



COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 8 FEBRUARY 2022
6PM**

Committee meeting

Attendees Residents			
	MS	RA & RSG, Chair	
	AP	RA & RSG	
	JS	RA & RSG	
	AV	RA	
	JJ	RA	
	JW	Observer	
	MB	Ease, RA & RSG Co-optee	
Attendees External			
Edmund Akeju	EA	West London Equality Centre	
Magda Kasprowicz	MK	Hanwell Hub	LB of Ealing
Sarah Phillpot	SP	Project Manager - Development	LB of Ealing
Patricia Omonua	PO	Project Coordinator	LB of Ealing
Janet Edwards	JE	Senior consultant - Chaired the Meeting	PPCR
Catherine Michelet	CM	consultant – Minutes	PPCR

Apologies			
JD		RSG	
Cllr Carlo Lusuardi		Cleveland Councillor	LB
Paul Grant		Hanwell Hub	LB of Ealing
Sarah Phillpot		Project Manager - Development	LB of Ealing

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	JE welcomed all to the RA & RSG joint meeting. Attendees introduced themselves	
1.2	Apologies as noted above.	
2.0	DECLARATION OF INTEREST (All)	

2.1	There were no declarations of interest.	
3.0	CODE OF CONDUCT (All)	
3.1	Please observe the Code of Conduct and allow everyone to speak.	
3.2	All attendees will be muted during the meeting but can raise their hand when they wish to speak. Everyone will be allowed to speak without interruption.	
4.0	MINUTES OF LAST RA & RSG MEETING	All
4.1	Minutes of the last RA & RSG minutes, 11 January 2022, were agreed.	
5.0	Hub Update – Estate Services	MK
5.1	<p>HUB News</p> <p>The Hub is re-opening on Mondays and Thursdays from w/c 14 February 2022 as follows:</p> <p>w/c 14 & 18 February – pre-arranged appointments only</p> <p>w/c 21 & 28 February – pre-arranged appointments only</p> <p>w/c 3 March 2022 Monday & Thursdays (9-5pm) drop-in as usual.</p> <p>To keep staff and residents safe, the Hub will continue to operate social distancing and are asking that where a resident needs to visit the Hub only one member per household attends.</p> <p>The Hub have recruited two temporary members of staff and are currently finalizing permanent appointments, references etc – aiming for start date in April 2022.</p>	
5.2	<p>Noticeboards Height</p> <p>MK received confirmation on the 13 January that all the noticeboard's height had been adjusted to the same height as the one next to Stafford Court. MS to check</p>	MS

5.3	<p>Dropped curb by Alton Court Highways have allocated a team to look at design. It might not be a drop-curb but pedestrian crossing.</p>	
5.4	<p>Undercroft parking The assessment will be now presented at the March Board meeting for consideration. The Project Team recommend that it is approved. If approved they will be looking to trial the opening of some of the other undercroft parking on Phase 7. Subject to approval, the work would take 6 to 9 months to complete which will enable the undercroft to re-open.</p> <p>Question from a resident: Will priority be given to residents?</p> <p>SP explained that at this point there are no guarantees. The Regen Team are putting a proposal to Board. There is no guarantee that the Board will agree, it will depend on if they consider it value for money. Management of those car park spaces that will be something that the Project Team will be discussing with Magda following Board approval.</p> <p>Is it possible that the spaces will be offered to the new tenants in the new buildings?</p> <p>SP advised that Phase 6 is being tenanted and sold as a no parking development. If the recommendation report is approved, we will begin a 9 – 12 months process to do the work to re-open the undercrofts and following Board’s approval The Regen Team will liaise with MK’s Team who will be overseeing the parking allocation of those spaces to residents.</p>	SP/MK
5.5	<p>Estate Newsletter All participants confirmed they received a copy of the December Newsletter.</p>	
5.6	<p>Abandoned cars Radnor Court undercroft carpark - AV emailed last week 2 photos of the vehicles that seemed abandoned: one car in the corner that has been there for years and 2 motorcycles. Making the initial checks. MK Will have an update at the next meeting. The Hub Needs to check if these vehicles are abandoned, Tax and MOT. A specialist officer will be able to trace who the vehicles are registered to and advise the owners to remove the vehicle - the vehicles will be stickered.</p> <p>There are 3 notices that have to be served before we can remove abandoned vehicles it can be a lengthy process, so the cars will not be removed overnight. The first notice is 28 days, the second notice is 14 days and the third notice is 7 days. The</p>	MK

<p>5.7</p>	<p>Hub are carrying out the initial check whether the vehicles can be considered as abandoned.</p> <p>Bins under residents' windows MK reminded the residents that the issue had been addressed at previous meetings. There is nowhere else that the bins can be moved to. Lee, from the Estate Services Team has agreed to attend the 8 March RA & RSG meeting. He will do a general presentation around what the service does and there will be opportunity to ask questions, a Q&A session. Lee will aim to address specific questions.</p> <p>There are provisions to address bin location issue in the future when the Estate undergoes further Regen work, but for the time being there is nowhere else for them to go. They are looking to procure a contract to wash the bins on an annual basis to deal with some of the issues that have been reported.</p> <p>AV emphasized that it is not a personal issue, the bin issue affects her neighbours too those windows are above the bin area, and all residents who live above over the bin store entrances in all the blocks. AV reported these issues over a period of times and is getting frustrated. AP is concerned that this issue has been longstanding for over a year.</p> <p>Lee from Estate Services has confirmed he is coming to the March meeting to explain about the cleaning program and about the bins situation.</p> <p>AP asked what would you do if you had smelly bins was underneath your windows? This problem has been raised over a year ago. Why it is impossible to resolve.</p> <p>MK explained that the Hub doesn't manage the bins Estate Services does. They have come out and looked at the situation and said there is nowhere else the bins can be relocated. The issue has been raised repeatedly. There is the issue of the slope, and the bins need to be accessible so staff are able to pull the bins to load then onto the back of the lorry.</p> <p>JE agreed AV raised a good point – that maybe the new contractor can wash the bins more regularly than once a year.</p> <p>MK advised that is a question that can be asked at the next meeting to Estate Services. MK had already asked this question to Estate Services following the January meeting.</p> <p>The bins will go from not being washed at all to being washed at least once a year. Maybe if there are issues around problematic</p>	<p>Lee, Estate Services</p>
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	<p>areas we can ask if there are provision for them to be washed more regularly and frequently.</p> <p>JE understand the residents' frustration regarding this issue. It is a question we can ask Lee and the Estate Service Team at the March meeting. Let's wait until Lee answer your questions.</p> <p>5.8 Tree maintenance – Paddington Court Estate Services are responsible for this service. There is no more than a 3 meters requirement that is needed between a tree and a block. Ceri, Estate Services' manager, advised 2 trees have been identified at the rear of Paddington Court which need pruning. They are pruned once every 3 years. Once they do the pruning they won't pruned the trees for 3 years.</p> <p>MS remarked that pruning of the trees next to her flat weren't done 3 years ago. MK explained the trees have been identified they need pruning. Ceri will have an update for MK after he meet with the contractor to find out if the trees have been pruned back prior to the next RA & RSG meeting.</p> <p>MS asked where are these trees? 2 trees are at the back of Paddington Court. MS believed there are 3 trees - 2 of the trees are in front of her windows. MK think that these are the trees that the contractor has identified which require pruning.</p> <p>Pruning trees are a cycle of work programed once every 3 years or when needed. They will check the trees every 3 years and if they still haven't reached the limit they may not trim the tree(s).</p> <p>Residents can ask questions re pruning and ground maintenance at the March meeting to Lee, from Estate Services.</p>	
<p>5.9</p>	<p>Pharaoh Ants – Gloucester Court No update in terms of block treatment and what properties are affected. The person dealing with the issue is back from leave tomorrow. There was a resource issue to go through all the calls and what blocks are affected. MK assured the residents that if a block is affected that block will be treated, maybe not all of 5 blocks but the ones that are most affected, including Gloucester Court.</p> <p>MK asked residents that if they have pest issues to get in touch with pest control and encourage their neighbours to report the issues.</p> <p>AP reported that Pest Control are coming regularly, his next visit is due on 16 February. JS confirmed Pest Control are coming to her flat and her neighbour's flat next week. AP and Jane (the</p>	<p>Lee, Estate Services</p>

<p>5.10</p> <p>5.11</p>	<p>neighbour) have been talking their neighbours asking them to report their ant issue.</p> <p>The treatment for Pharaoh ants is to give them contraceptive to prevent them to multiply.</p> <p>If individual treatment doesn't work Pest control will carry out a block treatment It is in the Coucil interest as well as the residents interest.</p> <p>AOB</p> <p>Emergency Services Entrance (by the nursery) Multi agencies are looking at the issue - Fire safety Team and emergencies services (Fire Brigade, Ambulances and Police). All the locks across the borough to be on the same system to enable the fire brigade to gain access.</p> <p>MK chased-up the issue. They are still looking at quotes and contractor. MK to get update for next meeting.</p>	<p>MK</p>
<p>6.0</p>	<p>Regen Update</p>	<p>SP</p>
<p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p>Update from the Regen Update meeting 25 January</p> <p>Overview <u>Phase 3</u> - the regeneration of the Warwick Court block containing 18 existing units to be refurbed, and 3 new builds.</p> <p>JE thanked SP for circulating the January edition of the Engie Monthly Newsletter. SP confirmed that the newsletter was distributed to everyone on the mailing list approved by MK.</p> <p>Warwick Court Engie concluded all the concrete pours for the stair last Wednesday. The Project Team concluded the Tunnel tracking monitoring on Friday 4th February. Project is now in post-statutory monitoring period, it will be stopped at midnight on Friday 11 February. That will be the conclusion of all structural activities on that site that requires tunnel track monitoring. Still on target for completion date of September 2022.</p> <p>Overview <u>Phase 6</u> - 201 new build units, tenure breakdown as follows-</p>	

	<ul style="list-style-type: none"> • Social London Affordable Rent (LAR) Houses – 26/Apartments - 59 • Shared ownership units for sale - 33 • Intermediate Rent – 35 (BL block) • Private Sale - House – 1/Apartments – 47 • New management hub, community centre, adult fitness trail, playground and local shop are also being delivered as part of phase 6 works. <p>6.5 Project Team was hoping to get the next sectional completion, Block A and 7 social houses on 17 January. There is a small delay due to compliance documentation being reviewed. Building control should sign off the remaining paperwork for this section by the end of this week. SP to re-book sectional hand-over with LB' compliance team in the next few weeks. It will be up to that team to ensure that they are happy for occupation to go ahead. We will be doing a compliance hand-over in the next 2- 4 weeks with LB's compliance team.</p> <p>Last sectional hand-over, which includes Block D and the remaining social houses to be handed-over. We are expecting this to be complete circa end of April 2022. The entire site is due for completion at the end of April this year. We are still on track for that completion date.</p> <p>MS remarked that all the portacabins are all gone. SP confirmed that realistically Hill have probably got 10 to 12 weeks on site. They are now concluding the work and they are going to remove a certain number of containers to other sites and jobs they have in the pipeline. Given that there has been a pandemic, Hills have done extremely well ensuring that they stayed on program. Despite the pandemic there weren't any significant delays.</p> <p>6.6 Sales update There were 25 completions in total, the majority of these completions are now in occupation. There were a further 2 exchanges, which is the legal pre-step before you get to completion, and in addition to the 25 completions, we are in receipt of reservation deposit for another 14 units. In total, 25 completions, 2 exchanges and 14 reservations. Very pleased with the current market take-up.</p> <p>All of the units are offered with the Help-to-Buy, or under shared ownership. JLL still have a site presence albeit appointment only within the marketing suite at Alton Court. If you have any questions about getting onto the homeowner ownership ladder. Please go and see some units and the show home. Please direct your queries to JLL who will be pleased to provide you with further information.</p>	
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6.7	<p>JS asked what is the next Regen Phase coming soon, it was the D-G block's refurbishment.</p>	
6.8	<p>Shop update Ravi is contractually obliged to complete his own fit-out. Still working through on the production on some compliance paperwork which SP needs Ravi to provide before they sanction his opening. Based on the difficulties with contractors his end, now looking at end of April 2022. Anticipating shop opening Spring 2022.</p>	
6.9	<p>MS asked how long will it be before the permanent community centre opens.</p> <p>In terms of the core and shell, permanent community centre is within Block D, core and shell hand-over will be circa end of April 2022 with the rest of Phase 6 site. Pending on procurement processes, SP anticipating fit-out will takes us through the end of August. SP asked PG to extend the rental of the TCC to the 31 August to ensure that at no point the community or the local groups go without a community centre to functionally use.</p>	
6.10	<p>Overview <u>Phase 7</u> - 337 units in total - 277 social rental units refurbished 3 social rental newbuild units 3 newbuild shared ownership units for sale 54 privately owned existing units – these units will benefit from works to communal areas and some service provision, but internals will not be refurbished.</p>	
6.11	<p>Gordon Cooper has furnished SP last week with an update. SP has not, as yet, had an opportunity to go through it. SP to provide an update at the next RSG. SP will be drawing down a summary of the information that GC issued and will send a letter to residents living in Phase 7.</p>	
6.12	<p>Working from Home The Regen team remain working from home at the moment – not given any formal direction to return to the office. As a build team (Regen Team) we have maintained fortnightly meetings on-site with the sales team and the wider consultants. Clerk of Works have a site meeting every week to complete statutory clerk of works inspections.</p>	
	<p>Phase 5</p>	

<p>6.13</p>	<p>JS's neighbours and residents in the D-G block have asked for an update.</p> <p>Phase 5 is the D to G blocks. We were going to see if resources could bring it forward unfortunately due to a lack of resources not able to bring Phase 5 forward and it is currently programmed to commence early 2023. Staff shortages during the pandemic meant it just wasn't viable to bring it forward. Towards the end of this year, SP will be able to provide the residents with more specific dates.</p> <p>MS asked if D-G blocks cover sheltered accommodation. SP advised that it doesn't. The sheltered housing team have their own program, there was a refurb program that was complete a few years back. SP is aware that the sheltered housing team are assessing all the sheltered blocks across the whole borough with the view that there might be more changes or development work in the future years. The sheltered blocks are not included in this regeneration scheme.</p>	
<p>7.0</p>	<p>KPIs – Quarter 3</p>	<p>PG</p>
<p>7.1</p>	<p>KPIs Quarter 3 KPIS are deferred to March meeting. As agreed at the last presentation of the KPIs, Gilmartin figures will be separated and presented on their own. PG will present the KPIs.</p>	
<p>8.0</p>	<p>West London Equality Centre - Presentation</p>	<p>EA</p>
<p>8.1</p>	<ul style="list-style-type: none"> • Please see full presentation attached with final Minutes. <p>At the January meeting AV asked if it is possible to use the TCC to hold free legal advice delivered by solicitor, staff and volunteers from the West London Equality Centre.</p> <p>Edmund Akeju was invited to give a short presentation of WLEC services.</p> <p>EA thanked the Chair and other attendees you for giving the opportunity to come to the meeting.</p> <p>EA commented on the possibility for leaseholders to use Council contractors for repairs issue raised by AP.</p> <p>Regarding leaseholder services and leaseholders' expectation of services from the Council and Council obligations. A good</p>	

	<p>point to start is to look at the Lease agreement. If you pay service charge, look at what services it covers. If you like WLEC can be present at the Leaseholder meeting and see what you can pressure Ealing Council to deliver in specific to your expectations.</p> <p>WLEC is a legal charity based in Ealing since 1963. WLEC delivers free legal advice to member of the community. EA and his team made up of qualified lawyers, barristers and trained volunteers could be giving free legal advice at Copley Close in a matter of weeks. WLEC run a Monday to Friday service and alternate Saturdays.</p> <p>Areas of law: Housing, Consumer/Contract, family, Immigration/EUSS, employment, Disability and Hate crime.</p> <p>WLEC is offering to give free legal advice to Copley Close residents once a week and a Saturday once a month at the Community Centre. Dates and times to be agreed.</p> <p>WLEC offer opportunities to train volunteers, upskilling and practical legal training experience. AV and ED started as volunteers.</p> <p>Residents did not have any questions for EA.</p> <p>JS welcomed ED and WLEC's back onto Copley Close. It was a regular service that JS worked with Brent and Ease to have on the Estate. It was a popular service and part of our partnership. It is a good thing WLEC are coming back.</p> <p>EA thanked the Members for inviting him. EA is looking forward to return and continue to help residents. Barbara is still working at WLEC and she is currently the WLEC's Chair.</p> <p>JE thanked AV for proposing to invite WLEC, a valuable project.</p> <p>CM to contact KZ re availability of the Community Centre. CM to email EA to set-up a meeting with MS and PPCR to look at a timetable.</p>	<p>CM</p>
<p>9.0</p>	<p>Residents' Updates and Concerns</p>	<p>ALL</p>
<p>9.1</p>	<p>JE asked the residents if they have updates they would like to share or concerns they would like to raise.</p> <p>Repairs for Leaseholders</p>	

<p>9.2</p>	<p>AP's neighbour had a water leak which leaked into the flat below. The neighbour is a leaseholder and elderly lady who doesn't speak much English. The leak happened out of hours around midnight. AP had a make a phone call on her behalf to a private contractor. If there is a water leak and the pipe is broken, her flat and the flat below will be affected. Can Leaseholders use and pay for the services same as the council tenants, maybe a percentage?</p> <p>MK explained that leaseholders need to trace and identify their own leaks and other problems in their properties and are responsible for sorting out these problems. There might be some instances where the council would attend and re-charge the leaseholder. A water leak would be a good instance if a significant amount of damage could be caused to other properties. These are common issues the Council is experiencing. We need to speak to Leasehold Services to see if it is feasible.</p> <p>Leaseholders are under the Council building insurance and have their own content insurance. Leaseholders' responsibilities are listed in their lease including carrying out repairs to their property.</p> <p>AP explained that the issue is about availability, council's contractors are at hand and they know the premises. If AP rings a contractor they will not know the premises in terms of the water supply. There are lots of repairs Council contractors can do and leaseholders contractor can't do. AP asked for the possibility of changing the rules and allowing leaseholders to contact Council's contractor and be re-charged for the work.</p> <p>MK highlighted that some leaseholders would like this new service and other wouldn't like. It can't be a blanket rules.</p> <p>AP added that leaseholders have a right to call the heating engineer as they are lots of things that would stop us to do repairs to our own heating and water supply. Sometimes the water supply cannot be turned off at the premises.</p> <p>MS suggested to set-up a meeting with leaseholders to explore leaseholders issues to make sure that they are addressed properly. MK agreed to ask Leaseholder Services to set-up meeting to give leaseholders the opportunity to ask questions. MK doesn't think blanket rule for all leaseholders will work because leaseholders have different expectations.</p> <p>AV commented that the parking and the traffic are getting crazier. Every single day there are issues with fighting and nobody want to give way. It is a mess.</p> <p>There were no further concerns.</p>	<p>To set-up leaseholder meeting/Lease holder services</p>
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10.0	PPCR Drop-in	
10.1	<p>PPCR Virtual Resident Regeneration Advice drop-in session</p> <ul style="list-style-type: none"> • Next one is Tuesday 15 February, 5pm to 7pm Zoom link https://us02web.zoom.us/j/6750372171 • PPCR drop-in are the third Tuesday of the month. <p>JE reminded the attendees to talk to their neighbours and other residents, and advise them that if they have any issues or questions on regeneration or housing management to join the drop-in on the third Tuesday of the month or to can ring/email PPCR at any time.</p> <p>PPCR will forward residents query/issues to the appropriate officer.</p>	ALL
11.0	EASE Update	MB
11.1	<p>Ease Activities on behalf of the RA Activities at the Temporary Community Centre</p> <p>Youth Group, 11-17 years old Last Monday of every month - term time only - starting Monday 28 February, 6:30pm-8:30pm There will be pool/table tennis table and arts & craft.</p> <p>Stay & Play, under 5's and their parents/carers Last Thursday of every month - term time only - starting Thursday 24 February, 1pm-2:30pm</p> <p>Both activities are free and provided by the RA.</p> <p>Promoting the activities Ease will put up posters this week at the bottom of the blocks and by the lifts and on the 3 noticeboards</p> <ul style="list-style-type: none"> • Please promote the two activities by word of mouth, and by email to your neighbours and friends living on the Close. <p>It is important that we support the events because the RA has done a lot to get the funding and we don't want the funding to get wasted. Residents are always complaining that there are no activities for young people and now the RA are giving them</p>	ALL

12.3	<p>Dongle & Wi-Fi at Community Centre (and Temporary) Is it cost effective? Must get a 12-month contract with Vodaphone or Three, they don't do a Pay as you Go.</p> <p>SP asked JE to get confirmation from Kaz about the Wi-Fi provision at the Community Centre. It makes sense to have Wi-Fi at the CC to attract groups to rent the space for their activities. Has the CC team/Kaz made provision to have Wi-Fi? SP don't think that the CC team/Kaz has made a formal decision re Wi-Fi for the CC.</p> <p>If Wi-Fi is needed at the TCC SP can sanction payment for a 12 months contract and the dongle can be used at the new (permanent) community centre for the remaining 4/5 months remaining of the contract.</p> <p>Check with Kaz if she has made provision for permanent Wi-Fi at the CC it might not be cost effective but if she hasn't the Regen Team can pay for a 12 months contract, that get a 4/5 months surplus internet connection in the new CC so be it.</p> <p>MS responded that she had spoken to Kaz on Monday, who confirmed that they (Kaz/CC Team) are in the process getting internet for the CCs.</p>	JE
13.0	DATE OF THE NEXT RA & RSG Zoom MEETING	ALL
13.1	TUESDAY 8 MARCH 2022 @ 6pm	

Copies of these meeting notes will be placed on the noticeboard outside the Community Centre on Copley Estate. The notes can also be found on the link below:

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