to be carried out during the week commencing the 29th of September. WERA would be asked to sign off the deep clean. JM would attend, confirm that the cleaning was carried out, and sign it off if acceptable (see above).

JH/JM

JH stated that the cleaning carried out in the estate's car park was limited to a litter pick. It was suggested that OCS should also remove any dumped rubbish from the car park (e.g. car batteries). JH confirmed they had now been instructed to do so.

JH stated that OCS had stated that the estate's walkways were cleaned approximately every two weeks in a round-robin fashion. JM suggested that OCS produce a list of completed walkway cleans and an approximate schedule of upcoming cleans so that WERA might verify that the walkways had been cleaned. This would help the TMO and WERA address queries and concerns from residents.

JH stated that she did not know when the electronic monitoring scheme that had been proposed by OCS earlier in the year was expected to come into use on World's End.

Communal Repairs

JH noted that Stuart Thompson had offered to attend a WERA meeting to discuss communal repairs. It was suggested that this be arranged once the outstanding communal repair issues that had been identified on the last walkabout had been addressed.

It was noted that water appeared to be pooling on the walkways' flat roofs and that some of the drains in the gardens and walkways were also in need of cleaning.

It was noted that the leak in Greaves Tower ground floor lift lobby was still ongoing. JH advised that the planters above the lobby were to be cleared of debris before any further repairs were carried out.

Pigeon Control Measures

JH provided JM with a number of quotes from companies able to carry out pigeon control through the use of a hawk or similar and/or traps on the estate. It was noted that a source of funding needed to be identified. The matter would be brought up at the next ARB.

Door Entry System

NP noted that the door entry panel to Blantyre Tower was not working properly. NP had reported it and been told that it would be repaired "within a few weeks". NP believed that the repair was not being dealt with the appropriate level of urgency, considering that the door entry system was fairly new.

Other Items

JH noted that a survey of the estate's residents with regards to the recycling services they required was to be carried out shortly. This was noted.

It was noted that the keys to the tunnel appeared to be available to OCS staff that did not work on the estate – three men had turned up one evening to remove a number of fridges from the tunnel. When approached one had indicated that he worked for OCS in the north of the Borough. JH said she would verify who had access to the keys and remind contractors of their responsibility with regards to access to potentially sensitive areas of the estate (the tunnel contained the pump room to Blantyre Tower).

Several members noted that many of the commercial leaseholders appeared to be using the estate's paladin bins to dump their rubbish rather than arrange their own rubbish collection with SITA (as required by their lease). An incident involving a large amount of rubbish from the Regeneration Trust was noted. It was suggested that all the commercial leaseholders be reminded of their responsibilities.

6. Safer Neighbourhoods

This item was deferred due to lack of time.

7. Upcoming Events

This item was deferred due to lack of time.

8. Meetings Attended

This item was deferred due to lack of time.

9. Upcoming Meetings

This item was deferred due to lack of time. Upcoming meetings are 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, 21st of October, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair

JM

JH