



# World's End Residents' Association (WERA)

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World's End Estate  
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## Minutes of a meeting of the World's End Residents Association (WERA) held at 7.00 pm on Thursday, 2 May 2013

<b>In attendance:</b>	John Rendall (JR)	Margaret Grayling (MG)
	Caroline Fairchild (CF)	Maggie Byrne (MB)
	Monica Boholst (MB)	Nigel Palmer (NP)
	Eryl Humphrey Jones (EHJ)	Sara Ourida (SO)
	Wendy Stephenson (WS) (TMO)	Lorraine Squires (LS) (TMO)
	Paul Dunkerton (PD) (TMO)	Nick Rendle (NR) (TMO)
<b>Apologies:</b>	Paul Miller (PM)	Joanna McDermott (JM)
	Patti Fordyce (PD)	Hilary Naseem (HN)
	Gerard Hargreaves (GH)	Maighread Condon-Simmons (MCS)
	Maria Needham (MN)	

### Action

#### 1. Apologies

The above apologies were accepted.

#### 2. Safer Neighbourhood

JR told the meeting that the police office on the piazza was to be kept open, although it was unsure in what form. He also reported that he had received no news from Sgt. Otway.

#### 3. Minutes

- 3.1 With regard to the minutes of the last meeting, the following amendments were agreed:
- 3.2 Item 13 – Delete first two sentences and delete the word “Meanwhile” in the third sentence.
- 3.3 Item 17(ii) – Delete the first sentence.
- 3.4 The minutes were then approved.

#### 4. Matters Arising

- 4.1 It was reported to the meeting that no action had yet been taken regarding CCTV. MN
- 4.2 JR reported that he had received an email from MN on 2.5.13 stating that the CCTV contract conditions were being met and that she was looking into the Theatre wall/CCTV matter and was awaiting an update from Riki Sams. MN
- 4.3 The meeting was told that there were still problems with lights not working on the estate in the stairwells, on Dartrey Walk and in the gardens, and that they were not being repaired in a timely manner. The meeting was told that a formal complaint had been made some time ago regarding unacceptable delays in repairs. WS said she would be happy to speak to the new contract manager about this. JR told the meeting that a response had been received from MN on 2.5.13 regarding lighting. MN stated that she had met with Alex Bosman (who has taken over from Riki Sams) and detailed regular weekly meetings, formal monthly contract meetings and improved monitoring. There was a general WS

discussion regarding complaints about faulty lighting not being noticed/repaired and complaints being ignored.

- 4.4 JR told the meeting that he was still waiting for more information from MN regarding roof gutters. The meeting was told that on one part of the roof (Upper Berrenger near Chelsea Reach Tower) there is some rubbish that has probably been there for years and that it was now growing something "green". WS was asked to find out when the next inspection is due and was requested to check the contract, as rubbish that was not in gutters was being ignored (Upper Blantyre). The meeting was told that this may cause leaks that are not being reported/repaired. It was thought this rubbish was being thrown from the towers. MN/ WS
- 4.5 The meeting was told that there was a drain on Blantyre Walk (near no. 37/38) where there was a lot of pooling of water and resultant staining, possibly caused by blocked drains/dumped rubbish, etc. WS told the meeting that estate inspections were due to take place soon and that notices would be put up and WERA would be notified. These inspections had already been scheduled, but WS was asked about people who work or perhaps were not available at that particular time. WS said that in future WERA would be consulted regarding scheduling. WS told the meeting that because the estate was so large, the estate would be divided in half, for two inspections. WS
- 4.6 WS also told the meeting that Raphael now had a driving role and has been replaced by Felix, who is agency staff. Recruiting will take place to find a permanent member of staff.
- 4.7 With regard to ventilation of kitchens and bathrooms, LS told the meeting that checks were made and all towers are clear, except for Dartrey Tower where a replacement motor is going to be installed. LS was asked why the report had not been completed yet, as this issue had been raised late last year at WERA's AGM. LS
- 4.8 The meeting was told that the Tenant Handbook had not yet been completed, because of recent welfare reform. It was hoped this would be ready in June. MN
- 4.9 MN had also reported that there will soon be a list of both Neighbourhood Officers and Estate Service Assistance posted on noticeboards. MN
- 4.10 The proposed Estate Newsletter was then discussed. The meeting was told that JM felt that it was not forceful enough and that it still needs work. The meeting was told the newsletter would be ready in the next few days and that a final draft would be sent to WERA for comments. It was suggested that items regarding unacceptable anti social-behaviour (e.g. throwing rubbish from windows, feeding pigeons, etc.) should be included in the newsletter. The meeting was told that somebody was feeding pigeons on Upper Dartrey Walk, above the Sheltered Scheme, which was causing a problem with pigeon droppings. WS/ LS

## 5. TMO Parking Review

NR thanked WERA for asking him to attend the meeting to talk about the Thrieve proposal. NR

NR explained that he is the Project Manager and is aware of some of the car park history.

JR explained some of the history of the car park, especially the fact that parking places had apparently been offered for £5, although many people were not aware of this, as it was not offered to everyone. There was a general discussion about the historical bad management of the car park and that parking there was now too expensive. The meeting thought there would be a better take up of parking if the spaces were cheaper and the car park better managed.

NR said that when he first started on this proposal he was shocked by the inefficient and inaccurate records and systems that were in place, but that he felt it was all now more or less in order. He explained that parking fees were set by the council years ago and were increased in line with rents. However he said he would be happy to build business case to reduce parking rents and increase revenue.

NR told the meeting that TFL was backing the Thrieve start-up for 500 to 5,000 cars and went on to explain some of the benefits of electric cars. He explained the proposal to rent a small number of bays in TMO property including the installation of charge points and space for storage. The initial plan for WEE was for three points and six bays but that this would probably increase later in the year. He said that there would be a dedicated

electrical supply for charge points.

JR asked NR to summarise the proposal and forward it to WERA. It was suggested and agreed, that an item regarding this proposal should be in the estate newsletter and perhaps posters should be put up on noticeboards.

NR said he proposed to report back to WERA regarding a plan for marketing to residents and surrounding streets. He welcomed comments on a briefing letter he would send to residents.

There was also discussion about the fact that objections to Boris Bikes had been ignored, and the situation with regard to electric cars would probably be the same.

JR thanked NR for attending the meeting.

## **9. Hidden Homes Update**

JR suggested this item be discussed next, so as to allow PD to leave shortly. PD told the meeting that, despite objections, the accepted layout for these flats represents the best option and meets the requirements. There was some general discussion about capacity and bedroom numbers. The meeting was told that the Children's Home would be closing, which would release three more flats. The committee wanted WERA to be consulted regarding the layout of these proposed flats. PD said he recognised that there could be improvements in the consultation process. He told the meeting that a newsletter will be sent out to update residents regarding works and hoped work would be completed by the end of August. He also told the meeting that if and when asbestos was discovered it would be either monitored (by the relevant Health & Safety officers) or removed.

PD

JR thanked him for attending the meeting and PD then left.

## **6. Housing Officer's Report**

In the absence of MN, the Housing officer's Report was submitted by email and responses incorporated into Matters Arising.

## **7. Request from Terry Oliver re Chelsea Fringe Festival 18-19 May 2013**

EHJ tabled an email regarding the Fringe Festival that was going to take place all over London as a type of alternative event to the Chelsea Flower Show. She told the meeting it took place last year and was very good. A discussion followed and the committee approved. JR said he would email the organisers and residents could then be informed.

JR

## **8. Cavity Wall Update**

JR told the meeting that WERA was still awaiting an independent assessment. It was agreed that until the report had been received and discussed, WERA objected to the cavity wall proposals.

JR

## **10. Boris Bikes Planning Application**

JR told the meeting that the planning meeting did not appear interested in the opinions of WEE residents, councillors, commercial leaseholders or the church, etc., as they did not take any notice of any objections. JR said the person from TFL present at the planning meeting had not even visited the proposed site. However, it was agreed that an approach would be made to try to reduce the number of bikes proposed.

JR

## **11. Meetings Attended**

11.1 The meeting was told that a Resident Engagement meeting had taken place where it was revealed that the new repairs company will have five directors, but that only one will be a resident, who would be chosen from the training sessions the TMO offer.

11.2 JR told the meeting that he had attended the Chelsea and Earls Court Forum. JR told the Forum that he felt manpower was needed to assist various groups, but the Forum appeared to be only interested in starting new initiatives and establishing newsletters.

11.3 With regard to fire doors, JR told the meeting that Paul Miller had approached the Fire Brigade, but that they would not be doing a survey. NP told the meeting that the Fire Brigade are not interested in the fire door issue. It was thought that the TMO should do a fire door audit with advice from/consultation with the Fire Brigade.

TMO

The meeting was told that some of the doors slam very hard and trap limbs because of a

wind vacuum. It was suggested that the open stairwell windows create this problem and cleaners should be asked not to leave the windows open if it is windy.

**12. Any Other Business**

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|------|---|------------|
| 12.1 | The meeting was told that Richard from S&F would be retiring and a possible present was discussed.  | WERA       |
| 12.2 | The meeting was also told that it had not yet been decided if S&F will keep contract. JR told the meeting that he would let the TMO know that S&F were a preferred contractor as they were so experienced on the estate.  | JR         |
| 12.3 | MG tabled expenses of £32 for the website, which were approved for payment.   | MG         |
| 12.4 | EHJ asked to be given the rest of the gardening money so that it could be distributed.  | EHJ/<br>MG |
| 12.5 | MG said the mandate arrangement at the bank had to be regularised, as Patti Fordyce had to be removed as a signatory. This was agreed.  | MG         |
| 12.6 | MG told the meeting that one resident complained that the hinges on one of their windows was not working properly and had been waiting for a repair for six months. All requests for this repair had been ignored. JR said he would try and progress this matter.   | JR         |
| 12.7 | JR told the meeting that on one occasion the wind had unhinged one of his windows and other committee members said this had also happened to them. A query was raised regarding how long the guarantee/warranty was on the windows. NP said he would check on this. MG said some of the seals were also deteriorating on the windows. | NP         |
| 12.8 | The broken traffic barrier gate next to the Nursery was discussed. It appeared that nobody wanted to take responsibility regarding paying for the repair. JR stated that it needed to be established who is responsible for that area (TMO or council).   | JR         |

**13. Date of Next Meeting**

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| 13.1 | It was agreed that the next WERA meeting would take place at 7.00 pm on Tuesday, 11 June 2013. |  |
| 13.2 | There being no further business the meeting then closed.                                       |  |

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**Chair**