



World's End Residents' Association

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Notes of a Meeting of the WERA Committee held on Tuesday 7th February 2012 at 7pm in the WERA Clubroom, 16 Blantyre Street

Present: John Rendall (Chairman), Patti Fordyce (Secretary), Margaret Grayling (Treasurer), Caroline Fairchild, Joanna McDermott, Marye Kenton, Maggie Byrne, Monica Boholst, John Park, Cathrin Vowinckel, Nigel Palmer

In attendance: Sgt Tim Otway, Sasha Jevens, Mark Anderson

The Chairman opened the meeting by welcoming committee members and guests, and congratulating the other newly elected officers. He offered a special word of thanks to Mark Anderson and Sasha Jevens, from TMO, who were attending at short notice in response to the heating crisis.

1. Apologies for absence

These had been received from Robert Taylor, Eryl Humphrys Jones, Paul Miller, Robert Black, Diana Hodson, Martin Barr and Alisdair Manson.

2. Safer Neighbourhoods

TO outlined changes to policing in the area resulting from the Mayor's determination to increase police numbers by 1000. Some of this number would be achieved by training up existing PCSOs, which would result in fewer PCSOs; this would make the team easier to manage. New PCs were joining the Cremorne team and, now that TO manages both Cremorne and Stanley, it would be possible to task across the King's Road when necessary. Crime is low at present; this means that there is more time to address anti-social behaviour. Later shifts (post 10 pm) would also help with this. The deployment of PCSOs during the Olympics/Paralympics would remain unchanged, and a different shift pattern would operate for police. Fewer days off would mean that the deployment of police to Olympics duties would not lead to reduced cover locally. This would apply to the period 11th June to 23rd September. The Royal Borough would be affected by events at Earl's Court and the closure of Fulham Road on the first weekend. An operation targeting uninsured motors had stopped five on Chelsea Bridge and five in Edith Grove. High profile visits to licensed premises were taking place. There has been a spate of bicycle thefts, notably from the hospitals. Cycling offences were being discovered by means of stopping and checking cyclists. Moped arrests have also taken place. The recent vandalism in the Ashburnham Tower lift had not yet been reported; this was urgent. TO would contact DH.

It was agreed that, for the benefit of the TMO representatives, agenda item 4 would be taken next.

4. Housing Management

It was reported that the people were currently trapped in the lift in Ashburnham Tower; the Fire Brigade were dealing with the problem and the lift engineers were on their way. The current contractual obligation is for the engineers to attend an emergency such as this within two hours; negotiations are currently underway for this to be reduced to one hour. MA acknowledged the need for improved communications between TMO and residents; he apologised for shortcomings in this area. He also apologised for the loss of heating currently being experienced throughout the estate. He outlined the history of the present problem and explained the steps being taken to bring the system back to normal. He acknowledged that the call centre (which is a national service, of which TMO is a 'smaller' client) had been able to cope with the volume of calls on Saturday; a 'conversation' would take place about this, but communication over the weekend had been inadequate. It was noted that WERA had been requesting maintenance schedules for many years, but these had never been delivered. MA reported that the boilers had been in place for 15 years and, when they had been inspected in September, had been found to be in good condition. Nevertheless, alterations to the system over many years had impacted on the efficiency of the system. Investigations were being carried out to discover the cause of the cracking/bulging in some of the decks; this was not helped by the lack of drawings for the buildings. Expansion differential in the structure led to cracking; it was possible that the problems with the Triflex flooring had the same root cause. Compensation for the loss of heating and the costs of electricity and use of immersion heaters would be forthcoming; the priority was to solve the problem, while amounts of compensation could be discussed later. MA thanked residents for their forbearance and reiterated the need for improved communications with residents, the Concierge's Office and the Blantyre Office. SJ informed the meeting that a full review of all processes would be undertaken as a result of this episode. It was noted that WERA was still requesting a copy of the maintenance schedule.

3. Notes of Previous Meeting/Matters Arising

It was noted that the requests for copies of contracts for Digital TV, CCTV and estate lighting were still outstanding. MA undertook to revisit stack maintenance. It was reported that there were now two new community officers at the theatre; their remit was to generate activities and, to that end, rooms were available for hire by 'low cash flow' groups at £5 per hour.

4. HRP Bids

- It was reported that the Flashpoint bid had been submitted, with the approval of the Committee, more than 20% of the residents (201 signatures had been obtained) and of stakeholders.
- It was reported that a further bid for improvements to the operation of the CCTV system had been submitted in outline form before Christmas. In response to a question, clarification was given that it was possible for a Residents' Association to submit more than one bid in the same round, and that the submission of two bids would not affect the chances of success of either one. Following discussion, it was agreed (by seven votes

in favour, none against and one abstention) that completion and submission of the CCTV bid would go ahead.

- While detailed cost estimates were still awaited for both bids, the Flashpoint project was likely to cost in the region of £30-50,000, and that of the CCTV project would be approximately £50,000. An objection was raised to the latter figure, and one of the votes in favour (recorded above) was withdrawn.

6. Repairs service

It was agreed that this item had been fully discussed at Item 4.

7. Future ARB Bids

It was noted that the budget allocation for ARB bids had not yet been notified. It was further noted that the next ARB meeting would take place in the Clubroom on Tuesday, 27th March at 6.30. Since the ARB in 2011 had been fully allocated to the new footpath in Blantyre Street, there were a number of outstanding projects (for example, the painting of the ceilings of the tower landings) that might form the basis of a bid. After discussion, the following two motions were agreed, by 10 votes in favour, none against and one abstention:

- The Committee supports the allocation of one half of the ARB budget for 2012-13 to the Flashpoint Security Housing Regeneration Programme bid.
- The Committee supports the allocation of one half of the ARB budget for 2012-13 to the CCTV Housing Regeneration Programme bid.

8. Digital TV Issues

It was noted that repeated requests for copies of the Digital TV contract had so far received no response. SJ agreed to look into this.

9. Liaison Officer's Report

The Liaison Officer reported that he had received no response from the Cremorne Estate Residents' Association. The Cremorne Residents' Association had proposed a Jubilee party in Cremorne Gardens. He had met with the Head of Ashburnham Primary School, the Under 5s group and had established contact with the Vicar of St John's Church. The Trust had now vacated their premises on the Estate, and there was a suggestion that the Chelsea Muslim Group might be encouraged to apply for the use of them. The theatre had recently appointed two community engagement officers, and he would be making contact with them. A Jubilee event was being planned in the piazza.

10. Reports on Meetings Attended

It was reported that MG and Jules Montero had attended the ARB meeting on Tuesday, 10th December, and the TCC meeting on Wednesday, 11th December, and that MG had attended the Resident Engagement meeting on Thursday, 12th December. Although he had stepped down from the WERA Committee, JM had attended these meetings as part of the hand-over process; PF had attended all three meetings as an observer. The Chairman reported that he had met with Greg Hands, MP. The discussion had largely centred on the "Super Sewer" and attendant problems; the Chairman had also reiterated the Committee's invitation to GH to meet them.

11. RA Representation on Outside Bodies

It was agreed that, in accordance with previous practice, the Chairman and the Secretary would represent WERA at meetings of outside bodies.

12. Bank Mandate

It was agreed that the necessary changes to the Bank Mandate occasioned by the changes to the officer team should be implemented. The new signatories would be John Rendall, Patti Fordyce, Margaret Grayling and Caroline Fairchild. All cheques would require two signatories from these four.

13. Any Other Business

The Chairman thanked Nigel Palmer for his efforts in replacing the plants in the new planters in the piazza. It was noted that there would be an ongoing issue regarding maintenance. NP reported that the white cyclamen that had been originally planted in response to a request had been stolen; the new plants were now wired in place. He asked that Committee members should remove any litter they noticed in the planters.

14. Date of Next Meeting

The next meeting would take place on Tuesday, 20th March at 7 pm in the Clubroom.

A handwritten signature in black ink, reading "John Rendall". The signature is written in a cursive, flowing style with a large initial 'J' and 'R'.