

Dear Residents and Leaseholders at West End Quays (WEQ),

We are writing to inform you about the current dispute involving cleaners and concierge staff at WEQ, and to correct numerous false claims and allegations made by David Groves, Managing Director of West End Quays RTM Company Limited.

Why We Are Striking

We have taken the difficult decision to strike. This is an absolute last resort following the complete breakdown of negotiations and a significant deterioration in industrial relations. The final straw was the behaviour of Mr. Groves during a negotiation meeting with our union, UVW, on 20th June 2025. At that meeting, Mr. Groves refused to engage constructively, resorted to personal insults, and even became physically aggressive—requiring Dr. Gerry Higgs (RTM Director and Joint Negotiating Committee member) to physically restrain him. Mr. Groves responded by shouting, “get the fuck off.”

This dispute has arisen from management’s failure to engage in good faith and the unjustified attempt to impose regressive, unnegotiated and, in our view, unlawful changes, to our contractual terms and conditions.

Given Mr Groves conduct throughout these discussions, we have concluded that meaningful engagement is no longer possible unless there is a fundamental change in approach at the top.

Our Minimum Asks

To resolve this dispute, all we ask for is the following:

- **Inflation-Linked Pay:** All staff to receive CPI-linked annual increases
- **Unconditional Harmonisation:** Equal annual leave (24 days) and sick pay (12 days) for all staff
- **Full Withdrawal of PRP:** The PRP scheme must be scrapped entirely
- **CCTV Monitoring:** Immediate cessation of unlawful practices and initiation of proper consultation
- **Disciplinary Hearing Reform:** The Managing Director must step back from chairing disciplinary hearings
- **Review of Standard Operating Procedures:** Withdrawal and redrafting of all SOPs via genuine consultation

1. Pay Increases

For decades, WEQ staff have received annual pay increases aligned with or above inflation. This long-standing practice has formed a key part of our working conditions and created a legitimate expectation of fair pay.

Mr. Groves now seeks to break with this practice—without justification—representing a serious erosion of our contractual terms. Worse, he insists on retaining sole and absolute discretion, without negotiation, to award increases as low as 1% to individuals of his choosing. Previously he wished to award 0%. We cannot accept this.

2. Performance-Related Pay (PRP)

We categorically reject Mr. Groves’ proposed PRP scheme and demand continuation of collectively negotiated, non-discriminatory pay structures.

No such scheme has ever existed at WEQ. There is no business case, no explanation for its introduction, and no implementation framework. The one document shared lacks measurable criteria, oversight mechanisms, or legal compliance. PRP is not only incompatible with our collective bargaining agreement (CBA); but it also:

- Undermines equal pay
- Increases the risk of bias and discrimination
- Fosters resentment, anxiety, and competition
- Penalises consistency and teamwork
- May result in 25% wage gaps between staff doing the same job within five years

If Mr Groves wishes to reward excellence, a bonus scheme based would be fairer and more effective and we have proposed this as a compromise but he has rejected it without any justification.

3. Standard Operating Procedures (SOPs)

We reject the contractualisation of SOPs and call for them to be redrafted via proper consultation and maintained as operational guidance—not contract terms.

Mr. Groves is demanding SOPs become binding contract clauses, despite WEQ never having used SOPs before. This is unnecessary and counterproductive. SOPs should guide, not police, staff behaviour. Making them contractual risks punishing workers for common-sense flexibility or improvements. It also fosters a culture of fear and blame.

4. Annual Leave and Sick Pay Harmonisation

We're asking for unconditional harmonisation of annual leave (24 days) and occupational sick pay (12 days).

This is a straightforward matter of equality. Mr. Groves has agreed to this only on condition that staff accept PRP and the contractualisation of SOPs—an unacceptable trade-off that is coercive and unjust.

5. CCTV Monitoring

We ask for an immediate halt to unlawful use of CCTV for staff performance monitoring and the initiation of a consultation process.

Using CCTV to monitor staff without consent breaches data protection laws. Mr. Groves continues to do this and refuses to engage in consultation to review the policy.

6. Disciplinary Hearings

We ask that disciplinary processes be managed by trained, impartial personnel—not the Managing Director.

It is wholly inappropriate for Mr. Groves to chair disciplinary hearings. This creates an intimidating environment, compromises fairness, and removes the possibility of appeal, since no more senior person exists to review his decisions. There are other capable managers at WEQ who can take on this role, and any training required can be easily arranged. David insists that her, and he alone chair disciplinary hearings.

This strike is not something we take lightly. But we are left with no choice. This dispute is not just about pay—it's about fairness, respect, and lawful treatment in the workplace.

We sincerely thank you, the residents and leaseholders, for your patience, understanding, and support during this difficult time.

With respect,

The Cleaners and Concierges of West End Quays