



**COPLEY CLOSE Resident Association
COMMITTEE MEETING
Temporary Community Centre, Stafford Court (end of block)**

**Tuesday 31 May 2022 – 6PM TO 7PM
MINUTES**

Attendees Residents			
	JS	RA & RSG Committee member	Constituency
Attendees External			
Paul Grant	PG	Surveyor & Project Officer – via Zoom	LB of Ealing
Janet Edwards	JE	Consultant – Chaired the Meeting	PPCR
Catherine Michelet	CM	Consultant	PPCR

Apologies		
MS	RA & RSG Chair	Constituency
JD	RSG Committee member	Constituency
AP	RA & RSG -Committee member	Constituency
MB	RA & RSG Cooptee	EASE
JW	RA & RSG Vice- Chair	Constituency
LA	Neighbourhood Housing Officer	LB of Ealing
MK	Team Leader of Hanwell Hub	LB of Ealing

**ALL COPLEY MEETING NOTES ARE POSTED ON THE PPCR COPLEY BLOG –
SEE LINK BELOW:**

<https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/minutes-of-meetings/>

1.0	WELCOME, INTRODUCTION & APOLOGIES (MS)	ACTION
1.1	JE welcomed all to the RA meeting	
1.2	Apologies as noted above	
2.0	DECLARATION OF INTEREST (All)	
2.1	There were no declarations of interest.	

3.0	MEETING CODE OF CONDUCT (All)	
3.1	Agreed – In place.	
4.0	AGREE MINUTES OF RA & RSG 26 April 2022 (All)	
4.1	Minutes agreed	
5.0	HUB UPDATE	MK/CS
	<p style="text-align: center;">HUB update deferred to 28 June RA Meeting</p> <p>Matters Arising from Hub Update meeting – 29/03/22</p> <p>5.1 - Pharaoh Ants Pharaoh Ants have been reported in blocks D-G, Monmouth and Shropshire Court. The pest control team are meeting tomorrow to discuss and firm up action plan. They are planning to carry out the treatments over several Saturdays. They will need several operatives. As the pest control team doesn't usually work on Saturdays they had to ask their operatives to work overtime (Saturdays).</p> <p>They are scheduling the work before the school summer holidays. Operatives need access to all the properties. MK thanked the residents for reporting Pharaoh Ants' cases to pest control.</p> <p>PG reported that another issue might be related to the Pharaoh Ants problem. His team are about to embark in cleaning the D-G blocks' drains system. It is estimated that the work will cost £10K.</p> <p>JS and AP reported that they haven't seen any Pharaoh Ants lately and the problem seem to be resolved. JS advised that the treatment can take up to 6 months to get rid of them. An operative carried out the treatment every couple of weeks and then once a month for 4 months.</p> <p>5.2 - Phase 6 housing on Locata MK advised that a handful of properties are still to be advertised on Locata. Interested residents should be Locata one per week. 2 and 4 bed houses will be advertised in the coming weeks as will any un-let 1 and 2 bed flats. The rent on these properties are affordable rent.</p>	

5.3 - Emergency Services Entrance

MK team put a “don’t park here” sign on the car’s windshield. They did some door-knocking to find out to whom the car belonged to but no one admitted it was their car.

PG got the go ahead today from the Fire & Safety team. PG to purchase and install the Gerda lock.

5.4 - Abandoned cars at Radnor Court

The Environmental Health officer confirmed that 2 cars and 1 scooter are abandoned.

The environmental enforcement officer to write notice to owners to remove their vehicles. It is a long process. Ultimately, if the owners don’t respond the Council will have the vehicles towed and scrapped.

5.5 - Hub News

Residents can walk-in, they don’t need an appointment, Mondays and Thursdays, 9am to 5pm.

Please note that the phone lines are particularly busy nowadays. MK asks residents to keep trying.

The Hub phone line is: 0208 825 5387 – Option 4.

Ealing recruited 5 permanent staff for the Hub.

Introduction of the new Hub officers

- Claire Sherwin, covers Greater Copley and Copley Central (Phase 6/new builds)
 - Liban Abdi, covers Sheltered blocks, Cheyen Path, the houses, Whistone Avenue, Warwick Court and Worcester Court. Liban is a Somalian speaker.
- Claire’s direct line is: 0208 825 **8088**
 - Liban’s direct line is: 0208 825 **8572**

Residents are asked to call a dedicated Repair Line if they want to raise a repair and not to call the Hub.

Residents need to raise repairs either via the phone line 0800 181 744 from a landline or 0208 825 5682 with a mobile or using the resident portal (online).

5.6 - Estate Inspections

Estate Inspections have resumed. They are scheduled on a quarterly basis. The Estate Inspections are carried out by the Housing officers, Ealing repair service and the caretakers.

	Residents and councillors have not, as yet, been invited to attend the inspections.	
6.0	QUARTERLY KPIs – QUARTER 4	PG
	<p>6.1 – Satisfaction with repairs – May 2021-May 2022</p> <p>The report summarises the data collated from the ‘satisfaction with repairs’ survey card completed by Copley Close residents over a period of 12 months. The KPIs are compiled by Kwest Research, an independent organisation, for Ealing Council.</p> <p>The report looks at different aspect of satisfaction with repairs carried out by Gilmartin:</p> <p>The repair</p> <ul style="list-style-type: none"> • Overall satisfaction on this occasion • Satisfaction with service provided by repairs’ operative • Satisfaction with time taken between reporting repair & work being carried out <p>The visit</p> <ul style="list-style-type: none"> • Repairs operative arrived within appointment slot • Repairs operative showed ID • Repairs operative asked whether respond had Coronavirus symptoms • Repairs operative practiced social distancing • Work was completed right first time • Repairs operative was polite & courteous • Repairs operative cleaned any mess they made <p>Booking the Repair</p> <ul style="list-style-type: none"> • How repair was reported (call centre, in person, by email, by letter) • Whether it was easy to report the repair <p>The satisfaction with repair forms were completed by 95 to 116 residents. Not all the questions were answered/ticked by the residents.</p> <p>Please note that during most of the 12-month period, Gilmartin operatives were working during lockdown.</p> <p>6.2 – Figures for next quarter of Repair KPIs should be under 2 separate headings, general repairs and Major Work.</p> <p>6.3 – PG to investigate the reasons for dissatisfaction and found out where possible in which block resident(s) live.</p>	<p>PG</p> <p>PG</p>

	<p>A discussion ensued about the possible reasons for dissatisfaction, communication/language problem/residents don't understand the questions. There could be a bias, dissatisfied residents could be more likely to complete the form than residents who are satisfied by the repairs/aspect of the repair service.</p> <p>PG added that MCP have 202 Stage 2 complaints and Gilmartin have none.</p> <p>PG to feedback at the next meeting.</p> <p>6.4 – JE asked for Estate Cleaning KPIs to be part of the quarterly KPIs</p>	<p>PG</p> <p>Estate Services (CD & LB)</p>
7.0	RA UPDATE	MS/All
7.1	<p>7.2 - Ease – Youth activities and Stay & Play – On-going</p> <p>Youth activities – Last Monday of the month, 11-17 years olds 6:30pm to 8:30pm</p> <p>Stay & Play – Last Thursday of the month, under 5's and their families – 1:00 to 2:30pm</p>	
8.0	RA ACTION PLAN	JE
	<p>8.1 - The Action Plan – Updated May 2022 – was emailed to all committee members prior to the meeting.</p> <p>8.2 - Please see the objectives set at the Away Day. The Action Plan will be updated after each RA meeting, monitoring objectives progress.</p>	
9.0	AOB (All)	
	<p>9. PG update</p> <p>9.1 – Energy Centre</p> <p>The maintenance upgrade is completed and the new energy centre based in the Monmouth Court basement/undercroft car park is now running at full capacity.</p>	

The new energy centre is servicing the new blocks and the old blocks apart from Phase 3 blocks and Cheyne Path who have their own boiler.

9.2 - Phase 7

PG team upgrading the bathroom and kitchen

9.3 - Phase 5 – Refurbishment

Stock condition surveys carried out by Potter Raper are almost completed. Work on site will start in 2023 and will be carried out over 3 years. The residents might have to be decanted as the flats will have to be gutted for the refurbishing work. Residents would be inconvenienced.

JS commented that residents are worried about the rising energy costs. PG pointed out that the energy centre and the refurbished flats would be much more energy efficient and will benefit the residents.

9.4 – Sheltered Scheme

PG team are decorating Sheltered Scheme's flats.

9.5 – Fun Day organised by [Ease](#) & Hanwell Big Local

Fun Day Saturday 11 June 2022, 2pm-5pm, at St Christopher's Church hall on Bordars Road

Items deferred to the 28 June RA meeting

9.6 - Community Pay Back scheme

Looking for 10/15 individuals – Remit for the scheme can include painting over graffiti, under-croft car park litter picking, general litter picking, trimming bushes up to 6 feet tall, clearing woodland area behind Cheyne Path.

9.7 - Undercroft car parks

Undercroft car parks will re-open soon. There are 8 of them on the estate. They are currently being refurbished.

If residents are interested – residents should put their name down as there is currently a waiting list. The estimated annual charge is expected to be circa £300, or £25 a month.

	<p>9.8 - Littering – Pembroke Court</p> <p>AV reported a case of littering, nappies and beer cans, at the entrance of Monmouth Court/Pembroke Court. The offence is believed to be caused by a new resident.</p> <p>AV to email photos to MK.</p>	
10.0	DATE OF THE NEXT MEETING (ALL)	
	<p>Date of the next RA meeting:</p> <ul style="list-style-type: none"> • 28 June 2022, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block). • The newly elected ward councilors will attend meeting 	