

Copley Close Hub Update Zoom Meeting

Tuesday 27 April 2021, 3pm

Present: MS, LL, KC, JE, CM

Update from the joint Hub & Regen meeting – 13 April

1. Basketball Hoops

At present Hills are storing the equipment but the RA needs to find alternative storage once Phase 6 is completed. LL advised MS to email **KZ** re basketball hoop about possibility to store it in the temporary community centre as KZ is part of the team managing the community centre.

As an aside, MS added that the permanent Community Centre, which is part of Phase 6, will be situated in the big square opposite the train station, not as far back as was the previous community centre but closer to the pavement.

2. Noticeboards

The 3rd noticeboard is missing. The noticeboard was stored in a cupboard at the Hub. It was moved as Higgins needed the cupboard for their own use. The noticeboard needs to be located.

LL identified an area where it can be installed. MS reported that no one asked her where she would like it to be installed. MS wants the noticeboard to be placed by Alton Court. LL reassured MS that she was on site last week and identified a spot. She explained where she thought would be a good place to have it: as you go down Copley and the road bears down to the left, to install the noticeboard on the corner and under the tree. MS wants residents walking from the bus stop entering the estate from that end of the estate to be able to see the noticeboard.

3. KPIs

The KPIs which were circulated for the 13 April RA & RSG meeting were only related to repairs for March 2021 and not to a whole suite of KPIs for Quarter 1 as it was required. LL remarked that was the only stats she could obtain. SP sent LL the same KPIs prior to the meeting. SP should have been in a position to say which type of KPIs they were and which period they covered.

JE explained that the KPIs covered only one month, March. The RA/RSG expected similar KPIs as Malti used to circulated when she was working at the Hub. In addition, Malti would provide an explanation if a target was not meet. At the last

RA&RSG meeting, committee members were told that Claudia, a new staff member replacing Jake, would be able to collate KIPS, same as Jake did, once she finishes her training. Going forward, JE would like the same suite of KPIs, as circulated by MV, for the July meeting for the period April to June, Quarter 1. **LL** to speak to MV to find out what KPIs were circulated. **JE & MS** to look at past records to find out what suite of KPIs were circulated by MV.

4. Dropped curbs

This issue was raised by AV at the RA & RSG meeting. LL still awaiting to hear from Highways. LL would like LB support on this issue. **LL** to email LB.

5. Rubbish bins location

This issue was raised by AV at the RA & RSG meeting. AV and her neighbours are unhappy about the smell of the bins under their windows. The Estate Service manager asked residents to suggest possible working solutions which he will investigate whether they are feasible working alternative going forwards.

MS suggested that one of the bins could go where the Mini is parked for residents put their rubbish in the bin – not for when the refuse men are coming to empty them.

LL doesn't think it is feasible. LL was there on site today when the rubbish truck came to collate the rubbish.

MS suggested that the bins are stored under the windows on the day the dustmen come and collect the bins. Then one bin can be moved to where the Mini is parked and stay there for residents to put in their rubbish until it is move back to underneath the windows on collection day. That way the bins would be away from the windows. The pick-up point for collection to remain the same.

LL argued that the caretakers won't be able to manage pushing the bins back up the stepped slope for the bins to be pick-up even if the bin are half full. The caretaker would need to move the bins back up the slope underneath where the bin store is for the bins to be emptied. MS argued that the slope is not that steep. **LL** to speak to the Estate Services manager to carry out an assessment. **LL** to report at next meeting.

MS suggested another location: by the wall as you come out of the stairwell and you look right - why don't the caretakers push the bins a little bit on the side out of the way of the windows. LL explained that since the last RA & RSG meeting, the caretakers pushed the bins away from the wall and the windows, towards the couple of bollards, today the bins were not underneath the windows they were further out. MS asked to meet the Estate Service manager when he goes and do his assessment. **LL** to asked ES manager.

LL to copy in PPCR in Estate manager's response to MS suggestion in case residents who attend PPCR drop-in ask a question regarding smelly bins close to windows.

6. Estate Inspections

There are no plans for starting Estate Inspections at the moment. An officer does an estate walkabout to identify any issues and concerns, and these are reported to the Hub. JE asked when residents can join again with the Estate walkabout/inspections. **JE** to raise matter again at the June meeting.

7. HUB – working from home

LL and KC come to the Hub office once every 2 or 3 weeks depending on nature of tasks to be done.

The Hub staff might come back to work at the Hub late June. LL believed that it will be a mix of working from home and working at the Hub. The Hub is a small office and doesn't have the capacity for all members of staff to work in a safe manner, just a couple of staff members at any one time.

8. AOB

None

Next Hub Update meeting: **Tuesday 25 May, 3pm**