



World's End Residents' Association

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

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|-----------------------|--|--|
| Present: | Margaret Grayling (Chair) Caroline Fairchild Maggie Byrne | Jules Montero (Secretary) Marye Kenton Nigel Palmer |
| In Attendance: | Justine Hart (RBK&C TMO) Dave Steppel (RBK&C TMO Technical Services) Brian Smith (S&F) | |
| Apologies: | Joy Laven (Treasurer) John Park Monica Boholst Robert Taylor Cllr. Mark Daley | Eryl Humphrey Jones Jose Rioseco Joanna McDermott 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. Communal Heating

JH introduced Dave Steppel and Brian Smith to the meeting.

Major Incident in October

DS and BS described the original incident in October which had led to an estate-wide outage of the communal heating system – one the pipes in the estate's hot water "ring main" had fractured. S&F had attempted a repair in situ but this had proved impossible. Eventually the decision was taken to drain the system so the section of pipe affected could be replaced. This had resulted in a lengthy outage.

DS noted that a programme of preventative maintenance and monitoring of the system was in place, but that not all pipes could be inspected easily or on a regular basis. In this instance the pipe that failed had not failed "from the inside" so there were no concerns that there was a widespread problem with the system's pipe work. DS did note however that the design of the system was such that there were many single points of failure which could result in an estate-wide outage.

Subsequent to this repair, the main cold water supply pipe into the boiler had also fractured, which had required the re-routing of the supply. These works had required a separate outage.

The TMO and S&F had also decided to replace the pressurisation unit to prevent a possible failure. The new unit had unfortunately tripped shortly after installation, which also resulted in a brief outage.

DS and BS also noted that S&F had replaced a total of 45 radiators since Christmas, which was significantly higher than normal. The TMO and S&F were monitoring the situation closely to determine whether an estate-wide programme of radiator replacements was required.

Actions

DS also noted that there had been a number of recurring problems with the Blantyre Tower pump room. Works had now been completed to prevent further problems (a new pump and transformer).

Operating Hours

DS explained the time-based duty cycle of the communal heating system: The boilers were “fired up” at 4.30am to circulate hot water through to the “ring main”. The pumps then switched on at 5am to pump water from the “ring main” up into the individual blocks. This then carried on during the day. At 11pm the system fell back to the “night-time set-back” of operating 25C below the normal daytime operating temperature. The system was continuously adjusted by feedback from a number of external sensors located around the estate. DS noted that these had highlighted notable temperature differences between the various blocks; some blocks were noticeable warmer than others.

It was suggested that residents be formally notified that the system did operate at lower temperatures overnight as some believed otherwise and had then complained to the RA and/or the TMO.

Outage Dates

It was noted that discussions as to the exact dates of the various service outages were still ongoing.

Other Issues

It was noted that outside temperatures had been significantly lower than normal during the winter. This had highlighted the fact that the radiators in some flats were unable to transfer sufficient heat into the properties.

It was noted that there had been a number of incidents which had been the result of an individual tenant “switching off” a section of the central heating system. The control valves were located within individual properties and the tenants had mistakenly assumed that they were only switching off their own heating. Again it was suggested that the TMO should brief residents as to the operation of the communal central heating and hot water system, in particular the “cyclo” hot water/heating system.

JH /
TMO

It was noted that S&F also maintained the estate’s extraction fans and that a number of the fans serving the walkways (11 out of 27) had recently been replaced. No problems had been reported.

4. Minutes of Preview Meeting / Matters Arising

Meeting of the last meeting

The minutes of the meeting held on the 16th of February 2010 were approved as correct.

Actions from meeting held on the 16th of February 2010

Action 4 – JM had informed AM of the Committee’s decision to approve of the draft compensation scheme for the loss of heating and hot water he had brought to the last meeting.

Matters Arising

NP asked a question with regards to the TMO’s recent door knocking exercise on the estate and resident profiling in particular. JH explained what resident profiling was and what the TMO hoped to achieve from the exercise. JH stated that the TMO was particularly interested in seeking residents’ views of contractor performance. JH also noted that one of the questions asked was specifically in relation to dog ownership.

JM asked whether the TMO had used the exercise to determine the level of overcrowding and under-occupation on the estate. JH said she would check, although those Committee members who had been interviewed noted that they had not been asked any questions in that regard.

JH

MG asked whether the RA would be some visibility of the data that had been collected and JH stated that she could not see why the RA should not be provided with relevant information from the survey.

5. Estate Management

Estate Walkabout

JH noted that an estate walkabout/inspection had been carried out earlier in the day and that a second

walkabout/inspection was planned for the same day the following week (23rd of March). JH stated that a number of issues had been identified during the walkabout and that these would be progressed. MG noted that JH had challenged a resident who was allowing their dog to exercise in one of the communal gardens during the walkabout. MG also noted that they had unexpectedly run into a group of workmen painting the stairwell in Ashburnham Tower. JH had subsequently determined that the work had been arranged by Terry Guppey but had not been able to determine why the works had been carried out or whether the same works were to be carried out to all the blocks. JH said she would advise the Committee as to the exact nature of the works.

JH

Dogs

JH noted that the Police were planning to carry out a further dog enforcement/registration exercise on the estate. This was expected to target households suspected of owning potentially dangerous dogs.

Childrens Home

JH noted that she had received a number of complaints with regards to the Children's Home and that the situation appeared to have recently deteriorated. JH stated that both the Police and TMO were very much aware of the issues and that she was now attending regular meetings with the staff from the home and the Police. It was noted that the most serious issues occurred during the night, and that these were due to just two of the home's current residents. JH asked those present to bring any issues with regards to the Children's Home to her attention so that they might be dealt with.

All

Lighting

JH noted a number of reports/emails concerning the estate's communal lighting. JH stated that the estate's caretakers had now carried out an audit of the communal lighting and details passed on to Technical Services, who were expected to deal with the issues that had been identified.

ARB Works

MK noted that the works to paint the tower landing floors had ground to a halt. JH explained that the works had been temporarily halted due to cold weather but would be recommencing soon. JH had written a letter to notify residents that the works would be recommencing soon.

JH asked the Committee to make a decision as to which of the proposed ARB works should be funded and allowed to proceed as soon as practically possible. JM said that he would notify AD and JH as once the relevant decisions had been made (see item 6 below).

JM

Other Issues

It was noted that a tenant had dumped a bath on the fifth floor landing in Whistler Tower following the completion of works to their property. It was unknown whether the bath had been dumped by the tenant or by the contractor. It was noted that the tenant in question did not speak English fluently. JH stated that she would write to the tenant in their own language and ensure that the bath was removed.

JH

It was noted that someone was parking on the pavement immediately outside Whistler Tower on a regular basis. Details of the offending cars would be passed to the TMO.

All

MK reported a long-standing leak into the homes of several tenants living at the top of Dartrey Tower. The exact nature of the leak or its source was unclear. JH stated that she would contact the repairs desk the following morning to ensure that it was being dealt with properly.

JH

6. **Meetings Attended**

World's End ARB

MG and JM had attended the meeting of the World's End ARB held on the 10th of March. The report from the meeting was as follows:

The amount carried forward from 2009/10 to 2010/11 will be £13,044. The additional funding expected in 2010/11 will be approx. £14,500. There will be approx. £27,500 of ARB funding available next year.

Works to paint the tower landing floors and "no parking" markings outside the Concierge were underway and fully funded. The works were expected to be completed shortly.

Works in need of approval for the following year are as follows:

Block Entrance Door Mats – the quote received is of £543.75 per lobby. Total cost is approx. £3,800.

Blantyre Street / Pen Environmental Improvements – the ARB has been asked to provide £10,000 to help fund improvements to the paved area in front of the pen between the barrier gate and the school. This area is currently asphalted. The proposal is that it be paved and bollards installed to stop vehicles mounting the pavement. Details of the works to the pen have now been made available.

Whistler Tower Block Entrance – the TMO have suggested three possible improvement schemes to the entrance of Whistler Tower, ranging in cost from £3,000 to £11,500. LCP have agreed to contribute to any proposal which would help improve the car park's pedestrian entrance.

Cleaning and sealing of lift lobby walls tiles on 1st, 2nd and 4th floors – OCS have provided a quote for this work of £550 per lobby. There are 17 lift lobbies. The total cost is therefore approx. £9,350.

Painting the Tower landing ceilings – OCS have provided an approximate quote of £24,000 to paint all the tower landing ceilings white.

It was noted that there is insufficient money to fund all of the schemes during the forthcoming financial year. The Committee had to decide which of the works should be funded in the coming year. The meeting agreed that the following works should be funded: Block Entrance Door Mats, Blantyre Street / Pen Environmental Improvements, Whistler Tower Block Entrance (pending consultation with residents), Cleaning and sealing of lift lobby walls tiles on 1st, 2nd and 4th floors (pending consultation with residents). The RA would seek residents' views in an upcoming newsletter.

All / JM

It was also agreed that further clarification was required of the works proposed to the paved area outside the pen and the entrance to Whistler Tower. JM would contact Dominic Davies with regards the first and AD with regards the second. JM would also consult Committee members not present.

JM

7. **Upcoming Meetings**

JM noted that there were no other meetings planned before the next RA meeting on the 20th of April.

8. **Any Other Business**

Following feedback from a number of Committee Members JM had lodged a formal objection to the Trust's application for a license to have 5 tables and 15 chairs out on the pavement in front of their offices. The Council's licensing officer had indicated that the Council's Regulation and Enforcement Sub-Committee would make a final decision on the application at a meeting likely to be held on the 29th of April 2010. The RA, as one of the objectors, would be invited to attend.

NP noted that a resident had raised concerns with the speed of vehicles travelling down the Embankment and the Kings Road. The resident had brought their concerns to the attention of the Council's Highways department and the Police. NP asked the meeting to consider whether any action to "calm" traffic travelling down these roads was possible and whether the RA should pursue the issue.

MG and JM advised the meeting that JL had tendered her resignation from the Committee of the RA with immediate effect. Those present expressed some upset at the decision but emphasised their gratitude for JL's very generous, efficient and effective contributions to the RA throughout her many years of service on the Committee and agreed that she would be sorely missed.

9. **Date of Next Meeting**

The next Committee meeting will take place on Tuesday, 20th of April, at 7pm in the WERA Clubroom.

The meeting then closed

..... Chair