



World's End Residents' Association

16 Blantyre Street
World's End Estate
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Minutes of the WERA Committee Meeting held on Tuesday, 17th of March 2009 at 7pm in the WERA Clubroom, 16 Blantyre Street

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

	Actions
1. Apologies	
The above apologies were accepted.	
2. Safer Neighbourhoods	
TO reported the following:	
<ul style="list-style-type: none"> • The death of a resident who had fallen from Ashburnham Tower. It was suspected that the resident had somehow gained access to the roof and fallen from there. TO was asked to confirm that this was indeed the case. AD was asked to confirm that the access doors to the tower block roofs were all locked and secure. • That a new Police Constable, PC Paul Delaney, was due to join his team shortly. This would bring the number of PCs in the team to 2. • That one of his team's PCSOs had resigned. A replacement was expected in May. This would then bring the number of PCSOs in the team up to a total of 8, 2 of which would be part-time. • That an exercise to reduce incidents of cycling on the pavement had been carried out in Lots Road. 127 cyclists had been stopped in a single week. • That Jimmy Rowe, the estate's caretaker (currently suspended from duty), was due to appear in court on the 19th of March. • That reported crime levels across the entirety of the ward were very low, typically averaging 15 reported crimes per week. It was noted that official crime statistics were available from the Council. JM noted that a copy of the Council's latest published statistics for both the whole of the borough as well as the ward were on file in the office. • That the Safer Neighbourhood team would be holding surgeries on a weekly basis, either in the team's base below St. John's church or elsewhere in the Ward. Details were available from the Metropolitan Police's website at: 	TO AD

It was noted that copies of the minutes of the Police's Chelsea Sector Working Group's meetings were available from the WERA office. JM would also distribute copies to all Committee members in future.

JM

3. Minutes of Previous Meeting

Minutes of the meeting of the 20th of January 2009

It was noted that KJP had been present at the meeting. The minutes were amended and then accepted as correct.

Minutes of the meeting of the 17th February 2009

Under item 4, it was noted that Karen Hickey would be holding the meeting with the Council's Recycling team, not AD. The minutes were amended and then accepted as correct.

4. Matters Arising

Matters Arising from the meeting of the 20th of January 2009

It was agreed that JM would review the actions from the meeting and send AD a list of any items that required her attention or that of other TMO staff.

JM

Matters Arising from the meeting of the 17th of February 2009

Item 4 – Leaseholder Conference – JM stated that he believed that the TMO no longer wished to proceed with the “area leaseholder conferences” that had previously been proposed.

Item 4 – Recycling – JM would pencil in and arrange a meeting with the Council's Recycling Team.

JM

Several members noted the following issues with the Recycling bins on the estate:

- That the bin on the embankment below Blantyre Tower was not being emptied as often as required.
- That the use and location of the bins behind the Chelsea Theatre should be reconsidered. It was suggested that the Theatre adopt one of the bins and move it inside their compound and that the other bin be moved to a location next to the Dartrey Tower bin room.

WERA /
TMO

Item 4 – Estate Security – JM would contact Peter Tozer for an update.

JM

Item 4 – Access to the Tunnel – AD stated that keys to the tunnel were available to OCS staff working on the estate 7 days a week. MG explained that the OCS staff concerned did not work on the estate, and that they were removing fridges from the tunnel in their own time (i.e. not on duty). There was general concern as to how access to the Tunnel was being controlled given the recent incidents in the Blantyre Tower pump room (which was located in the Tunnel). ADa would investigate.

ADa

Item 4 – Bench in Play Area – EHJ confirmed that this had now been installed.

Item 5 – Newsletter – AD stated that she still hoped to have a newsletter ready in the very near future.

AD

Item 5 – Signage – AD stated that new signs for the Blantyre Centre had been ordered. These included maps, some of which would be in “3D”.

Item 5 – Great Dane – AD and ADa were provided with photos of the Great Dane seen on the estate.

Item 5 – Dumped Rubbish – ADa stated that a number of dumped rubbish bags had been examined and any residents identified by the rubbish had been written to.

Item 5 – Rubbish thrown out of Blantyre Tower – ADa stated that a letter had been sent to all the households in the block. It was noted that the incidents were still occurring so the letter had not been effective. It was suggested as the rubbish was clearly being dumped from one of eight flats that the residents concerned should all be paid a visit. It was also suggested that a similar letter be sent to all households on the estate as several other similar incidents were known – food being thrown down the

AD /
ADa

stairwell in Ashburnham Tower and rubbish being dumped from a balcony on Upper Blantyre Walk.

Item 5 – Damage to Lawn – An explanation had been given but it was not sufficient. JL offered to show AD/ADa the lawn concerned so that they could see the damage for themselves. ADa / JL

Item 5 – Lamp Posts – The four lampposts at the end of Blantyre Street were still inoperative. ADa

Item 6 – Maintenance of drains and stacks – AD stated that she had passed on the request and Technical Services were investigating what maintenance they might be able to be put in place. TMO / AD

Item 6 – Youth dumping rubbish into balcony on Upper Dartrey Walk – BOB stated that Abisola had visited and taken pictures and that a surveyor was expected to attend shortly. It was suggested that the Safer Neighbourhood Team’s PCSOs keep an eye out for youths loitering and drinking on the estate’s walkways, particularly in close proximity to the estate’s sheltered housing scheme. TMO TO

Item 6 – Leaks in Greaves Tower lift lobby – The leaks were still ongoing. ADa

Item 6 – Leaks on Upper Whistler Walk – One of the leaks had been fixed. The other leak, which was thought to originate from a balcony, was ongoing. ADa

Item 6 – Leak in void space near Blantyre Centre – This had been fixed.

Item 6 – Pigeons – No action had been taken. It was suggested that all residents be written to with regards to the feeding of pigeons. ADa

Item 6 – Roof drains of Upper Blantyre Walk – NP explained that after threatening the TMO with legal action that work had been carried out to replace the drain pipe that ran above the ceiling of his living room as it was apparently the wrong size. Other drains on the roof had been cleared. It was noted that there was still a significant amount of rubbish on many of the estate’s roofs that needed to be cleared. ADa

Item 7 – No drinking zone – JM stated that he had received no comments so had not drafted a response.

Item 8 – Code of Conduct – JM had made sure that all Committee members received a copy of the draft Code of Conduct. KJP suggested a small change to clarify exactly which meetings Committee members had to notify WERA of. JM said he would amend the draft accordingly. JM

Item 9 – Use of WERA Clubroom – JM had passed on the questions to Ms. Christèle Le Lay but had not yet received a response.

5. Estate Management

Staffing

AD advised the meeting that Gladstone was no longer working on the estate. A replacement caretaker would be recruited and ADa would be interviewing possible replacements on Thursday. It was noted that the replacement would be agency staff on a short-term contract. AD asked the meeting to advise her should they believe that the replacement caretaker was not carrying out his duties in any way.

AD advised the meeting that she would be on leave the following week.

Newsletter

AD stated that she hoped to distribute a “newsletter” to all households once the new contact phone numbers for the Blantyre Centre office were in place. AD

Estate Inspection

ADa advised that she was planning to hold the first estate inspection with residents some time in April and asked the meeting for volunteers. KJP volunteered. MG asked the rest of the meeting to consider volunteering and contact her or JM should they wish to participate. ADa stated that she would expect the new caretaker to be present at the inspection.

Dogs

AD noted that meetings with the Safer Neighbourhoods team with regards to dogs were ongoing. AD AD /

advised that a letter with regards to dogs would be going out to all residents shortly.

ADa

Regenerate Bus

AD described the events the previous week when the Regenerate Bus turned up on the estate and proceeded to park in Blantyre Street. The bus was effectively a mobile youth centre and the visit to the estate had been arranged by the Trust. It was noted that neither WERA nor the TMO had been told about this in advance. AD stated that she had advised the bus/Trust that they did need to contact the TMO in advance. AD had now agreed with the Trust and the staff of the Regenerate Bus that they would park in Alexander Passage rather than in Blantyre Street and the necessary access arrangements had been put in place. It was suggested that Ashburnham Primary School, the Chelsea Theatre and the World's End Nursery all be advised as they all made use of the Passage.

Netting of Towers

It was noted that some of the tower stairwells had yet to be netted (Greaves, Whistler and Dartrey Towers are all still pending). Several members expressed some concern that residents had not been advised that the works were taking place in advance – the first they knew of the works was when they saw the workmen abseiling past their bedroom windows pinning the netting to the building. It was noted that the new netting was zipped, which would allow OCS to easily remove any rubbish or litter that might accumulate at the bottom.

Rents/Cleaning

JRi noted that tenants had recently been advised of a significant rent increase and that a significant portion of that increase was the service charge for the cleaning contract. JRi stated that he believed that the cleaning contractor appeared to have less staff working on the estate, and carried out significantly less work, than they did historically. In particular, the cleaning of the tower stairwells was extremely poor. It was noted that WERA had asked the TMO and OCS to confirm how many staff were working on the estate but the response had always been along the lines of "it doesn't matter as the contract is results-based". The meeting agreed that whilst the cleaning contractor did have a difficult job, their results often left much to be desired.

Other Items

- The ground floor lift lobby entrance door to Ashburnham Tower was inoperative and permanently unlocked. ADa
- The glass in the fire door on the fourth floor of Whistler Tower was broken. ADa
- One of the (two) electromagnets on the ground floor stairwell (not lift lobby) entrance door to Greaves Tower was not working. ADa
- All of the beading on the inside of the ground floor lift lobby entrance door had recently been replaced but was yet to be stained. ADa
- The previous night one of the adult supervisors from the Youth Club "escorted" a group of nine young girls along the Embankment toward Lots Road. Rather than cross the road they proceeded along the section of the pavement that had been sealed off for repaving and that they knocked over many of the barriers and walked on the road, which was busy with traffic. AD was asked to notify the Youth Club as the behaviour of the adult was irresponsible. AD

6. **Parking**

JM described the recent incident where the Primary Care Trust's "hospital bus", which was visiting the Estate to provide residents with "Health MOTs", had been unable to park in Blantyre Street, as had been previously arranged, due to the number of illicitly cars parked at the end of Blantyre Street. The bus had eventually parked in Edith Yard and been able to provide residents with "Health MOTs", but it was generally felt that the long-standing issue of illicit parking in Blantyre Street had to be addressed.

AD explained the parking controls that were in operation when the estate's caretakers were on duty (8am – 4pm, Mon – Fri): i.e. anyone wishing to park in Blantyre Street had to provide their details and that of their vehicle to the caretaker on duty at the Concierge office. Wings would not clamp any vehicles registered in this way but would clamp those vehicles that were not. It was noted that there was no such process in place outside the caretaker's working hours. However, Wings did not appear to clamp most of the cars often seen parked in Blantyre Street outside the caretakers' working hours.

It was generally felt that whilst the caretakers did try to keep the number of vehicles parked in Blantyre Street to within reasonable limits, there were often still too many parked cars in Blantyre Street whilst they were on duty - several committee members described individual incidents where the vehicles of those either working on the estate or collecting or delivering items to the estate had been unable to park anywhere on Blantyre Street.

It was noted that the "no parking" signs on display along the length of Blantyre Street (though admittedly not very obvious) indicated that (i) parking was not permitted at any time; and (ii) that the clamping contractor was operating at all times (24 hours a day, 7 days a week). This was incorrect - the clamping contractor did not attend 24 hours a day. It was felt that the current parking problems in Blantyre Street would very probably hamper emergency vehicles accessing the estate.

It was generally agreed that the TMO staff person responsible for parking control should attend a WERA meeting to discuss and agree a parking policy for Blantyre Street that (i) would help reduce the amount of illicit parking and (ii) was within the TMO's (and the clamping contractor's) ability to police properly as there was clearly little point in having a parking policy for the street that could not be enforced. AD agreed to arrange for the staff member concerned to attend a WERA meeting.

AD / JM

It was also agreed that the ARB works to cross-hatch the entirety of the end of Blantyre Street should be completed as quickly as possible. AD and JM would advise Terry Guppy.

JM / AD / TG

7. Mopeds

It was noted that numerous reports had been received from residents with regards to the number of mopeds frequenting parts of the estate, notably Blantyre Street and the garden area immediately adjacent to Blantyre Tower and that block's main entrance and behaving in a wholly inappropriate and anti-social manner. It was noted that some of these mopeds did belong to residents but some did not. It was thought that the moped-owning residents were attracting non-residents with mopeds onto the estate. TO noted that any signage or markings that could be put up would help his team avoid any "debates" with the moped owners over whether or not their vehicles were permitted on the estate. It was therefore agreed that an area outside Blantyre Tower be marked up at the same time as the end of Blantyre Street. AD and JM would advise Terry Guppy.

AD / JM / TG

8. Use of WERA Clubroom

This item had been included on the agenda in error - no requests for the use of the room had been received in the previous month.

9. Meetings Attended

MG, JM and JL had attended a meeting of the World's End ARB the previous Tuesday (the 10th of March).

10. Upcoming Meetings

Upcoming meetings are listed on the back of the agenda.

11. Any Other Business

Several Committee members noted that JR was due to appear on television shortly with regards to his previous ownership of Christian the Lion and the lion's release back into the wild.

12. Date of Next Meeting

The next Committee meeting was scheduled to take place on Tuesday, 21st of April, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair