



# World's End Residents' Association

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## Minutes of the WERA Committee Meeting held on Tuesday, 23<sup>rd</sup> of November 2010 at 7pm in the WERA Clubroom, 16 Blantyre Street

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<b>Present:</b>	Margaret Grayling (Chair) Robert Taylor (Treasurer) Caroline Fairchild Nigel Palmer Paul Miller	Jules Montero (Secretary) John Park Patricia Fordyce Eryl Humphrey Jones Maggie Byrne
<b>In Attendance:</b>	Amie Dascombe (RBK&C TMO)	
<b>Apologies:</b>	Monica Boholst Marye Kenton Kathrin Vowinckel	Joanna McDermott John Rendall Alasdair Manson (RBK&C TMO)

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	Actions
<b>1. Apologies</b>  The above apologies were accepted.	
<b>2. Safer Neighbourhoods</b>  This item was deferred in Sgt. Otway's absence. It was noted that Sgt. Otway had been involved in an accident and was currently in hospital. It was agreed that a "get well soon" card would be sent.	JM
<b>3. Minutes of the Previous Meeting</b>  The minutes of the meeting held on the 26 <sup>th</sup> of October were approved as correct.	
<b>4. Matters Arising</b>  <i>Long-standing Actions (from Matters Arising of previous minutes)</i>  Action 4.1 – Review of the conditions of use of the WERA Clubroom – ongoing.  Action 4.2 – Shreeve's Report on the condition of the walkways – this has now been received.  Action 4.4 – Letter to TMO re: security Issues highlighted at AGM – ongoing.  Action 5.2 – Letter to TMO re: poor performance of communal lighting contractor – ongoing.  Action 5.3 – Request for structural review/survey of estate – ongoing.  Actions 5.5/5.6 – Letter to TMO re: Mr. Lewis – see item 6 below.  <i>Actions from Previous Meeting</i>  Item 4 – Flashpoint – JP had emailed both DD and AM but had not yet received a reply. JM was asked to drop DD and AM a reminder.  Item 4 – Appointment of Senior Neighbourhood Officer – see below.  Item 6 – Governance – all members have been provided with a copy of the RA's Code of Conduct.	JM

Item 7 (various) – Fire Safety / Artex – see item 5 below.

Item 7 – Cremorne Gardens – see item 6 below.

Item 7 – Schedule of WERA meetings in 2011 – has been provided to all Committee members.

Item 7 – Christmas Event – see item 6 below.

Item 8 – Requests for use of WERA Clubroom – JM had notified both groups accordingly.

Item 8 – Liaison Officer's Report – see item 7 below.

Item 10 – Leak in Blantyre Tower – JM had reported this repair to the TMO's customer service centre.

## 5. **Housing Management**

### *Neighbourhood Management*

AD noted that JH remained the Senior Neighbourhood Officer for the and would remain in post until the end of the week. AD stated that the TMO would be recruiting for a permanent replacement in January; that Tim Huntley would take on the role in the interim. AD also noted that she was interviewing six candidates to fill the post temporarily. PM queried the responsibilities of the Neighbourhood Officer. AD provided the meeting with a summary of the Officer's responsibilities.

### *Blantyre Street Office*

AD stated that the Blantyre Office planning application had gone in but noted that she would not expect anything significant to happen before the New Year.

### *Estate Inspection*

AD stated that all the repair orders arising from the last estate inspection had been raised. MG noted that Donal Dailey (TMO Surveyor) had suggested replacing the lift lobby notice-boards. MG had asked him not to proceed as it was unnecessary although it was noted that some notice-boards did require some very minor repairs (missing screws etc). AD noted that the TMO notice-boards that had previously contained estate maps were to be repaired or replaced and have new maps fitted.

### *Fire Safety*

PM noted that an estate inspection he had arranged with Adrian Bowman with regards to fire safety had eventually been cancelled at the last minute. A discussion ensued as to the Neighbourhood Officer's responsibilities with regards to health and safety issues and fire safety in particular. AD noted that whilst this was not the strict responsibility of the Neighbourhood Officer, that they would be expected to report any issues to the relevant TMO staff for resolution.

PM stated that the responses he had received from some TMO staff contained untrue statements. PM read out several e-mail responses he had received which contained false or misleading statements. PM also noted that he had been told that Dartrey Tower had been inspected and that no fire safety issues had been identified. PM noted that MBy and he had walked down the stairs of Dartrey Tower and identified numerous issues with the block's fire doors. PM stated that members of TMO staff concerned were being intentionally misleading and/or negligent. Other Committee members agreed. PM stated that he believed that the TMO was not taking repeated warnings in relation to the estate's fire doors, and fire safety on the estate in general, seriously. PM also noted that Adrian Bowman had tried to "pass the buck" in relation to the suitability of the door closers being used on the fire doors by suggestion that it was a "repair issue" rather than a fire safety issue. The Committee considered such behaviour irresponsible and negligent. It was suggested that WERA invite Adrian Bowman to an estate inspection. AD agreed to liaise with JM/PM and organise an estate inspection.

EHJ noted that the estate caretakers had previously dealt with fire doors in need of easing or adjusting, but that this now resulted in a call out to a repairs contractor, at significant cost to the TMO and which often also resulted in poor workmanship (i.e. the door closers were not correctly adjusted).

### *Artex / Asbestos*

PM reminded the Committee of the outstanding issue with regards to the asbestos content of Artex ceilings on the estate. PM described the content of recent correspondence with regards to this issue.

AD

NP noted that he had similar correspondence in regards to the Artex in the estate's flats. NP noted that he believed that the claims being made in relation to the Artex were false. NP suggested that the RA commission an independent report on the safety/condition of the Artex. PM noted that the TMO had advised him that the asbestos in the Artex was "very low risk" as it had less than 2% asbestos content. PM noted that Artex themselves had indicated that the asbestos content of pre-1985 Artex was approximately ~4%. NP asked whether he could identify a suitable contractor to check the asbestos content on behalf of the RA. This was approved.

NP

EHJ asked when the TMO had previously given a written guarantee in relation to the asbestos content of the Artex. JM stated that it was in 2003 (he had recently distributed it to everyone). EHJ stated that she believed that given this written assurance any work to remove asbestos should not be recharged to the estate's leaseholders.

#### *Walkways*

EHJ asked whether a copy of the Shreeve's report on the condition of the walkways has been received. JM stated that it had and that it was now available from the reading tray.

#### *Car Park*

EHJ noted considerable disruption as a result of works in the resident's car park. EHJ noted that car park users had not been notified of the works, or of the impact on cars stored in the car park, many of which were now covered in dust. EHJ noted that she had arranged for some cars to be cleaned, but that this had been done independently of the TMO. EHJ felt that the TMO's parking department had, once again, not looked after the interests of car park users.

#### *TMO Questionnaire / Survey*

PM noted that he had been visited by a member of staff in relation to the recent "TMO in touch" questionnaire/survey. It was noted that TMO staff were only visiting residents during the day and were thus likely to miss those residents not at home during office hours, such as those working. EHJ also noted that the questionnaire was clearly not anonymous despite assurances to the contrary.

Several members stated that they felt that some of the questions were either inappropriate or very poorly worded. AD noted that there was a statutory requirement to ask certain questions and that the format of the questions was prescribed. AD did note however that a decision had been taken for TMO staff not to ask certain question when door-knocking. Committee members noted that this was probably because staff members were well aware that the questions were inappropriate. JM noted that there had been discussions about the contents of previous surveys at the TMO Board, but that the outcome of these discussions had clearly been ignored as they had not had any obvious impact on subsequent surveys.

Several Committee members asked to know what the response rate of the survey was, noting that the TMO had inferred far too much from previously surveys with low response rates. AD noted that statistics would be produced and published shortly after the survey had been completed.

#### *Other Issues*

MG noted ongoing issues around Mr. Lewis. AD stated she would not discuss the case of an individual resident at the meeting.

It was noted that signs had been put up instructing residents to remove any property from the service cupboards on the tower landings.

AD confirmed that both caretakers were now back on duty (Steve had been away for a week having been temporarily assigned to a different estate).

MG queried the installation of a CCTV camera outside the tunnel. AD confirmed that the CCTV camera could be viewed from both the concierge and the Blantyre Centre. MG then asked AD to check the footage from the camera in relation to an incident of fly-tipping outside the tunnel. MG asked whether extracting footage required external staff. AD indicated that the extraction of footage for evidential purposes required third-party staff (at cost to the TMO) to provide an assurance that the footage had not been tampered with. AD noted that the CCTV system this camera was a part of stored approximately 3 weeks of footage.

AD

MBy noted that someone was once again parking outside the entrance to Whistler Tower. MG asked

members/residents to note the registration of the car(s) concerned. It was noted that any vehicles parked in this area would be obstructing the tower entrance. It was also noted that a previously installed bollard had been knocked down and not replaced. AD suggested the ARB look into corrective measures. This was agreed.

All

**6. Items for discussion**

*Cremorne Gardens*

JM provided the meeting with an update on Thames Water's proposed usage of Cremorne Gardens. JM noted that a WERA open meeting would be held in early December (date to be confirmed).

JM

*Christmas event on the World's End Piazza*

NP noted that there were two events - the first event, organised by Sophia at the Chelsea Theatre, was scheduled to take place between 1pm and 4pm on the 12<sup>th</sup> of December, whilst the second event was scheduled to take place from 6pm on the 20<sup>th</sup> of December. Committee members expressed a preference to participate in the first event. It was agreed that WERA would use the event to provide residents with information on the RA, encourage them to join, and obtain signatures for the Cremorne Gardens petition. NP asked for volunteers to help. A number of Committee members volunteered.

*Rent Increase*

The Committee agreed that the proposed rent increase was both excessive and unwarranted in the current economic climate and would have a negative impact on the quality of life of many tenants. The Committee agreed that its position should be stated by the representatives attending the meeting of the TCC in January, where the rent increase was to be discussed.

MG / JM

*Complaint Letter*

It was agreed that the complaint letter should be dispatched immediately.

JM

**7. Meeting Attended**

*WERA Liaison*

JP provided the meeting with a written report on his activities and a verbal update,

*Estate Inspection*

MG noted that an estate inspection with Justine Hart had taken place.

**8. Upcoming Meetings**

A meeting of the World's End ARB was scheduled to take place on the 24<sup>th</sup> of November. The meeting would be held in the Cremorne Sheltered clubroom from 6.30pm.

**9. Any Other Business**

There was no other business.

**10. Date of Next Meeting**

The next WERA meeting will be the Open Meeting for Cremorne Gardens scheduled to take place in early December. The next Committee meeting will be in the New Year. JM would notify Committee members accordingly.

JM

The meeting then closed

..... Chair