

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 of the WERA Committee Meeting

Held on Tuesday 30th October 2012 at 7pm
In the WERA Clubroom, 16 Blantyre Street

Present: John Rendall, Patti Fordyce, Margaret Grayling, John Park,
Paul Miller, Caroline Fairchild, Catherine Vowinckel,
Hilary Nassim, Nigel Palmer

In attendance: Lorraine Squire (TMO)
David Ward (TMO)
Diana Hodson(TMO)

Apologies for absence:

Eryl Humphrey Jones
Sgt Tim Otway.
Joanna McDermott
Maggie Byrne
Greg Hands MP,
Gerard Hargreaves(Councillor)

Minutes of the last meeting: The minutes of the last meeting were challenged by JP and CF . A vote by the committee members in attendance was 8 to 2 to approve the minutes.

JP was given the opportunity to clarify the situation with regards to the ARB later in the meeting.

The minutes were approved.

Matters arising and Outstanding

1. CCTV:

DH (TMO) reported that Mark Anderson (TMO) had carried out a survey of the system and that a report will be made available to the committee ASAP. ○

LS (TMO) reported that a survey of the location of all existing cameras in the entrance door/lobbies were in a suitable position to cover any future acts of vandalism.

A dedicated and trained member of the TMO site office staff was still to be nominated to review CCTV recorded footage .

LS(TMO) stated that it was very difficult and time consuming to review CCTV footage. This was disputed by members of the committee who have firsthand knowledge of carrying out such a task.

2. Digital TV:

CV reported that the requirements of the contracts are as *stated* in the contracts but that it was not know as to whether the requirements, as set out in the contracts, are being met.

There was no report from Mark Anderson (TMO) as to whether the contract conditions are being met. ○

3. Lighting:

CV reported that the requirements of the contracts are as *stated* in the contracts but that it was not know as to whether the requirements, as set out in the contracts, are being met.

There was no report from Mark Anderson (TMO) as to whether the contract conditions are being met. ○

4. Roof Gutters:

NP reported that the ongoing saga of the leakage into his flat had not been remedied and that the TMO's response was lamentable.

The TMO is insisting that the damage caused by the leakage is a personal insurance issue. This is flatly disputed by NP.

NP is having to unblock the gutters personally

Mark Anderson (TMO) previously reported that remedial work is to be carried out to several roofs. Details are still awaited. ○

NP asked for copies of Maintenance Contracts

DH (TMO) reported that the maintenance contracts are the responsibility of Andy Marshall (TMO)

These included :-Lifts

Doors

Walkways

Roofs

The contracts do not require regular but quarterly inspections. Problems identified by the TMO should be dealt with promptly. Update required from TMO. ○

5. Fire Doors:

Maintenance schedules are still awaited from LS (TMO) despite being available from Martin Barr (TMO) ○

DH (TMO) will look into this and issue the schedules. ○

6. Fire Risk Assessments:

FRAss. Reports and actions taken are still awaited from the TMO.

Records show that the first request for these reports were in September 2010 and have subsequently been asked for at regular intervals.

PM brought to the TMO;s attention to recent articles in The Guardian, The Evening Standard, The K&C Chronicle regarding fire safety in High Rise

Buildings all showing a lack of attention to FRAss. Reports. In several instances this lack of attention has ended in death and injury.

DH (TMO) will look into this and issue the FRAss reports. ○

7. Tenants Handbook:

Previously agreed amendments to the Tenants Handbook with regards to the Fire Evacuation Strategy have not been actioned nor could the TMO inform the meeting as to when this would be in hand or who within the organisation is responsible for issuing the amended document.

The seriousness of this inaction was stressed, by those residents in attendance, in particular on behalf of those older and handicapped people living on our estate.

LS (TMO) reported that the new hand book had not been updated because the 'flexible tenancy' agreement had not been resolved.

PM could not see the relevance of this statement.

LS (TMO) to update. ○

8. Anti Social Behaviour:

A request to Mark Anderson (TMO) for the use of temporary 'covert' CCTV installations to be installed in areas noted for ASB is still awaited. ○

Complaints have been lodged with LS (TMO) via the TMO site office regarding excessive noise/partying in Greaves Tower. No action has been taken to date. Concern was expressed that residents feared reporting such incidents.

Members of 2 residencies have been asked to attend a meeting in the TMO site office.

Concern was expressed at the number of gangs hanging around the walkways/staircases smoking/taking drugs particularly in Greaves and Whistler Tower.

LS(TM)) has spoken to the police who has reassured her that the police are patrolling the estate in both uniform and plain clothes.

People are still congregating and drinking on the steps adjacent to the Halal Butchers

The committee expressed concern at the time taken to take any action.

NP has reported a persistent fouling of the walkways by dogs.

NP expressed concern that incidents reported to the TMO site office were not logged and passed on to the relevant officer.

On a similar subject dissatisfaction was expressed at the lack of confirmation of receipt of communication with the TMO and actions to be taken even if only that things were being looked at.

It was agreed that a full list of TMO contact telephone numbers be drawn up and displayed on notice boards in all lift lobbies. ○

9. ARB(Area Review Board) Bid:

JP asked that the following proposal be made to the committee:-

PM later talked to Wilson Hinson the Chair of CPEG and he promised to follow up on our comments.
He asked if I would like to attend a CPEG Meeting and discuss issues further and see how they operate.

(i) Cavity Wall Insulation.

The meeting was called by the TMO to discuss the intention to insulate the cavities in the external walls of WEE with WERA was attended by several members of the committee. Owing to previous commitments JR/PM could not attend.

It was reported that the deadline for instructing the proposals had been pushed back to March 2013.

PM and JR requested a reply to the e-mail sent to Mark Anderson (TMO) on 15/10/12. Requesting further information. ○

KV reported that a survey is to be carried out exploring the suitability of the cavity structure for the injection of insulation. The survey will be carried out using fibre optic techniques causing minimum disruption.

DH (TMO) confirmed that the proposals will meet all the requirements of current British Standards and Building Regulations

The TMO is sending a letter to all residents explaining what is happening. ○

11. Planting/Piazza

JR reported that Gilly of SMART had agreed to take over the maintenance of all the planters on the piazza starting next month.

NP reported that the delay in responding to correspondence regarding the planting budget was due to the ongoing 'winding up' of the Friends of the Piazza committee and will be resolved shortly. ○

12. Rubbish Collection:

It was reported that waste bins under Dartrey Tower and the rubbish compound to the rear of the Chemists on Kings Road were still being used for the disposal of discarded vegetables and packaging from the Halal butchers.

It is normal that a commercial agreement is made with local shopkeepers for the disposal of waste. This was not evident with the Hal Hal Butchers.

13. TMO Housing Management.

Considerable concern was expressed at the lack of continuity of the management team and in particular the apparently insufficient time in handing over case histories/problems

DH advised the committee that her and Mark Anderson's position was only 'interim'

The TMO are advertising for new staff.

Lorraine Squire (TMO) has still not issued Residents Leaflet on 'how to behave' relating to the dumping of rubbish out of windows. ○

14. Leaseholder issues:

Clarification was requested regarding the confused messages coming from the TMO with regards to the integrity of the main entrance doors into flats. DH reported that the FRAss. report did not indicate any problems but that she would check this when copies of the reports have been issued. On behalf of EW. PM asked for a copy of the correct specification for the door. DW(TMO) promised to do this ASAP. ○

15.AOB:

(i) Works in Car Park.

The contractor responsible for the upgrading of the kitchens in Blantyre Tower has been allocated a row of car parking spaces in the underground park for storage. TMO has informed owners of the spaces affected. The contractor's management will be located in the Home Ownership Office. TMO waiting for notice of commencement of works and method statement

(i) Liaison Officer:

Volunteers required

16.Actions required before next meeting:- ○

17. Date of Next Meeting:

To be announced following the AGM.