



# World's End Residents' Association

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## Minutes of the WERA Committee Meeting held on Tuesday, 21<sup>st</sup> of April 2009 at 7pm in the WERA Clubroom, 16 Blantyre Street

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

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### 1. Apologies

The above apologies were accepted.

### 2. Safer Neighbourhoods

This item was deferred due to Sgt. Otway's absence.

### 3. Parking

Sally Semi-Lou was present at the meeting to discuss the known parking issues. Sally introduced herself to the meeting, the Committee and those attending introduced themselves in return.

Sally summarised the parking issues of which she was aware, as well as briefly describing the observations she had made during her visit to the estate.

After some discussion the following items and issues were noted:

1. That management of the resident's car park was felt to be poor. Most car park users believed that car park security was lacking (although the recently installed CCTV cameras were generally felt to be an improvement). There also some concern that there did not appear to be a fixed and universal fee to use the car park (each user appeared to be paying a completely different amount from every other user) and that the cleaning contractor was failing to keep the car park clean as the bins inside were often overflowing and litter was being allowed to accumulate in various sections of the car park.
2. That it was generally accepted that Blantyre Street was a "no parking" zone and that enforcement was the responsibility of the clamping contractor, Wings Security. That the concierge office operated an "exemptions list" on which anyone visiting the estate could register their vehicle so that it would not be clamped by Wings Security and that the list operated during office hours, Monday to Friday.

### Actions

3. That parking facilities were required by any contractors attending the estate and that the TMO should provide them with suitable parking whilst they were on site.
4. That there were no formal parking facilities for visitors to the estate.
5. That the current parking arrangements (the "exemptions list") for Blantyre Street were deficient and arguably unsuitable. The arrangements that were in place during office hours did not appear to manage the number of parked cars properly (the street was often overflowing with parked cars during office hours) and that the arrangements did not provide for any kind of managed parking outside office hours (in the early mornings, evenings or at weekends), although it was noted that the overnight security guard appeared to be operating the exemptions list outside office hours as people were in fact perfectly able to register their vehicles and ensure that they were not clamped at evenings and weekends.

Several suggestions were proposed:

1. That the TMO needed to review in its entirety how the resident's car park was managed.
2. That the TMO needed to devise a better scheme for controlling vehicle parking in Blantyre Street, both during and outside the concierge's normal working hours. A number of proposals were put forward and the Committee agreed to discuss these further before putting forward a formal proposal.

It was noted that a paper on parking on TMO managed properties was due to be tabled at a TMO Board meeting shortly and it was hoped that this would address some, if not all, of these issues.

3. That once a new borough-wide or estate-based parking policy was in place that improved signage would be required as current signs were hard to see (as they were often mounted high on the side of the building rather than at "street level"), as well as inaccurate. The installation of new signage at the entrance to the TMO-controlled portion of Blantyre Street, indicating precisely what parking arrangements were in place in the street, was proposed.

It was agreed that the matter would have to be revisited once the paper on parking had been tabled and discussed at a TMO Board meeting, as any proposals for parking management would depend on the outcome of that meeting.

#### 4. **Minutes of the Previous Meeting**

The minutes of the previous meeting of the 17<sup>th</sup> of March were approved as correct.

#### 5. **Matters Arising**

*Actions from the meeting of the 17<sup>th</sup> of March:*

Item 2 – Security of access door to block roofs – AD confirmed that all of the access doors to the roof were kept locked and checked regularly. It was requested that Sgt. Otway be asked to confirm that the residents who had recently fallen from Ashburnham Tower had not fallen from the roof.

TO

Item 2- Chelsea Sector Working Group minutes – JM confirmed that he would distribute copies of the working group's meetings to all Committee members in future.

JM

Item 4 – Outstanding Items – JM confirmed that he would review previous minutes and put together a list of outstanding items.

JM

Item 4 – Recycling – JM confirmed that he would arrange for a member of the Council's recycling to attend a Committee meeting in the near future.

*Update: JM had subsequently met with Elaine Cusack of the Council's Environmental Services / Recycling team on one of her visits to the estate. Elaine was currently visiting the estate on a weekly basis and was willing to consider any suggestions that Committee members might wish to make. Elaine had already agreed to a number of changes including: increasing the number of recycling bins outside Blantyre Tower, removing the recycling bins in Alexander Passage and installing a recycling bin outside Greaves Tower and Dartrey Tower. If anyone had any further suggestions they could either email them to Elaine directly or to JM, who would pass them on.*

All

Item 4 – Security – JM confirmed that he would try and determine the current status of any proposed security improvements/works for the estate.	JM
Item 4 – Access to “tunnel” – This was included in the paper AD would circulate under agenda item 5.	
Item 6 – Parking – Sally Semi-Lou had attended the meeting.	
Item 6 – Cross-hatching in Blantyre Street and outside Blantyre Tower – these were some of the ARB works that were still pending.	
<b>6. Estate Management</b>	
AD tabled a summary of updates (attached). The meeting went thorough the summary.	
A number of items were noted:	
The repair to the fire door on the fourth of Whistler Tower was still outstanding. It was also noted that a number of fire doors in Whistler Tower did not shut properly.	AD
Incidents of rubbish dumping both from the tower blocks/building and on the estate’s walkways were ongoing. It was generally felt that much harsher measures needed to be taken, particularly with regards to repeat offenders.	AD
A number of Committee members had spotted rats in communal areas of the estate. It was noted that a number of rodenticide traps were distributed across the estate (particularly in close proximity to the estate’s bin rooms) but that these had been put in place by the previous pest control contractor. It was unknown whether the current contractor was doing the same.	AD
It was noted that the OCS cleaners were in the habit of taking both lifts in a tower block out of service at the same time every morning. This made it very difficult for the residents trying to leave for work and/or school at that time.	AD
NP noted that a tenant had recently been advised of the cost to repair a communal fire door which they had damaged. The cost quoted was clearly excessive and the tenant had eventually arranged for the repair to be carried out by their own private contractor. A query was raised as to why such minor communal repairs were so uncompetitive in comparison to private contractors. JM said he would raise the issue with the Director of Technical Services once he had received further details.	AD JM
Several Committee members expressed some concern at the significant increases in a number of tenant and leaseholder service charges and it was suggested that the RA inspect all relevant invoices. JM would request access to relevant invoices.	JM
Incidents of dogs running loose and fouling in the estate’s communal gardens were still ongoing. AD noted that the PCSOs had been asked to monitor the estate’s gardens for dogs off their leads and/or fouling in communal areas and that that work on the dog register was still ongoing	AD
JMc noted that the tenant of the sheltered housing unit in number 4 Dartrey Walk was still awaiting a (long-standing) repair to their bath and toilet.	AD
JM noted that a leak from the roof above the front door to the dentist in World’s End Place appeared to be ongoing despite the fact that it had been reported to TMO customer services on several occasions by both JM and the caretakers.	AD / JM
AD asked the meeting to examine and feed back any comments on the new (draft) cleaning schedules.	All
AD noted that a new caretaker – Steve Miller - had started work recently following the departure of the previous (short-term) caretaker.	
AD noted that Amie Dascombe had been injured whilst on holiday. She was not expected to return to duty for several weeks.	
<i>Update: Amie is expected to be back at work some time in July following a successful medical operation to her injuries.</i>	

**7. Expenses**

A number of expenses were tabled including the latest BT phone bill and a number of receipts for consumable and cleaning items for the office and clubroom. Payment of these items was approved.

**8. Use of WERA Clubroom**

No requests for the use of the room were tabled.

**9. Meetings Attended**

*TACT@DOME Stock Options*

It was noted that a number of additional meetings beyond those originally planned had taken place: Meeting #8 on the 1<sup>st</sup> of April and Meeting #9 on the 15<sup>th</sup> of April and these had been attended by a number of Committee members and residents. A tenth and final meeting had been scheduled for the evening of 19<sup>th</sup> of May (7pm, the Small Hall, the Town Hall).

*Cleaning Review*

The cleaning review had taken place on the 19<sup>th</sup> of March. MG and JM had attended.

**10. Upcoming Meetings**

Upcoming meetings are listed on the back of the agenda.

**11. Any Other Business**

*Lifts*

It was noted that the behaviour of the lifts was not consistent across the estate. Some would stop on the way up if called whilst some would not. JM said he would bring this to Robin Cahalarn's attention.

JM

**12. Date of Next Meeting**

The next Committee meeting was tentatively scheduled to take place on Tuesday, 21<sup>st</sup> of March, at 7pm in the WERA Clubroom (subsequently re-scheduled).

The meeting then closed

..... Chair