



# World's End Residents' Association

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## Minutes of the WERA Annual General Meeting held on Tuesday, 20<sup>th</sup> of November 2007 at 7.30pm in the WERA Clubroom, 16 Blantyre Street

### Actions

The Secretary, Jules Montero (JM), confirmed that a quorum (25 members) was present. The number of members present and able to vote was recorded as 40. It was also noted that a number of residents from neighbouring estates were in attendance, having been permitted to do so.

The meeting was chaired by Margaret Grayling (MG) (WERA Chair) with the assistance of Jules Montero (JM) (WERA Secretary).

The following persons were also in attendance: Alasdair Manson (AM) and Gary Riley (GR) on behalf of RBK&C TMO, Councillor Maighread Condon-Simmonds (MCS) in her capacity as Ward Councillor and Police Sgt. Tim Otway (TO) from the Cremorne Ward's Safer Neighbourhoods Team.

### 1. Introduction

MG welcomed everyone to the AGM, thanked them for attending and introduced herself. JM, AM, GR, MCS and TO introduced themselves to the meeting.

### 2. Minutes of the Previous AGM

JM asked all members to confirm that they had a blue piece of paper for voting.

JM asked everyone to examine the copy of the minutes of the previous AGM that had been distributed before the meeting. JM gave the meeting a brief summary of the contents of the minutes. JM then asked members to consider whether the minutes were an accurate record of what had transpired at the previous AGM. A vote was taken to approve the minutes as correct. The votes cast were recorded as: 23 votes in favour, 0 votes against and 2 abstentions. **The minutes of the previous AGM are therefore approved as correct.**

### 3. Association's Reports

JM asked the meeting to examine the copy of the Association's Annual Report that had been distributed before the meeting. JM described three notable issues on which the Committee had spent a significant amount of time during the previous year representing the interests of residents. The issues were: the Decent Homes works on the estate, the refurbishment of the World's End Piazza and the day-to-day management of the Estate by the TMO. JM noted that a number of issues with regard to the Piazza refurbishment works were still outstanding. JM also noted that the Committee continued to highlight and bring to the attention of the TMO the many problems and concerns with the TMO's day-to-day management of the estate. JM explained how some WERA Committee members also attended a number of other meetings on behalf of the estate residents, including meetings involving the Council and Police. JM asked the meeting if there were any questions with regards the contents of the report. There were none.

JM took the meeting through the summary of the Association's accounts pointing out the specific items of income and expenditure and their amount. JM asked the meeting if there were any questions with regards the content of the report. Nigel Palmer (NP) noted that the funds in the Association's accounts had decreased significantly over the previous 12 months. JM explained that this had been due to a number of exceptional costs which the Committee did not expect to incur again. NP also noted that the phone line represented a significant item of expenditure and suggested the Committee investigate alternatives. Robert Taylor (RT) proposed that WERA apply

for a grant from the TMO to cover the cost of the phone line. This was seconded by Eryl Humphrey Jones (EHJ). JM noted that the TMO's Resident Involvement team had previously offered to fund the Association's phone line and that he would discuss the matter with the TMO after the AGM.

JM

#### 4. Election of Committee

All Committee members stood down. The meeting was handed over to GR so that he could conduct the election of WERA's Officers and Committee members.

A single nomination had been received for the post of Chair. The nomination was for Margaret Grayling. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 34 in favour, 0 against, 0 abstentions. **Margaret Grayling was duly elected as the Association's Chair.**

A single nomination had been received for the post of Secretary. The nomination was for Jules Montero. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 37 in favour, 0 against, 0 abstentions. **Jules Montero was duly elected as the Association's Secretary.**

A single nomination had been received for the post of Treasurer. The nomination was for John Rendall. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 38 in favour, 0 against, 0 abstentions. **John Rendall was duly elected as the Association's Treasurer.**

Joanna McDermott was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 35 in favour, 0 against, 0 abstentions. **Joanna McDermott was duly elected as a member of the Committee.**

Monica Boholst was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 38 in favour, 0 against, 0 abstentions. **Monica Boholst was duly elected as a member of the Committee.**

Lucy Bowdler was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 32 in favour, 0 against, 1 abstention. **Lucy Bowdler was duly elected as a member of the Committee.**

Maggie Byrne was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 38 in favour, 0 against, 0 abstentions. **Maggie Byrne was duly elected as a member of the Committee.**

Caroline Fairchild was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 38 in favour, 0 against, 0 abstentions. **Caroline Fairchild was duly elected as a member of the Committee.**

Eryl Humphrey Jones was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 38 in favour, 0 against, 0 abstentions. **Eryl Humphrey Jones was duly elected as a member of the Committee.**

Katie Parry Jones was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 38 in favour, 0 against, 1 abstention. **Katie Parry Jones was duly elected as a member of the Committee.**

Marye Kenton was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 36 in favour, 0 against, 0 abstentions. **Marye Kenton was duly elected as a member of the Committee.**

Joy Laven was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 38 in favour, 0 against, 0 abstentions. **Joy Laven was duly elected as a member of the Committee.**

Barbara Ofori Boateng was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 39 in favour, 0 against, 0 abstentions. **Barbara Ofori Boateng was duly elected as a member of**

**the Committee.**

Nigel Palmer was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 36 in favour, 0 against, 0 abstentions. **Nigel Palmer was duly elected as a member of the Committee.**

Jose Rioseco was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 36 in favour, 0 against, 0 abstentions. **Jose Rioseco was duly elected as a member of the Committee.**

Robert Taylor was nominated for election to the Committee. The nomination was seconded. A show of hands on the nomination was called for. The following votes were recorded: 38 in favour, 0 against, 0 abstentions. **Robert Taylor was duly elected as a member of the Committee.**

GR congratulated the newly elected Committee and handed the meeting back to MG.

**6. Subscription**

JM proposed that the Association's existing membership fee – that membership was free – remain in place. The proposal was seconded by MG. A vote was taken on the proposal and recorded as follows: 33 in favour, 1 against, 0 abstentions. **The resolution was passed. Membership of WERA shall remain free.**

**7. Any Other Business**

MG told the meeting that they now had an opportunity to ask questions or bring issues to the attention of the guests present: Ward Councillors, TMO officers and Police.

*Policing / Safer Neighbourhoods*

TO gave the meeting a brief overview on the work carried out by the Safer Neighbourhoods Team and the area of the borough for which they were responsible (the Cremorne Ward). TO noted that the team was focused on dealing with many of the "low-level" crime in the area, for example anti-social behaviour. TO described his team (himself, 2 PCs, 8 PCSOs) and explained how the team operated from the Police office beneath St. John's church on the piazza, which had recently become operational. TO stressed that the Police office was not open to the public – it was not a Police station and only served as the base of operations for his team and that of the neighbouring Redcliffe Ward – but stated that he hoped to be able run surgeries from the office within the next 12 months. TO said that he would try to attend the regular monthly meetings of the WERA Committee, where he would provide a report on crime statistics in the area. TO provided the meeting with copies of the report for the previous month (October) as an example, and described a number of incidents and issues in the local area and general vicinity of the estate that his team had recently been involved with.

A resident raised a query with regards contacting the Safer Neighbourhoods Team. TO told the meeting that any incident which required the presence of a Police officer should be reported by dialling 999. His team could be contacted directly by phone or through Chelsea Police Station. TO provided the meeting with the contact number for the Safer Neighbourhoods Team (020 xxxx xxxx).

A resident raised a query with regards the ongoing dog problems on the estate. TO noted that dog control orders were in effect on the World's End Estate and that PCSOs had the power to issue the relevant fines, although not all of this team had undergone the relevant training. TO explained that the TMO did keep a register of dogs living on the estate and that he hoped it could be made both more effective and useful in future. TO noted that a recent serious incident on the World's End Piazza involving a dog on the estate was being dealt with.

A resident asked whether the details contained in the monthly report could be made available to residents. JM said that WERA was happy to both publish and distribute any information TO provided, with his permission, and would try to include a summary of crime statistics in the next WERA newsletter.

A resident asked whether it was not desirable to use PCs (with "real" Police powers) rather than PCSOs. TO admitted that the powers of PCSOs were limited, but that they were in permanent contact with other Police officers, and stressed that PCSOs did have the power to detain. TO stated

that he hoped to have two Special Constables working in the local area at weekends shortly.

MG thanked TO for his report and for answering the meetings questions.

### *Security*

A question was raised with regards the proposed security system. JM explained that following the open meeting the previous September and the last WERA AGM at which the issues had been discussed at length, the TMO had written to all residents in the Spring seeking their opinions on the proposals. JM noted that the response rate had been poor – only 31 responses had been received from a total of 744 households. Of the 31 responses, 14 were in favour of zoning the estate, 11 were against zoning, 3 were in favour of zoning as long as residents had access to all parts of the estate and 3 were solely in favour of CCTV. Some residents had also expressed concerns with regards the management of any new security system. GR stated that the TMO was willing to carry out further consultation to determine what kind of system the majority of residents felt was both suitable and acceptable. JM stated that the WERA Committee would only approve proposals that the majority of residents were happy with. Residents were asked to attend any future open meetings on the security proposals, and ask their neighbours to do the same, to ensure that everyone's views were properly recorded and could be taken into account.

One resident pointed out incidents of dog fouling and human urination in the stairwell of Berenger Tower. GR stated that he was aware of the problem, that they suspected that a single individual was responsible, but that neither the TMO nor the Police had been able to identify the culprit.

Another resident pointed out that the entrance door to his block had not been working properly for some time. Another noted that their fobs no longer worked properly and that they often experienced long delays waiting to be allowed in to the building after buzzing the concierge. GR stated that there were a number of known problems with the current door-entry system that the TMO was unable to repair but that the TMO hoped to progress remedial works to the door-entry system shortly to try and resolve the current issues.

### *Lighting*

A resident noted that the communal lighting in the estate's first-floor gardens was far too bright. They had contacted the relevant TMO project manager and had been told that they were the only resident to complain about light levels. The resident asked whether other residents might wish to help them lodge a joint formal complaint with the TMO. Another resident noted that they had previously complained in writing and had been told that the matter was in hand. JM stated that WERA had previously passed on complaints to the TMO about the amount of light cast by the newly installed lights in the gardens. WERA had been advised that the matter was being investigated, but JM noted that WERA had not been notified of any further progress for some time. JM asked any residents who found the lights obtrusive to contact WERA, who would contact the TMO project manager again after the meeting.

### *Repairs*

A resident noted that the TMO did not appear to follow up on repairs to confirm that the work had been carried out properly and was satisfactory. GR stated that residents should receive a post-repair satisfaction survey and that post inspections were carried out to repairs within tenanted properties, although only a small percentage (20%) of repairs were actually inspected. GR noted that WERA participated in walkabout inspections of communal repairs. JM noted that WERA would chase up unsatisfactory repairs on behalf of residents, although it was often not aware of any issues with repairs in tenanted properties unless notified by the tenant. WERA flagged up unsatisfactory communal repairs on a regular basis.

MG thanked everyone for attending.

The meeting then closed

..... Chair