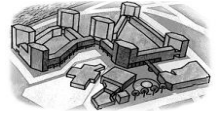


World's End Residents' Association



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Notes of the WERA Committee Meeting held on Tuesday, 31st of March 2015 at 7pm in the WERA Clubroom, 16 Blantyre Street

1 In Attendance:

WERA – Margaret Grayling (Chair), John Rendall, Caroline Fairchild, Joanna McDermott, Nigel Palmer, Hamza El Warfalli, Kai Choudhry, Dean Smith, Ali Ahmed, Paul Miller, Sara Ourida, Maryam Khalifa, Barry McQueen, Jules Montero.

Apologies:

WERA – Patti Fordyce, Eryl Humphrey Jones, Monica Boholst, Marye Kenton, Muaza Kir.

Others – Angelique Noble (TMO).

2 Issues/actions from previous meetings:

1. All Committee members to report repair issues noted to the TMO. **Ongoing.**
2. SG to deal with the issues he had noted (as above). **Update required.**
3. JR to inform OCS that they were permitted to use the Clubroom. **Completed.**

Key points of discussion:

1. Copies of the Committee's Code of Conduct and Email Protocols were tabled. All present were given hardcopies for their reference. All present confirmed they understood them.
2. The minutes of the previous meeting of the 2nd of December 2014 were approved.
3. The minutes of the previous meeting of the 20th of January 2015 were approved.
4. It was noted that WERA had been contacted by a resident who reported having insufficient hot water. A query was raised as to whether this could be the result of the recent decommissioning of the estate's cyclo-controlled heating system.
5. A written update from Angelique Noble in relation to the outstanding items noted at the AGM was tabled. *For clarification: this is an update to the issues noted in the minutes of the previous AGM, or at the AGM itself, NOT an update to the original outstanding items list.*
6. It was noted that Angelique had provided MG and JM with a written update on the 18th of March. MG and JM had then reviewed the update, identified numerous errors and asked Angelique for a further, corrected update. It had been hoped that this corrected update would have been received prior to the meeting but this had not been the case and Angelique was now away. The initial update was therefore tabled in its original form for everyone's information. JM stated that he did not believe the update was of much use in its current state as it contained far too many errors and omissions.
7. Several Committee members expressed their displeasure at not having had sight of the update once it had been received by MG and JM. It was also noted that BMq had emailed JM asking for an update in relation to the update and that JM had not responded.
8. It was agreed that a sub-group should be formed to deal with the contents of Angelique's report and the original outstanding items list. The following Committee members indicated their interest in participating: Paul Miller, Hamza El Warfalli, Barry McQueen, John Rendall, Nigel Palmer, Margaret Grayling. An initial meeting with the relevant TMO technical staff would be arranged as soon as possible.

9. It was suggested that it might be necessary to take court action against the TMO given its ongoing failure to deal with issues being repeatedly reported by both residents and WERA.
10. An incident was noted where a disabled resident had been left without electricity for several days despite having reported the issue to the TMO's customer services department.
11. The request by the Community Garden scheme to withdraw its remaining funds from the WERA bank account was approved. A cheque would be written out and delivered to EHJ.
12. The request for the use of the Clubroom for a children's class was discussed. The request was approved in principal with the following conditions: the requester would be interviewed by MG; the Clubroom would only be made available on Monday, Wednesday, Thursday and Friday afternoons from 5pm to 6.30pm; approval was temporary and would be reviewed after a period of six months. MG and JM would respond to the original requester.
13. There was a debate as to whether a FOI request should be submitted asking for information as to the professional qualifications of the TMO's technical staff.
14. There was a further debate as to whether a FOI request should be submitted asking for the details of various contracts (including the lift maintenance contract). PM agreed to submit an initial written request for various contract details/specifications and relevant SLAs.
15. The meeting went through and responded to the list of questions previously submitted by Barry McQueen.
16. DS asked that WERA provide a receipt for the recent donation from CCMC. JM would prepare a written receipt.
17. The following additional issues/concerns were noted:
 - That the warm weather would once again result in incidents of noise nuisance in the communal gardens unless the TMO took pre-emptive action.
 - That the Committee was disappointed at poor attendance record of TMO officers at WERA Committee meetings. There was further disappointment that officers did not sent through any written updates in the absence. It was noted that updates from members of the TMO's technical team had been pending for some time.
 - That some residents in flats recently refurbished at part of the Council's "hidden homes" programmes were reporting very high heating charges. It was noted that these flats were not included in the estate's communal heating system.
 - That some residents had reported problems with the wall lights that had been fitted by the TMO during the recent "decent homes" programme of works on the estate.

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

1. MG and JM to respond to the request for the use of the Clubroom for a children's class.
2. MG to ask Angelique Nobel for the corrected update on her return.
3. PM to submit an initial written request to the TMO for various contract details/specifications and relevant SLAs (Daniel Wood had previously offered to deal with such a request).
4. JM to prepare a written receipt for CCMC for their recent donation to WERA.

5 Date of Next Meeting

The next meeting will take place on the 12th of May at 7pm in the WERA Clubroom.