

# World's End Residents' Association

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16 Blantyre Street  
World's End Estate  
London SW10 0DS  
Tel: (020) 7795 3095  
Email: [wera@worlds-end.org.uk](mailto:wera@worlds-end.org.uk)  
Web: [www.worlds-end.org.uk](http://www.worlds-end.org.uk)

## Notes of the WERA Committee Meeting held on Thursday, 25th of January 2018 at 6.30pm in the WERA Clubroom, 16 Blantyre Street

### 1 In Attendance:

WERA – Margaret Grayling (Chair), Patti Fordyce, John Rendall, Monica Boholst, Nabila Khadre, Eryl Humphrey Jones, Jules Montero.

Apologies – Kai Choudhry.

Guests – Doug Goldring, RBK&C.

Others – About a dozen residents were also in attendance.

### 2 Summary of meeting:

The meeting had been organised to allow the Committee and residents to discuss their concerns about the TMO with Doug Goldring in advance of the transfer of housing management from the TMO back to the Council (that was expected to take place by the 1st of March 2018). The estate was still being managed by the TMO at the time of the meeting.

To that end the Committee highlighted and discussed a number of issues with Doug Goldring, including the following:

- Concerns around fire safety on the estate (long standing issues with the fire doors etc.).
- Concerns around the manner in which repairs on the estate, and leaks in particular, were dealt with by the TMO/Repairs Direct.
- Ongoing problems with the lifts in various blocks.
- Concerns around the monitoring of contracts/contractors by the TMO.
- Concerns about the poor performance of some contractors (e.g. estate lighting).
- Concerns around the manner in which some contracts had been tendered in the past.
- Concerns about the operation of the Blantyre Street office.
- Concerns around the poor/unprofessional behaviour of some TMO staff.
- The recent departure of some members of TMO staff who had been serving the estate (Maria Sharples, Angelique Noble) and the lack of replacements to date.
- The current management of the WERA Clubroom.

The residents in attendance highlighted the following issues:

- Ongoing incidents of anti-social behaviour and consumption of drugs in communal areas.
- Ongoing pest (mice/rats) infestations in some properties on the estate.
- A leak into the Chelsea Youth Club from a flat on Berenger Walk/Upper Berenger Walk that the TMO had failed to deal with.
- Whether the CMC might be able to make use of the WERA Clubroom in the near future as they had done previously.