



# World's End Residents' Association

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## Minutes of the WERA Committee Meeting held on Tuesday, 17<sup>th</sup> of February 2009 at 7pm in the WERA Clubroom, 16 Blantyre Street

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<b>Present:</b>	Margaret Grayling (Chair) Joy Laven (Treasurer) Eryl Humphrey Jones	Jules Montero (Secretary) Marye Kenton Barbara Ofori-Boateng
<b>In Attendance:</b>	Amie Dascombe (RBK&C TMO) Chinwe Agabah (RBK&C TMO)	
<b>Apologies:</b>	John Rendall Monica Boholst Robert Taylor Caroline Fairchild Nigel Palmer Cllr. Maighread Simmonds	Maggie Byrne Jose Rioseco Katy Jones-Parry Joanna Mcdermott Police Sgt. Tim Otway Cllr. Mark Daley

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### 1. Apologies

The above apologies were accepted.

### 2. Safer Neighbourhoods

JM read out an update he had received by email from Sgt. Tim Otway. The following items were noted:

The recent incident where a man had fallen to his death from Ashburnham Tower. It appeared that he had fallen from a great height. The man was a resident of the estate, living in one of the flats owned/managed by a housing association.

The conviction of a person for persistently harassing a resident of the estate.

That Jimmy Rowe, the estate caretaker arrested and charged for sexual offences, had pleaded not guilty at West London Magistrates Court. The case had been adjourned and referred to the Crown Court.

It was also noted that a new Police Constable was expected to join Sgt. Otway's team shortly.

### 3. Minutes of the Previous Meeting

The minutes of the previous meeting were not yet available. JM apologised for not having prepared them in time for the meeting.

### 4. Matters Arising

The following items/actions/updates from the previous meeting were noted:

*Lift CCTV configuration* – AD stated that video footage from the lift's CCTV cameras was currently being retained for 7 days but that the TMO hoped to increase the retention period in future. AD also explained that video from one lift's CCTV cameras was currently being fed to the Concierge office and that this would be extended to all the other lifts once any teething problems had been resolved

### Actions

*Leaseholder Conference* – JM stated that he had not received any further correspondence with regards a possible “mini leaseholder conference” on the estate. JM would check with Dan Woods to see if the TMO still intended to proceed with such an event. JM

*Recycling* – JM stated that he had yet to contact the relevant staff at the Council. AD noted that she would be holding a meeting with the relevant staff herself shortly (see below). AD

*Estate Security* – JM stated that there had been no further contact or information from Peter Tozer. JM said he would drop Peter an email asking for an update. JM

*Block entrance to Dartrey Tower* – JM stated that this was to be replaced shortly. MK queried whether this was being carried out as major works or as a repair. JM said that he believed it was been carried out as a repair. MK restated her view that she did not believe the current design of the block entrance doors was appropriate for Dartrey Tower.

*Pigeon control measures* – JM stated that money from the WCI was not available so any pigeon control measures would probably have to be funded by the ARB.

*Access to the Tunnel* – Committee members recounted the events that transpired when several OCS operatives (none of which worked on World’s End) turned up one evening and removed a pile of fridges from the tunnel. There was some concern that OCS staff beyond those that worked on the estate had keys/access to the tunnel, in particular given the recent security incidents in the Blantyre Tower pump room. AD offered to investigate. AD

*Bench in Play Area* – EHJ stated that she had been contacted by Alasdair Manson who had told her that the bench was now ready to be installed. EHJ was concerned that the bench did not appear to be the one that had previously been chosen by the Committee. EHJ would liaise with Terry and ensure the correct bench was installed. EHJ

## 5. Estate Management

AD provided the meeting with an update. AD stated that the works to the Blantyre Centre were now effectively complete and that she and her staff were in now the process of moving in. The Centre would accommodate four neighbourhood officers, as well as herself and a receptionist – Nadia. AD stated that Leasehold Services also expected to hold regular, monthly surgeries from the Centre. AD explained that once her team had settled into the new office she wanted to produce a “neighbourhood newsletter” to inform all residents in the office’s coverage area of the services it provided. AD explained that the telephone numbers of the staff who would be working in the Centre had not been made public yet, as there was the possibility that these might change in the very near future. AD

MG noted that residents from other TMO managed properties were finding it a bit difficult to locate the office and suggested that the estate maps be updated to indicate the location of the office and that signs be placed on some of the lamp posts on the various paths/roads into the estate (along Blantyre Street, Alexander Passage, the Piazza, World’s End Place etc). AD

It was noted that CA was pregnant and would be leaving the TMO in the next couple of weeks. AD expected to begin interviewing candidates for the post shortly.

AD noted that the TMO and the Safer Neighbourhoods team were still working on putting the dog register into practice. All new tenants were being advised that they required permission to keep a dog on the estate, that they would be expected to sign up to responsible dog owner agreement if they wanted to keep a dog, and that permission would be withdrawn should they fail to behave acceptably. The dog register would also be reviewed twice a year. AD also noted a borough-wide initiative to encourage “responsible” dog ownership amongst younger residents.

MG noted that she believed the PCSOs had now received the training required to enforce the dog control order that was in effect on the estate and suggested that signs be put up to that effect.

AD was told that a large Great Dane appeared to be living on the estate and was provided with information and photographs on a number of dog owners and dogs who were behaving anti-socially in the estate’s communal gardens. AD / CA

Information was also provided to AD on the following issues:

That rubbish that had been dumped near the entrance to Blantyre Tower, in particular items of rubbish containing the offending resident's name and address.	AD / CA
That the resident in Blantyre Tower throwing toilet paper out of their window was still doing so. As the situation had now persisted for several months significantly more stringent action to was clearly required.	AD / CA
Damage to the lawn in the sheltered garden near Greaves Tower that appeared to have been caused by a dog.	AD / CA
That four of the lamp-posts at the end of Blantyre Street were inoperative and that the end of the street was very dark as a result.	AD / CA
That much of the estate's lighting appeared to be on all day. A request was made that the relevant sensors/timers be checked.	AD / CA
<b>6. Drains / Sewage / Leaks</b>	
EHJ noted repeated problems with the estate's drains and communal waste pipes and repeated her previous request that all of the main drains and waste pipes on the estate be inspected. EHJ believed that such an inspection would reveal that many required extensive cleaning to remove built up waste and lime scale which was probably reducing the capacity and effectiveness of the drain. AD said she would pass on the request to Technical Services. Several Committee members reported minor issues with their drains (e.g. often draining slowly etc).	AD
JM described a report he had received from a tenant in poor health who had a blocked bath drain which they had been unable to clear themselves. When they contacted TMO customer services they had been advised that they would have to clear it themselves. JM had pursued the matter and the drain had eventually been cleared by a TMO contractor. JM asked AD whether tenants could reasonably expect the TMO to clear blocked drains in such circumstances. AD said that tenants were expected to make a reasonable effort to clear drains themselves but should always contact the TMO for assistance where they had been unable to do so. Several Committee members stated that expecting tenants to carry out plumbing repairs was not only unreasonable but unwise; it could lead to more serious problems, such as leaks, as a result of their inexperienced attempts to fix their problems.	
BO-B noted that she had ongoing problems with rubbish being dumped into her balcony by youths loitering on the walkway above (Upper Dartrey Walk) as well as waste from pigeons. It was suggested that the TMO needed to find some way to move on the groups of youths loitering on the walkways as the RA had received similar complaints from residents living in sheltered accommodation (principally Middle Dartrey Walk). Several Committee members suggested netting the balcony to deter pigeons.	AD / TO
The following items were also noted:	
Two leaks in the ground floor lift lobby of Greaves Tower were ongoing. One of the leaks, in the far corner of the lift lobby, appeared to be new.	AD / CA
Two leaks on Upper Whistler Walk. One outside the front door of 43 Upper Whistler Walk and one between the front doors of flats 37 and 38 Upper Whistler Walk.	AD / CA
A leak in the void space adjacent to the Blantyre Centre. AD said she was aware of it.	AD / CA
That someone was persistently feeding the pigeons. It was suggested that a letter be sent out advising all residents not to do so.	AD / CA
That workmen had been seen working on the roof of Upper Blantyre Walk apparently clearing the drains. They had cleaned some but left others untouched. AD offered to investigate. It was also noted that there was a significant amount of rubbish on several of the flat roofs and that this had yet to be cleared.	AD
<b>7. Council Proposal for No Drinking Zone</b>	
MG tabled a letter from the Council with regards a proposal for a borough-wide no drinking zone which was read out. Committee members were asked to either feed back their views directly or through JM, who would draft a response from the RA if required.	All / JM

8. **Committee's Code of Conduct**

JM tabled draft versions of a Code of Conduct and a Disciplinary Procedure for the Committee. JM noted that both items were referred to in the Constitution and needed to be put in place as soon as practically possible. He asked Committee members to read and consider the proposals and to feed back any questions, queries or amendments back to him outside the meeting. JM would ensure that those Committee members not present would receive either hardcopies or copies by email.

JM

9. **Use of WERA Clubroom**

A request from a Ms. Christèle Le Lay for the use of the WERA clubroom on the mornings of the 23<sup>rd</sup>, 24<sup>th</sup> and 27<sup>th</sup> of April (Thursday, Friday and Monday respectively). The room was to be used to host a group of teenage school children from Spain, some of which would be staying with families on the estate. JM had already advised her that the room would not be available on the 23<sup>rd</sup> but that he would submit a request for the use of the room on the 24<sup>th</sup> and 27<sup>th</sup> of April. After some discussion the Committee deferred their decision as to whether to allow the use of the room pending the answer to some further questions with regards to the use to which the room would be put and for how long which JM was instructed to pursue.

JM

10. **Meetings Attended**

This item was deferred.

11. **Upcoming Meetings**

Upcoming meetings are listed on the back of the agenda.

12. **Any Other Business**

*Recycling*

EJH noted the problems with rubbish dumping that had arisen as a result of padlocks having been fitted to many of the recycling bins of the estate. AD stated that the general issue of recycling and the recycling bins was to be discussed at a forthcoming meeting between the TMO and the relevant Council staff. MG suggested that the TMO consider whether it might be possible to distribute orange recycling bags to residents through the concierge office, from where residents could collect them.

AD

13. **Date of Next Meeting**

The next Committee meeting was scheduled to take place on Tuesday, 17<sup>th</sup> of March, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair