

# World's End Residents' Association

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## Minutes of the of the WERA Committee Meeting

Held on Tuesday 12<sup>th</sup> June 2012 at 7pm

In the WERA Clubroom, 16 Blantyre Street

**Present:** Patti Fordyce, Margaret Graylin, John Park,  
Paul Miller, Caroline Fairchild(Part), Monica Boholst, Marye  
Kenton, Joanna McDermott(part), Eryl Humphrey Jones(part)  
Maggie Byrne  
Kathrin Vowinckel

**In attendance:** Diana Hodson (TMO), Andrew Marshall (TMO)  
Maighread Condon-Simmonds, (Councillor)

### 1. Apologies for absence

John Rendall, Hilary Nassim  
Sgt Tim Otway.

### 1. Minutes of the last meeting

The minutes of the last meeting were approved

### 2. Matters Outstanding

- 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.
- 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 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 new plants were ready for the planters in the piazza.
- Copies of the recent Fire Risk Assessments have not been copied to PM
- A summary of the TMO's procedures for CCTV recording, storage, and actions have not been issued by the TMO.
- SJ (TMO) gave a commitment to solving the problem re. Insurance claims for water damage and making a full response to NP's complaint.

### 3. Other Matters

4(i) **CCTV** :- Contracts have been supplied by the TMO however these are again only Maintenance contracts. However the following was reported:-

The contractor is contracted to amongst other things to:-

Check picture quality, Check sample recordings, Note defects, Ensure camera visibility of doors, lifts, lobbies etc.

The TMO assured the meeting that picture quality was excellent. There was a problem in the speed of downloading although this was now being corrected. It follows, therefore the TMO security department is not carrying out its duties as set out in

their standard procedures -still awaited.

The TMO (Diana) has agreed to report on the above.

Martin Barr has issued PM with a copy of the Data Protection Act. PM will discuss this with Martin and report to the next meeting.

**4(ii) Lighting:** - Contracts have been supplied by the TMO are again only Maintenance contracts. However the following was reported:-

The contractor has to respond to the issue of TMO's Work Orders in a stipulated time.

As previously reported lights that have been not working or remaining alight for 24 hours have not been attended to.

It follows, therefore, that either:-the Contractor is not following their Contractual obligations

or the TMO is not issuing Work Orders to the Contractor

The TMO (A Marshall) has agreed to report on the above.

**4(iii) Digital TV:** - Contracts have been supplied by the TMO. However these are again only

Maintenance contracts. PM will report on his findings when fully understanding its contents.

**4(iv) Roofs/Gutters:-** AM (TMO) explained that the problem related to the roofs and gutters was a consequence of the roofs being originally flat roofs and the addition of the pitched roofs meant that the flow of water directly into the gutters meant that there was a build up of water together with leaves which accounted for the occasional blocking of the outlets. Ways of coping with this problem wer being investigated. In the meantime an ongoing clearing of all problem areas was being carried out.

The day-to-day monitoring of the state of the roofs and guttering would be covered by the new maintenance contract.

**4(v) Fire Doors:** - Martin Barr has issued instructions to repair/maintain doors as agreed with PM/JP. PM can confirm that work has commenced but several problems highlighted have not been dealt with. In the absence of Martin, who is on holiday, PM will discuss matters further with him on his return.

**4(vi) ARB Funding:** - There has been no feedback from the council. The ARB meeting will be held in a weeks time.

**4(vii) Flashpoint:-**

JP has offered to donate £5,000 to progress the Flashpoint Security Scheme (see JP's email to WERA 25 April 2012)

JP proposed that that Flashpoint scheme be allocated 1/3 of the ARB budget.

JP proposed that the council be asked to match these sums of money-i.e. £10k,

JP stated AM had reported that a rough budget of £50,000 has been previously quoted but JP believes that this could be reduced if further tender estimates were sought.

The work will be carried out in stages starting at the Ashburnham Tower and that the £5k. Sum donated by JP would be donated to this first phase.

A discussion followed.

PM asked if the issue was an H&S or privacy issue. It was reported that children regularly used the Flashpoint roof as a playground and the skylights were regularly 'bounced' on and that there was a concern that it was only a matter of time before somebody would fall through and seriously injure themselves. Flashpoint management (CS) had not responded to concerns on this issue nor on other committee proposals. MB stated that the Flashpoint management was concerned at being fenced in.

MG was concerned that the amount of funds now allocated did not cover the cost of the proposals and that there was no guarantees that, other than the initial stages, further funding would be available.

Cll. M doubted that any further funding would be forthcoming from the council owing to cuts in the 'under 5s' budget. Cll.M also questioned whether the council would be willing to enter into an agreement involving an individual donation.

The TMO (AM) agreed to attend site with a contractor to review the proposals with JP and obtain alternatives quotes.

The following proposal was voted on:-

The committee supports the allocation of one third of the ARB budget for 2012-2013 to the Flashpoint Security Scheme dated 8 November 2011"

For (5):

Against (1):

Abstentions (4):

Caroline Fairchild  
Patti Fordyce  
Marye Kenton  
Joanna McDermott  
John Park

Paul Miller

Maggie Byrne  
Margaret Grayling  
Eryl Humphrey Jones  
Cathrin Vowinckel

4. **Compensation for Heating Outage:-**There is still confusion as to the procedures/notification/payments of compensation for the heating outage. Some residents have received letters explaining the repayments due whilst others have not. It was suggested that any members of the committee attending should check their bank statements.

DH (TMO) to clarify the situation and report to the next meeting.

5. **Meetings Attended:-**

JP had attended a meeting with the Ashburnum Community School and issued a comprehensive minute of his findings. PM has asked JP to issue a copy of the report to WERA by e-mail for their comments.

## 7. Leaseholder issues

There has been no response from SJ (TMO) making a full response to NP's complaint regarding to repairs and insurance claims.

## 8. Any Other Business

- Wing parking: - It has been reported by several residents that they had been issued multiple parking fines in the underground car park. This is despite the fact that permits were either current and on display, or awaiting issue of new permits by the TMO. In the latter case the TMO Parking department had advised the car owner to place a note to Wings to contact the TMO and the resident to avoid fines. PM reported that in his case despite this notes were torn up and further tickets issued. When contacting

the TMO we are told to deal with Wing. Both Wing and the TMO 'stonewall' any communication and still demand fines be paid.

DH (TMO) reported that there has been a recurring problem with Wing in all districts and she thought that this had been resolved. This obviously was not the case and asked those affected to copy her in with details.

- DH (TMO) reported that the appropriate action has been taken re. The intrusion of people on the roof of Blantyre Tower.
- Several members of the committee reported that there was a noticeable increase in drinking, intimidating behaviour particularly on the walkways. Cllr.M had already informed the meeting that the community police establishment was under- resourced and that there would be no improvement in police coverage until after the Olympics.

This was a concern to all. DH (TMO) was asked if additional security, including dog patrols could be reinstated.

DH (TMO) agreed to issue all tenants with a letter spelling out the TMO's and WERA's concern at the level of drinking/vandalism/littering/public urinating etc and the consequences to anyone being reported to be offending the wellbeing of the estate

- There was a common complaint re. The temperature of the communal heating system. There was nothing that could be done about this as the boilers/pumps etc were being re-commissioned.
- Cll.M explained that the cleaning of the Duke of York Square was paid for by the surrounding business owners hence the difference in the service. Cll.M, PM and MK observed that the untidiness of the Piazza was mainly due to the residents. The usual suspects based on the Lisboa frontage regularly (daily) trash the space. The purpose of the rubbish bins seems to be beyond their understanding.
- Cll.M congratulated all of those involved in the Jubilee Party for the success of the occasion. The Mayor and his party had been very impressed with the turnout and his tour of the estate.

#### **8. Date of Next Meeting**

A handwritten signature in black ink, appearing to read "John Rendall". The signature is written in a cursive, flowing style and is positioned in the lower right quadrant of the page.