



# World's End Residents' Association

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## Notes of a Meeting of the WERA Committee held on Tuesday 1<sup>st</sup> May 2012 at 7pm in the WERA Clubroom, 16 Blantyre Street

**Present:** John Rendall (Chairman), Patti Fordyce (Secretary), Margaret Grayling (Treasurer), John Park, Paul Miller, Hilary Naseem, Monica Boholst, Marye Kenton, Nigel Palmer, Cathrin Vowinckel

**In attendance:** Sacha Jevans, Mark Anderson, Diana Hodson, Martin Barr

The Chairman opened the meeting by welcoming SJ, MA, DH and MB.

### 1. Apologies for absence

These had been received from Maggie Byrne, Caroline Fairchild, Joanna McDermott, Robert Taylor, Eryl Humphrey Jones, and Sgt Tim Otway.

### 2. Safer Neighbourhoods

In the absence of TO, there was no report under this item.

### 3. Contracts

The Chairman thanked SJ for making the documents available in advance of the meeting. He explained that these had been requested over a number of years, for the purpose of clarifying what residents could expect to be done under the terms of the contracts between TMO and outside providers. Unfortunately, the documents provided did not really help WERA in this way, in that they seemed to be lists of specifications, rather than contracts. For example, the document relating to the CCTV related to hardware and equipment maintenance, but made no mention of monitoring of footage or reporting of incidents. SJ acknowledged that the documents provided only related to the specification element; she apologised for the omission.

MA pointed out that contracts related to the whole borough, not specifically to WEE. He acknowledged that, although responsibility for the contracts lay with him, he had not previously been aware of the specific issues relating to their operation on the estate. NP asked whether a contract existed for the maintenance/cleaning of the roofs and guttering. MA acknowledged the right of residents to see contracts, but pointed out that such maintenance was currently part of the contract with Morrison's, who has given notice of their intention to withdraw. NP suggested that the problem was structural: why are TMO staff

unaware of the contents of contracts? MA assured the meeting that “planned maintenance” and day-to-day monitoring of the state of the roofs and guttering would be covered by the new maintenance contract.

It was pointed out that TMO was responsible for monitoring the CCTV contract. In the light of this, WERA requested a written indication of how requests for footage were processed and the basis for decisions regarding reporting to the police. There was some difference of opinion about how long footage was stored on the system; MB pointed out that this depended to some extent on the resolution of the pictures. With regard to the publicising of CCTV images, this was a matter for the police; the Information Commission did not permit sharing of images. A copy of the Information Commission document would be provided.

The full lighting contract would be supplied during the course of the week, including any penalty clauses. PM asked whether a maintenance record, including yearly tests of emergency and standard lighting, existed. It was suggested that the Concierge's Office log could be helpful, although it would be possible to keep a more specific record. The procedure with regard to repairs is that TMO issues 'work orders'; customer services issues repair orders following reports from residents; post-repair inspections are then carried out.

It was pointed out that the document relating to the Digital TV service was a tender document, rather than a contract. SJ said that she would need to seek clarification from Yvonne Birch and SCCI before forwarding the contract itself. It was acknowledged that the brown boxes were a considerable improvement.

It was agreed to take the next agenda item out of order, in order to take advantage of the presence of TMO officers.

## **6. Leaseholder issues**

### **a. Customer service and efficiency**

NP introduced this item by observing that only MA appeared to have any oversight of his problem. Leakage through the ceiling into his flat, which had caused considerable damage over 10 years, had led to a dispute with the Head of Leasehold Services. The unrepaired leak had caused a fire in NP's flat, resulting in further damage; potentially serious consequences had been averted only by NP's unplanned presence at the time the fire started. Following an inspection by the surveyor and the Head of Repairs, insurers were refusing to pay for the damage, because of the ongoing negligence with regard to repairs. SJ pointed out that, as Executive Director, responsibility for such issues rested with her; she gave a commitment to solving the problem and making a full response to NP's complaint.

## **5. Compensation for Heating Outage**

TMO had received three enquiries regarding the level of compensation credited to accounts; these had been investigated and one had been adjusted. All residents should have received a letter outlining the compensation due to them; tenants would receive credit to their rent accounts and leaseholders to their service charge accounts. The amount would depend on the period when the service was disrupted (which was not uniform across the estate), the amount that would have been paid for electricity during the period and an element of compensation for the discomfort and inconvenience.

## **8. Any Other Business**

- It was reported that the result of the recent round of HRP bids had been expected by 26<sup>th</sup> April; the Key Decision report was now due to be considered by the Council on 10<sup>th</sup> May, and decisions announced in mid to late May. All bids had been put forward to the Council, and the Council's decision would be notified to Alasdair Manson. In response to a question from JP, it was made clear that the Council would be willing to give feedback on bids.
- It was reported that an inspection of all fire doors on the estate had been undertaken by PM, JP, MB and Stuart Thompson. It was noted that maintenance had been poor; some doors did not close in a controlled manner. MA stated that this job should be a priority; SJ undertook to clarify timescales.
- It was announced that a door-knocking exercise would be undertaken, with a view to recruiting TMO members. Elections to the TMO Board were in the offing; it was noted that two candidates were tenants of WEE, although not known to WERA. Candidates were not selected; any TMO member could nominate him/herself. An external company was employed by TMO to manage the election process.
- In response to a question from MG, DH reported that MB was investigating the matter of the people videoed on the roof of Blantyre Tower. MB had inspected the site with the surveyor and a Health and Safety officer. The matter was under discussion and recommendations would be made, although it was noted that no solution immediately presented itself.
- DH reported that one of the boilers had developed a faulty valve; it would need to be drained in order that the valve could be replaced. Heating and hot water would therefore be off across the whole estate on Tuesday, 8<sup>th</sup> May.

MA, SJ, DH and MB then left the meeting.

## **3. Minutes and Matters Arising**

The minutes of the previous meeting, held on 10<sup>th</sup> April, were approved.

- It was reported that the planned visit of PM and JP to the RIBA Library to search for WEE plans was in hand.
- It was reported that new plants were ready for the planters in the piazza.
- It was reported that Wing have agreed boundaries; a document to this effect will be sent to the Chairman. It was noted that one illegal sign remained to be removed, as did a number of redundant signs. Wing would attempt to remove the adhesive from the building. Six signs would be replaced by four larger ones (which would be easier to read). Illegal signs would be the next target.
- Revisions to the club room terms and conditions of use were progressing.
- Dean Smith, on behalf of Chelsea Muslims, had enquired about the possible use of an additional locker; the Chairman would pursue this request.

## **6. Leaseholder Issues**

### **b. Other issues**

It was agreed that this item should be deferred to the next meeting.

## 7. Meetings Attended

PF reported that she had attended a Resident Engagement meeting on 26<sup>th</sup> April. It was noted that no papers had been sent to anyone in advance of this meeting. PF reported that the RE team had succeeded in securing the adoption of terms of reference for this body by declaring that RA chairmen present as representatives of their estates were, because they were also TMO Board members, ineligible to vote.

JP requested that the Headmaster of Ashburnham Primary School be invited to the next meeting.

## 8. Date of Next Meeting

This would take place on Tuesday, 12<sup>th</sup> June 2012.

*Pattis rewrite  
minutes in  
correct  
order*