



World's End Residents' Association

16 Blantyre Street
World's End Estate
London SW10 0DS
Tel: (020) 7795 3095
Email: wera@worlds-end.org.uk
Web: www.worlds-end.org.uk

Minutes of the WERA Committee Meeting held on Tuesday, 16th of February 2010 at 7pm in the WERA Clubroom, 16 Blantyre Street

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|-----------------------|---|--|
| Present: | Margaret Grayling (Chair) John Park Caroline Fairchild Robert Taylor | Jules Montero (Secretary) Marye Kenton Joanna McDermott |
| In Attendance: | Alasdair Manson (RBK&C TMO) Amie Dascombe (RBK&C TMO) Justine Hart (RBK&C TMO) | |
| Apologies: | Joy Laven (Treasurer) Nigel Palmer John Rendall Maggie Byrne Cllr. Mark Daley | Eryl Humphrey Jones Jose Rioseco Monica Boholst Cllr. Maighread Simmonds Police Sgt. Tim Otway |

1. Apologies

The above apologies were accepted.

2. Safer Neighbourhoods

This item was deferred in Sgt. Otway's absence.

3. Matters Arising

There were no known matters arising from the previous Committee meeting held in November 2009.

4. Estate Management

JH went through a number of issues that she had noted at the recent WERA AGM:

Block Entrance Doors

A resident had proposed that the tower entrance doors be partially covered by a single sheet of metal so as to reduce the number of incidents where one or more of the small glass panes were smashed. JH noted that it was felt that the proposal was impractical and would not prove to be cost efficient.

Lift Vandalism

JH stated that all known incidents of lift vandalism were investigated and CCTV footage from the lift cameras used where it was available.

Cleaning / Rubbish Dumping

JH noted that OCS now had a full "quota" of cleaning staff on site. This followed notable staff shortages during recent periods of poor weather. JH noted that a request had been made for "no dumping" signs to be placed outside the tower/block entrances known to attract rubbish dumping and fly tipping. JH stated that these would be ordered and installed shortly.

Actions

Clamping in Blantyre Street

JH noted that many residents appeared to be confused as to the parking restrictions in place. New signage had been put up to clarify. There was some concern that recent enforcement action had negatively impacted contractors and TMO/Council staff working on the estate (e.g. several members of Council staff working in the Chelsea Youth Club and/or Flashpoint had been clamped).

Kids loitering on walkways

JH stated that she had received reports of kids loitering outside the sheltered housing on Middle Dartrey Walk. The reports were confirmed by the meeting. It was also noted that they were currently congregating on the first and fourth floor walkways directly above the concierge office.

CCTV

JH noted that a feasibility study as to the possible installation of CCTV on the estate was to be carried out. It was noted that there was a clear need to integrate the existing CCTV systems so that, for example, footage from the CCTV cameras in the lifts could be easily examined. It was also noted that there had been "issues" with some of the CCTV related technology that had previously been "trials" on the estate. It was noted that the feasibility study would be carried out by Calford Seadons.

K&C PCT / "Heart MOT" Health Bus

It was noted that the PCT intended to operate the "Heart MOT" bus on the estate on a permanent basis. JH noted that a site for the bus had been identified in Edith Yard and that the Council were expected to suspend parking restrictions in the Yard to accommodate the bus. Visits by the bus were expected to be weekly and some advertising of the service would take place prior to the introduction of the full service.

Heating / Hot Water Outages and Compensation

AM tabled a paper detailing a refunds and compensation policy for tenants and leaseholders.

With regards to refunds: Tenants would receive refunds for outages through adjustments to their rent accounts. Leaseholder's accounts would be adjusted at the end of the year when their final accounts were prepared. The refunds would cover the initial outage between the 19th and 27th of October (9 days). It was noted that there had been a number of smaller outages following this major outage. AM stated that the dates of any outages would have to be agreed with Technical Services before refunds for those were issued. The meeting was in favour of the proposals.

With regards to compensation: the paper detailed a basic formula for the reimbursement of additional costs incurred by tenants and leaseholders. After some discussion it was agreed that the Committee would discuss the proposals further and then respond to AM. AM agreed to send JM an electronic copy of the proposal paper which could be distributed to those Committee members not present. JM would then email AM the Committee's views/decision. The meeting subsequently confirmed that the proposals were reasonable. JM would inform AM.

Several Committee members noted ongoing issues with the communal heating system. It was suggested that Dave Steppel attend the next meeting to discuss these further.

The following additional issues were then discussed:

Door Knocking

It was noted that the TMO were currently carrying out a door knocking exercise on World's End and a number of other estates to seek residents' opinions of the services provided. AM noted that they were making use of the exercise to carry out some resident profiling and, in the case of World's End, identify any unregistered dog/dog owners. It was noted that some of the questions residents were being asked (e.g. on religion, sexual orientation, race etc.) were a statutory requirement but that residents could opt not to answer these.

Office Closure

It was noted that the Blantyre Office had recently been closed due to the impact of a bug which had affected nine members of staff. A skeleton service would be provided until all staff members recovered.

JM

Virgin TV

A question was raised as to a recent article in the local paper suggesting that the analogue TV service provided by Virgin to residents free of charge was to be ceased. It was noted that the service had not been ceased and that the "on screen message" that residents in the north of the Borough had reported seeing had not been reported on World's End. It was noted that the TMO was intending to install its own communal TV system shortly.

Concierge

A question was asked as to whether the TMO would be encouraging residents to use their door entry fobs during the door knocking exercise as well as chasing any residents who had yet to collect them. Several members noted incidents where the security guard in the concierge fell asleep and residents living nearby were being disturbed by those trying to gain entry. It was also noted that the security guards in the concierge office appeared to work extremely long shifts of up to 16 hours. AM noted that the concierge service provided to a number of estates was to be reviewed in the near future.

5. TMO Board Elections

It was noted that the deadline for the elections was midday on the 22nd February at midday. The results of the election are expected to be announced at 4pm that same day.

6. Meetings Attended

Tenants Consultative Committee

The Council had held a meeting of the Tenants Consultative Committee on the 13th of January. MG and JM had attended. All relevant paperwork was available from the reading tray.

WERA AGM

The WERA AGM had been held on the evening of the 26th of January.

TMO Election Meetings & Hustings

It was noted that JP and Eman Yosry has attended a number of RA meetings in the vicinity (Cremorne Sheltered, Sir Thomas Moore Estate, World's End Sheltered) as part of their elections campaigns. The TMO had also held an elections hustings meeting for all candidates. JP had attended as a candidate and JL had attended as an observer/member of the company.

Estate Walkabouts

MG noted that a number of estate walkabouts had recently been held by JH. A number of Committee members had attended the last of these.

7. Upcoming Meetings

It was noted that a meeting of the World's End ARB was due in March. The meeting discussed all pending and planned works and noted that:

The following ARB works had been completed:

- Installation of drain/down pipes from walkways.
- Cleaning and sealing of ground floor lift lobby walls.

The following ARB works were currently underway:

- Painting of the tower landing floors.
- The installation of new fencing to the "pen".

The following ARB works were outstanding:

- Tower entrance doormats –no quotes had been received to date.
- Cleaning of lift lobbies on upper floors – no quotes received to date.

The following new ARB works were proposed for the coming year:

- Painting of tower landing ceilings – to be proposed for funding in 2010/11.
- Dartrey Tower ground floor lobby window – suggested it be netted to stop the ingress of litter.
- Fire doors – suggested that the ARB investigate the possible installation of noise insulation to all fire doors above the 4th floor.

8. **Any Other Business**

Estate Walkabouts

It was noted that JH would be arranging a further walkabout in the near future. It was intended that it would focus on the estate's walkways and related issues.

Digital TV

A question was asked as to when the TMO intended to install a communal TV system on the estate. It was noted that the TMO planned to install communal TV systems on all housing estates prior to the analogue switch-off in 2012.

9. **Date of Next Meeting**

The next Committee meeting was scheduled to take place on Tuesday, 16th of March, at 7pm in the WERA Clubroom.

It is expected that David Steppel, and possibly a representative of S&F, would attend to discuss recent and ongoing issues/problems with the communal heating system.

The meeting then closed

..... Chair