

World's End Residents' Association



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Minutes of the WERA Annual General Meeting held on Tuesday, 8th of December 2009 at 7.30pm in the WERA Clubroom, 16 Blantyre Street

Actions

At 8pm, the Secretary, Jules Montero (JM), advised all those present that the meeting was not quorate as the prerequisite number of members (25 or more) was not present. The meeting could not proceed as the AGM of the Association.

The meeting that all formal business would be deferred to another meeting to be held in January (the exact date would be decided by the Committee and all residents would be notified at a later date). The meeting would continue solely as a venue for residents to bring issues to the attention of the Committee and the TMO staff members present.

From that point the meeting was then chaired by Margaret Grayling (MG) (WERA Chair) with the assistance of Jules Montero (JM) (WERA Secretary). Joy Laven (JL) took notes.

The following persons were also in attendance as guests:

- Maighread Condon-Simmonds (MCS) in her capacity as Ward Councillor.
- Adelola Dairo (AD) as the TMO's Neighbourhood Officer for the estate.
- Justine Hart (JH) as the TMO's Neighbourhood Officer for the estate.

6. Upcoming Meetings / Open Discussion

MG welcomed everyone to the meeting, thanked them for attending and introduced herself, JM and JL. MG then individually introduced each of the guests present.

Justine Hart explained she was taking over as the Neighbourhood Officer from Adelola Dairo. Justine then described her role as a Senior Neighbourhood Officer to the meeting.

Residents then raised issues and/or asked questions with regards to the following items:

- Who the most appropriate points of contact were, noting that on many occasions the staff in the Blantyre Centre had proved unable to deal with queries from residents. Several residents stated that they would prefer to deal with a real person "on site" rather than the staff at the TMO's customer service centre, who they found generally unhelpful.
- What the role and responsibilities of the staff working in the Blantyre Centre were. Several residents stated that they did not understand what many of the staff did and what issues they could/could not deal with on their behalf.
- Whether it was appropriate for the staff in the Blantyre Centre to advise anyone trying to report a repair in person to contact the customer service centre on the phone and refuse to take any details of the repair. A number of residents reported experiencing this response.
- The ongoing issues surrounding the jet cleaning of the estate's walkways, including the recent problems with the drains in some parts of Blantyre Walk which had resulted in the walkway not having been cleaned for an extended period of time (several months). The residents living on the walkway noted that they had not been notified that this was the case and that in some cases that TMO staff had assured them that their walkways were still being cleaned when they clearly weren't. It was noted that many of these residents

considered making a formal complaint to the TMO a waste of their time; previous complaints had simply been dismissed out of hand and/or not dealt with properly.

- Whether the TMO took action against those repeatedly dumping rubbish in the estate's communal areas. A specific question was asked as to whether OCS reported incidents of dumped rubbish to the TMO's housing management staff so that they could take action against repeat offenders.
- Whether tenants and leaseholders would be compensated for the recent and prolonged loss of heating.
- Whether the TMO's dog register was effective, given the number of dogs that could be found running loose and fouling in the estate's communal areas.
- Whether the leak into the Greaves Tower ground floor lift lobby would ever be dealt with. It had now been ongoing for over five years.

The meeting then closed

..... Chair