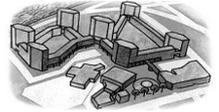


World's End Residents' Association



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Notes of the WERA Committee Meeting held on Tuesday, 28th October 2014 at 7pm in the WERA Clubroom, 16 Blantyre Street

1 In Attendance:

WERA – Margaret Grayling (Chair), Paul Miller (Vice-chair), Caroline Fairchild, Maggie Byrne, Ali Ahmed, Marye Kenton, Paul Miller, Cathrin Vowinckel, Nigel Palmer, Jules Montero.

Others – Eric Adetifa (TMO), Yasmin Alam (TMO), Wendy Stevenson (TMO), Alex Bosman (TMO).

Apologies:

WERA – Patti Fordyce (Secretary), Hilary Miller (Treasurer), Sara Ourida, Eryl Humphrey Jones, John Rendall, Joanna Mcdermott, Monica Boholst.

2 Issues/actions from previous meetings:

1. MG to arrange for a surveyor to attend the WERA Clubroom. **In progress.**
2. YA to confirm fitting of cage behind letterbox by resident of Whistler Tower. **Completed.**
3. YA to forward copy of the TMO's dog agreement. **Completed.**
4. PM/JM to request updates from TMO staff with regards to the Outstanding Items list and arrange the next meeting of the sub-committee. **In progress.** The next meeting of the Outstanding Items sub-committee has yet to be arranged.
5. PM/JM to email the latest copy of the Outstanding Items list to all Ward Councillors. **Completed.** JM had emailed the latest copy of the list to Ward Councillors.
6. JM to pursue Anthony Cheney with regards to long-standing issues with the estate's lifts. **In progress.** JM had emailed Anthony Cheney and the results of the lift review were awaited.

All outstanding issues logged in the outstanding issues list and are to be progressed by the Outstanding Items list sub-group.

3 Key points of discussion:

1. The minutes of the previous meeting of the 16th of September were approved.
2. MG asked that the question of whether Edith Yard and Omega Passage were the responsibility of the TMO, or whether they were the responsibility of NHT and the Council, needed to be clarified. MG noted that the estate map used during the parking consultation indicated that they were both outside the estate boundary. The meeting agreed that it was not acceptable for OCS to be removing bulk refuse from the NHT bin store (at a cost to the estate's residents) if the area was actually the responsibility of NHT and the Council.
3. EA introduced himself as the new Interim Neighbourhood Management Team Leader for the South and World's End. He had taken up the post following Olivia Hutchison's promotion.
4. YA reported that a door-knocking exercise to encourage residents to report incidents of ASB to the TMO and/or Police was currently ongoing.
5. It was noted that there had been a stabbing on the Piazza the previous weekend. WS stated that the Police investigation was ongoing and that the TMO had not yet been briefed. Committee members asked for an update once this had happened. Several Committee members expressed concern that no-one from the Police had attended any recent WERA

Committee meetings. MG noted that there was a Safer Neighbourhoods Police Meeting at Chelsea Old Town the following day (Wednesday, 29th of October, 6pm). Committee members were encouraged to attend and highlight any Policing issues.

6. Several Committee members noted that large amounts of rubbish were being thrown from Dartrey Tower onto World's End Piazza. MG stated that she had reported a black rubbish bag being thrown from Dartrey Tower, splitting on impact and spilling its contents. WS stated that she had investigated; a resident had been identified and would be contacted shortly. AA reported an incident where a bicycle had been thrown from Dartrey Walk. It had landed in front of the grocer's shop (Amir Foods).
7. WS briefed the meeting on a walkabout she had recently carried out with Cllr. Hargreaves. A number of repair issues had been identified and were being dealt with. MG noted that some of the missing floor tiles on Whistler Walk near Greaves Tower had been dumped in the garden and could be retrieved and reinstated. WS would investigate.
8. A discussion took place as to the most effective use of the ESAs. MK noted that using the ESAs to open the tower block entrance doors was a waste of their time and skills. WS noted that a review of the role of the ESAs was currently ongoing and that a previously suggested proposal to unlock the entrances during the day to free up the ESAs was being considered. The review was being managed by Maria Needham. It was suggested (again) that contractors currently being dealt with at the concierge should be directed to the TMO's Blantyre Street Office. WS agreed to feed these observations back to Maria Needham. It was hoped Maria Needham would report back to WERA shortly.
9. NP suggested the TMO consider the reinstatement of the dog patrol to improve security outside office hours. It was noted that this would have the support of the vast majority of residents given the feedback received at previous WERA AGMs.
10. CV noted that the door entry panel to Blantyre Tower appeared to be defective as people were unable to be let in by the concierge.
11. NP noted ongoing postal delivery issues on Blantyre Walk and Upper Blantyre Walk. NP also noted that he believed the lack of Police on the estate was due to the estate being considered a single building/street rather than a number of separate buildings/streets.
12. MK reported a leak into her property which appeared to be related to the recent completion of roof works on Dartrey Tower and the removal of the scaffolding around the building.
13. Alex Bosman provided a detailed report/update to the meeting [See attached].
14. Re: cyclo-controlled heating item in Alex Bosman's report. NP pointed out that his cyclo-controlled heating system had not worked for at least 12 years and that the TMO had refused to repair it - against the terms of his lease - and that he had had to pay the standing charge for electricity despite never having had access to the system.

4 Actions arising (in addition to pending items from section 2):

1. WS to confirm whether the area next to Omega House/Omega Passage/Edith Yard affected by rubbish dumping was within the estate boundary.
2. WS to provide an update on how this rubbish dumping would be dealt with in future.
3. WS to provide an update on the stabbing incident on the World's End Piazza.
4. WS to confirm that all of the issues identified during the walkabout with Cllr. Hargreaves had been dealt with.
5. Maria Needham (TMO) to feed back the result of the review into the future role of ESAs.
6. AB/Anthony Cheney (TMO) to provide WERA with a copy of the review into outstanding issues with the estate's lifts.
7. AB to feed back the results of the borough-wide CCTV review.
8. AB to notify WERA when the sample repair to a walkway had been completed.
9. AB to feed back the results of the review of outstanding repairs to block entrances.
10. AB to keep WERA informed as to how the TMO planned to proceed with the decommissioning of the cyclo controlled heating system.

5 Date of Next Meeting

The next Committee Meeting is scheduled to be held on the 2nd of December at 7pm.

Alex Bosman's Report to the WERA Committee Meeting held on 28th of October 2014:

(Actions arising from the report in **BOLD**).

1. Lifts – **the results of the lift survey carried out by Anthony Cheney were currently being collated into an easily digestible form and would be sent through to WERA by the end of the week.** AB stated that the TMO had serious concerns with regards to the contractor's performance, which they were trying to address. It was noted that the lift maintenance contract had only recently been issued to PDERS. NP reported that he did not believe the TMO's customer service centre logged all reports of broken down lifts properly; he had regularly had to report lift issues more than once. NP also noted that some repairs/issues had been outstanding for many months, with one repair/issue in Blantyre Tower having originally been reported in July.
2. CCTV – **AB would feed back on the results of a borough-wide CCTV review before the next WERA meeting.** This would include a list of outstanding repairs, which are to be dealt with, and a list of proposed improvements.
3. Ventilation and soil stacks – AB noted that there had been a significant delay in appointing a consultant to manage the survey of the estate's ventilation and soil stacks. AB expected an appointment by mid-November and the survey to get underway immediately afterwards.
4. Walkway repairs – AB reported that the TMO were currently waiting for their repair contractor to report back on the best means of repairing damage to the estate's walkway's Triflex surface. **AB stated that he would then arrange for a sample repair that WERA could inspect and agree to before proceeding to deal with all other outstanding repairs.**
5. Communal Lighting – AB reported that a review was currently ongoing. The TMO planned to address issues with all forms of communal lighting – wall lighting, stairwell lighting, lamp posts etc. AB noted that the existing controls were ineffective and that the TMO were looking at the possibility of installing new controls – light sensors, motion sensors, etc. – as appropriate to the location. Several Committee members noted issues with the maintenance contract, going back all the way to 2009, which often resulted in large swathes of lighting on the estate being out of action for extended periods of time. AB noted that the existing contract (with RMA Stewart) was a temporary contract pending the tendering of a new contract. The Committee asked that maintenance requirements be thoroughly and comprehensively specified in any new contract to avoid a repeat of the current situation, which had now persisted for over five years. JM noted that the previous contractor, EDF, had been much more proactive in maintaining the estate's communal lighting.
6. Block Entrances – AB reported that a review was currently underway to identify any outstanding repairs and that these would all be dealt with. **AB would forward the results of the review for WERA.**
7. Cyclo-controlled heating – AB noted that the service was being ceased by the electricity supplier. Works would have to be carried out to remove the controls and meters from all flats. AB stated that the TMO intended to have the immersion heaters wired into the flat's domestic supply but had not yet decided as to how to proceed in leasehold properties (issues around compliance with current wiring regulations). **The Committee would be kept informed of how the TMO intended to proceed.** JM described the behaviour of the existing cyclo-controlled heating system in detail and noted that the system was already partially wired in to each flat's domestic supply. JM also noted that larger households may rely on the cyclo-controlled heating system to provide them with sufficient hot water.