

# World's End Residents' Association



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## Notes of the WERA Committee Meeting held on Tuesday, 12th of May 2015 at 7pm in the WERA Clubroom, 16 Blantyre Street

### 1 In Attendance:

WERA – Margaret Grayling (Chair), Patti Fordyce, Eryl Humphrey Jones, Marye Kenton, Barry McQueen, Nigel Palmer, Paul Miller, Maggie Byrne, Monica Boholst, Ali Ahmed, Kai Choudhry, Jules Montero.

Others – Ian Foster (local historian), Cllr. Adrian Berrill-Cox, Angelique Noble (TMO), Yasmin Allam (TMO), Peter Maddison (TMO), Alex Bosman (TMO).

#### Apologies:

WERA – Sara Ourida, Caroline Fairchild, Joanna McDermott, John Rendall, Cathrin Vowinkell.

Others – Cllr. Gerard Hargreaves, Cllr. Maighread Simmonds.

### 2 Issues/actions from previous meetings:

1. All Committee members to report repair issues to the TMO. **Ongoing.**
2. SG to deal with the issues he had noted (as above). **Update required.**
3. MG and JM to respond to the request for the use of the Clubroom for a children's class. **Ongoing.**
4. MG to ask Angelique Nobel for the corrected update on her return. **Peter Maddison and Alex Bosman were in attendance at the meeting to provide the update.**
5. PM to submit a written request to the TMO for various contract details/specifications and relevant SLAs (Daniel Wood had previously offered to deal with such a request). **Pending.**
6. JM to prepare a written receipt for CCMC for their recent donation to WERA. **Completed.**

### 3 Key points of discussion:

1. Ian Foster gave the meeting a presentation on the history of the estate and proposed that WERA might wish to help organise events to celebrate the estate's 40th anniversary. A number of suggestions were made including: an event on the Piazza ("a birthday party for the estate"), an exhibition in the Chelsea Theatre, the production of a video documentary (possibly in conjunction with the Youth Club), and the commissioning of an artwork to serve as a "lasting legacy". NP offered to lead on developing these proposals and it was agreed that he could form a sub-group to do so. A number of Committee members offered to assist including PF and BMcQ. It was suggested that funding might be available from the Council's "City Living Local Life" fund and that the TMO's resident engagement team might also be able to assist. It was noted that dates in September might be most suitable for any events.
2. The minutes of the last meeting were reviewed. BMcQ asked for a number of clarifications. Under item 2.2 it was noted that "SG" was Simon Girling, a member of TMO staff. Under item 8 it was noted that the Committee members listed had all volunteered to assist in the sub-group and that there was no requirement for those serving on any of WERA's sub-groups to possess any particular background or professional qualifications. The minutes of the Committee meeting held on 31<sup>st</sup> of March were then approved as correct.

3. AN provided the meeting with an update on the TMO's work with the Police in dealing with youths loitering and behaving anti-socially in various communal areas of the estate. AN reported that the Police were successfully approaching and moving on any groups they encountered and that during one incident a youth had been found in possession of cannabis. AN noted that it would be easier to secure a regular Police presence on the estate if residents reported any incidents of anti-social behaviour to the Police's "101" number.
4. AN stated that the TMO was aware of the issues in the estate's garden areas that arose during warmer weather. She emphasised that barbecues in the estate's gardens were NOT allowed. Residents were asked to report any incidents to the TMO and the Police (101).
5. Peter Maddison and Alex Bosman then provided the meeting with an update on a variety of issues (see attached summary).
6. PM handed Peter Maddison and Alex Bosman a 12-page document listing outstanding issues. Several Committee members noted that some of the issues listed had already been dealt with or were no longer relevant (e.g. the mobile CCTV camera).
7. AA described issues with the TMO's day-to-day repair service noting that missed appointments and poor repairs were common-place.
8. EHJ noted a distinct reduction in the number of TMO staff on the estate, noting that a notable decrease had occurred following Diana Hodson's departure (and subsequent reorganisation of staff based on the estate and/or the Blantyre Street office?).
9. Alex Bosman agreed to check on the repair to the WERA Clubroom floor. The repair that had been carried out appeared to be complete but had produced a clear trip hazard and was arguably a health and safety risk. It was suggested that the post-inspection of the repair had not yet taken place and that it might determine that further works were required.
10. It was noted that the issues with rubbish dumping in Edith Yard in and around the bin store of Omega House had not improved. A question was raised as to when the promised improvement works to the bin-store were due. The proposal for a redesigned bin-store had apparently secured planning approval from the Council but there was no sign of any works taking place.

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

1. NP to start assembling a WERA sub-group to help organise the estate's 40th anniversary celebrations/events.
2. Alex Bosman to keep the Committee informed as to the progress of the proposed remedial works to the estate's lifts and on whether any of the works could be brought forward.
3. Alex Bosman to advise the Committee of when the TMO expected to switch off the estate's communal heating.
4. Alex Bosman to advise the Committee when the "sample" repair to a section of Triflex in one of the estate's communal walkways had been completed and could be inspected.
5. Alex Bosman to check on the status of the repair to the WERA Clubroom floor.

#### **5 Date of Next Meeting**

The next meeting will take place on the 23rd of June at 7pm in the WERA Clubroom.

# Update from Peter Maddison (PM) and Alex Bosman (AB) – 12<sup>th</sup> May 2015

## Introduction

PM explained that he was the TMO's Director of Asset Management and responsible for the TMO's Asset Management strategy – the long term maintenance and upkeep of the Council's housing stock – going forward. AB was responsible for the TMO's day-to-day repair service.

## Capital Investment Programme

PM stated that the TMO's Asset Management Strategy had now been approved by the TMO Board. This had allowed the TMO to secure £25 million of additional funding from the Council. PM noted that work to put the strategy into practice was now underway and that a suitable programme of major/capital works was being put together.

AB provided a brief overview of the TMO's day-to-day repair service. Several Committee members described a number of long-standing and ongoing issues with the TMO's day-to-day repair service, including poor quality repairs and missed appointments.

## Lifts

A document listing a number of proposed remedial/pre-emptive repairs to the estate's lifts had been distributed to Committee members in advance of the meeting.

Several Committee members expressed their dissatisfaction with PDERS. AB noted that PDERS had won the lift maintenance contract as a result of a lengthy and complicated tendering process governed by a substantial amount of legislation and that the TMO did not believe it was in a position to terminate and re-tender the contract at this time.

AB ran through the list of proposed remedial works. AB noted that some of the proposed remedial works were not covered by the exiting service/maintenance contract and would result in the TMO incurring additional costs.

AB reported that the programme of proposed remedial works had already commenced. It was noted that PDERS was sub-contracting some of the work. The Committee asked AB to consider accelerating the programme of works given the poor state of some of the lifts. **AB said he would consider doing so once he had received a progress update from PDERS.**

## Soil and Ventilation Stacks

AB explained that the TMO had carried out an exercise to map and trace all of the soil and ventilation stacks on the estate. They needed to do this prior to carrying out any further works. AB reported that the TMO now planned to carry out a survey of the soil stacks within each tower (in two stages) as well as all the walkways and then being planning a programme of cleaning, descaling and repair works. **AB expected to have the results of the survey within 3 months and to be able to report back to WERA within 4 months (end of September?).**

AB noted that there was a significant risk that the remedial works deemed necessary following the survey might be so complex or significant as to have to be carried out as part of the TMO's capital works programme (and thus subject to S20 consultation and recharging).

## Heating switch-off

AB stated that the TMO intended to switch off the communal heating system on the 18th of May. **He agreed to review the matter closer to that date and advise the Committee of what the TMO planned to do.**

Several Committee members highlighted issues with the estate's communal heating system, including poorly sited external temperature sensors, the prevalence of stuck radiator valves within individual flats, and that the automated control system was often unable to cope with even slight variations in weather patterns and outside temperatures often resulting in blocks which were either too hot (e.g. Ashburnham, Berenger) or too cold (e.g. Blantyre). The Committee believed that all of these issues could be easily addressed and that in many cases had been mitigated by the previous contractor, S&F, but were clearly not being addressed in any way with by the current contractor.

### **Walkways**

AB noted that the TMO had experienced difficulties in identifying and appointing a contractor to carry out the "sample" repair to a section of Triflex in one of the estate's communal walkways. **He now expected the "sample" repair to be carried out shortly and would advise the Committee once it had been completed.**

### **Car Park Gate**

AB stated that a repair order to replace the car park gate's controls, sensors and motors had been raised.

Several Committee members stated that they believed the gate had been damaged by a large vehicle, most probably a van, and noted that incidents where TMO contractors (an in particular Apollo) were bringing large vehicles into the car park had been reported to the TMO on numerous occasions and apparently ignored. It was believed that one of these vehicles had damaged the car park gates and the TMO was asked to look into passing on the cost of the repair to those contractors found to be parking excessively large vehicles in the car park.

It was noted that the car park gates had originally been reported as damaged on the 12th of April and were not expected to be back in service until mid-June; a period of over 2 months during which the car park had remained insecure. AB was asked to investigate the possibility of issuing refunds to car park users given the length of time the gates had been inoperative and in particular given that the permits issued by the TMO did not allow car park users to park elsewhere (e.g. on the street or any other TMO managed property).

Several Committee members asked the TMO to look into the removal of the numerous car parking notices put up by Wings across the estate over the years. Many were clearly out of date. They would not be required under the new parking arrangements due to come into force shortly in any case.