



Copley Close Hanwell W7 Regeneration Steering Group Meeting

Community Centre, 39 Honiton Court, Copley Close W7 1DT

**12 December 2023 – 6.30pm to 8pm
Minutes**

Attendees	
MS	RSG Chair - Chaired meeting
FAA	RSG Member
SW	RSG Member
AP	RSG Member
NS	RSG Member
JS	RSG Member
JM	RSG Member
ME	Observer
SP	LBE– Regeneration Manager – Via Zoom
MT	LBE– Copley Regeneration Project Manager
RK	LBE– Copley Regeneration Project Coordinator
JE	PPCR
CM	PPCR (minutes)
Apologies	
BS	RSG Member
JJ	RSG Member

ALL COPLEY MEETING MINUTES ARE POSTED ON THE PPCR COPLEY BLOG – Scan QR Code:



NO.	AGENDA ITEM	ACTION
1.0	Introductions & Apologies	
1.1	Apologies as noted above.	
2.0	Declarations of Interest	
2.1	No declarations of interest.	RSG

3.0	Code of Conduct & Terms of Reference	
3.1	Meeting Code of Conduct is in operation.	
3.2	Please note copies of CoC and ToRs are available at every meeting. Please ask PPCR if you would like paper or e-mailed copies.	
4.0	Agree Minutes	
4.1	Minutes were agreed. RSG minutes will be reviewed and signed off at Zoom meeting with MT/RK & CM on the following Tuesday a week after the RSG meetings at 3.30pm/4pm.	
5.0	Minutes and Matters Arising	
5.1	None	
6.0	Regeneration Programme update	Actions
6.1	6.1 - Phase 3 <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Overview</p> <p>Phase 3 involves the regeneration of the Warwick Court block</p> <ul style="list-style-type: none"> • 18 existing units to be refurbished • 3 new builds </div>	
6.1.2	6.1.2 Warwick Court <p>Coming to the end of the longest running scheme on Copley. Most of the outstanding work is complete: Fascia, metal work and soft landscaping. Fire escape, secondary mean of escape from plant room was resolved. Fire escape will be inspected by the Fire consultant early January. The contractor has still to carry out the commissioning of all the M&E equipment to make sure that LBE is happy that everything is working as it should. Once they have completed all the necessary certifications, the operation and maintenance manuals that part of the scheme will be complete.</p> <p>A different contractor is carrying out follow-up work in the car park underneath the building which will involve some work to the drainage system.</p>	

During this period, LBE asked the leaseholders to come back to their properties to carry out the connection work required to connect their old system onto the new electric system. LBE wrote to the leaseholders to contact their electricians to revisit the quotes they had (some quotes are 12 months old), to get revised prices. Leaseholders need to upgrade the electric system to be compliant to current standards. It might be cheaper to re-wire their properties instead of doing any repair work. The leaseholders cannot go back to their properties until they have the correct certification. Leaseholders have been given a deadline for when the work needs to be completed.

Question from residents: Leaseholders have been in decant properties for the last 5 years, will they be given any compensation?

Due to a roof leak LBE decorated the properties, new flooring, some had new sanitary fittings, and one had a new kitchen so the properties will be far better than when they left them. LBE ensured the leaseholders are not disadvantaged for being out of their properties for 5 years. They are coming back to properties that had work done to them.

6.2

6.2 – Phase 5 - D-G blocks

Overview

5 blocks make up Phase 5: Denbigh Court, Devon Court, Dorset Court, Glamorgan Court and Gloucester Court. - 100 units in total - 65 units are tenanted; 35 are leaseholders.

- **Leasehold properties: minimal internal work will be carried out to.**
- **Social tenants: internal works will be included within the refurb.**

Indicative Timeline:

Denbigh Court and Devon Court - estimated start Summer 2024. It will take about 12 months to complete the work. Once the work is completed residents will move back to their primary home. Dorset Court and Glamorgan Court - estimated start Summer 2025; Gloucester Court – estimated start Summer 2026.

MT held a series of 1-2-1 meetings with residents on 12, 13 & 19 December, answered resident questions, and are aiming to see as many residents as possible. MT answered questions about the decant process, leaseholders' questions re what kind of work will be carried out to their flats and method of payment for the work. MT advised that he does not currently have information about costs, but advised that this information will be circulated to leaseholders as soon as the info is available.

Residents to contact PPCR to book their one-to-one 10 minutes meeting. The meetings will continue all the way through to May 2026. The work will be carried out to two blocks at a time and it is estimated that it will take 1 year for 2 blocks. LBE currently looking for void properties that match residents' needs.

A Q&A (FAQs) sheet will be produced and will be circulated to all residents.

MT's team have received the work specifications and they are reconciling with the requirements, making sure there aren't any unforeseen problems that would cause risk to the works. The review is due to be completed before Christmas. MT advised that they are still waiting on the M&E consultant to provide pipework & electrical designs.

A discussion took place about leaseholders' costs and options
Leaseholders are concerned about costs and how they will pay for the work. Re-wiring the whole property will be costly. Leaseholders are not given any choices they need to get the work done. Re-wiring, upgrading electrics is a safety issue, that should be addressed by LBE.

MT advised that from a safety perspective, fire regulations have changed, LBE are creating fire lobbies, making sure that the travel distances are correct. LBE are also going to install dry risers; if there is a fire LBE will have a fire safety in place making sure everyone is safe. SP advised that in terms of fire safety perspective, LBE would not connect the electrical supply of any leaseholders who have not brought their own internal electrics up to date, on to the new supply. Upgrading electrics is the leaseholder responsibility and is part of homeownership. Contractually speaking LBE is not responsible for anything passed the electric meter connection.

Homeownership team is looking at different payment methods, such as an interest free monthly payment scheme.

Leaseholders might want to employ the same contractor as the one LBE will be engaging to carry out the works on the tenant flats do upgrade their electrics. Is it feasible?

The Council would have to bear the cost of the work up-front. SP advised leaseholders to contact the Homeownership team in the first instance, before escalating the conversation to SP.

MT thanked leaseholders for raising questions. Concerned leaseholders to get in touch with the Homeownership Team.

Residents asked for ratio number of leaseholders in all the 5 blocks, they account for 33% of the households.

Action: MT will look at costs to provide a benchmark figure.

MT

6.3 - Phase 6

Overview

Phase 6 – 201 new build units, tenure breakdown as follows-

- 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 the phase 6 works.

6.3

6.3.1 6.3.1 Commercial units have been handed back to Ealing, waiting for the go-ahead for occupation.

6.3.2 6.3.2 Management Hub - No opening date yet.

A resident asked what is going to happen to Percival House as it is no longer used as the main Council offices. It has been closed for the last 2 years.

Ealing Hubs are being reviewed. Copley Hub will merge with another Hub/team and move together to Ph6 Hub location. The current hub offices are not going to be turned back into the original 2 flats - it is the responsibility of MV's Housing Management team to decide on the future use of the old Hub office as they manage this resource.

6.3.3 6.3.3 Local Shop
Owner needed a new licence. It is slow process and it is being escalated by the senior manager of the commercial lease team who is pushing to get the shop owner a temporary licence to get the shop back in business. From the time the shop owner gets the temporary licence it will take 7 days to stock the shop.

6.3.4 6.3.4 End of defect
The end of defects inspections is progressing well. Hills are resolving the issues in the flats quickly. Residents have received the last of the 3 letters asking them to respond in time otherwise they will be responsible for the defects repairs.

Completing end of defect period for Honiton Court in April 2024. Any issues that will arise after the end of defect period will need to be reported to the Ealing Team instead of Hill.

<p>6.4</p>	<p>6.4 - Phase 7 – SP Update</p> <p>337 units in total -</p> <ul style="list-style-type: none"> • 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>6.4.1</p>	<p>6.4.1</p> <p>The viability review is on-going. It is looking at the options and will recommend the one that is best value for money.</p> <p>LBE is waiting for the structural assessment and the condition survey of the box tunnel. It will take 2 years before completion to get a formal proposal. Due to rising cost of construction work LBE need to revisit the viability study. Network rail re-assessed the tunnel from an original 44 tonnes to 18 tonnes weight restriction. The structural assessment will be likely to ask Public Realm to reinforce the tunnel before any work can start. The condition survey is to start early 2024.</p> <p>Ph7 has planning permission for large scale refurbishment plus 6 new builds. If the recommended best value option is any different to that of refurbishment, residents will be consulted and balloted. The scheme will only go ahead if it is a majority vote in the ballot.</p>	
<p>6.5</p>	<p>Assess Management Team lead. Spring/Summer 2024 work proposal.</p> <p>6.5 – Undercroft work update</p> <p>140 parking spaces in total -</p> <ul style="list-style-type: none"> • To re-open safely 50% of the undercroft parking spaces, 140 parking spaces in total which were identified as good value for money. • Parking spaces will be hand-over in sections over a period of 12 months. • Once each of the undercrofts are completed, LB Ealing housing management team and landlord services will administrate the undercroft parking contract. <p>A new officer, an Employer Agent joined the team to help with the procurement contract. It will take 4 weeks to complete. Going to tender for early in the New Year. The scheme once completed, will re-open 50% of the undercroft parking spaces and 140 parking spaces in total will be back in use.</p> <p>Residents remarked how difficult it is to park on Copley. They want to know how they will be able to rent a car park space in and what the yearly rental cost will be. Action: CM to contact MV/Hub</p>	<p>CM</p>

	<p>Post meeting note - Update from the Hub: <i>LBE will hand over the management of Monmouth Court's undercroft parking to SPS (the councils' parking provider) to manage and rent the undercroft parking spaces. The only parking spaces currently are at the Monmouth Court undercroft parking. Due to an issue with the gate, renting is on hold until the gate is fixed. LBE's building safety team are currently working on this issue and once the repair is completed, the Hub intend to sign the agreement with SPS. SPS will then advertise how they will be renting the spaces to the residents.</i></p> <p>6.6 – Castle Bar Park train station The train station refurbishment scheme was not deemed viable. Resident queried the decision. The station need to be accessible to all Copley residents, it needs to be upgraded and maintained. Other people living the other side of the line use the station too. SP is in favour for Network Rail to refurbish the station, SP asked MT contact Network Rail to find out how to progress.</p> <p>Action: MT to contact Denis at Network Rail to get a contact point.</p>	MT
7.0	RSG Action Plan	Actions
7.1	<p>The Action Plan is setting the RSG objectives for the next 12 months.</p> <p>The Action Plan is updated monthly in blue and emailed to all members prior to the meeting.</p> <p>Updated items</p> <p>MIND sessions - sessions will resume in 2024 at the Community Centre</p> <ul style="list-style-type: none"> • 16 January 2024 - Health & Wellbeing: 12.30 to 1.30pm Workshop; 1.30 to 2.30pm drop-in session • 20 February 2024 - Crisis Prevention: 12.30 to 1.30pm Workshop; 1.30 to 2.30pm drop-in session • 19 March 2024 - Awareness of Mental Health: 12.30 to 1.30pm Workshop; 1.30 to 2.30pm drop-in session <p>MIND sessions will be reviewed after March.</p> <p>EASE sessions will resume in 2024 at the Community Centre. 6 Dates have been agreed, January to June 2024. Ease to circulate.</p> <ul style="list-style-type: none"> • Stay & Play for the under 5s (for parents & carers with a child/ren under 5 who live on Copley Close)- Last Thursday of every month (Term Time only, 1pm to 2:30pm) • Youth Group, for 11-19 years olds (up to 25 if you have SEND) and live on Copley Close - Last Monday of the Month (Term Time only, 1pm to 2:30pm) <p>End of the Year Festive DROP-IN, Tuesday 19 December, 3.30pm-6.00pm, at the Community Centre</p>	JE

What to expect:
 Refreshments, mince pies and snacks
 Face painter, (for children), Raffle for young people. Prizes: Christmas hampers and Tablet.
 At the event, we will be asking young people to complete a short questionnaire on the type of activities they would like to take place at the community centre. All young people completing the form will be entered into the raffle for a tablet.

RA AGM, Tuesday 19 December, 6.30pm-8pm, at the Community Centre
 Every resident is invited. Residents were informed by hand-delivered leaflets.

Ealing Food Bank collection, Tuesday 19 December, 3pm-6pm, at the Community Centre

Point 7, page 4 – **RA & RSG Members Training & Development** – January/April 2024

- Tuesday 5 March 2024 at 6pm -8pm; Committee training to the RA Committee (Chair, Vice Chair, Secretary & Treasurer) & the RSG Committee (Chair & Vice Chair)
- Tuesday 23 April 2024 at 6pm - 8pm; Running an Effective Resident Group

Point 3, page 2 – **Youth Engagement** – February/April 2024

- 16 young people interested in establishing Copley Youth RA (16 to 20s). Meeting to be arranged in new Community Centre with the young people to discuss establishing the group. EASE need to be involved

Point 9, page 5 – **RA & RSG Away Day**- Saturday 2 March 2024 (new date)
 The Away Day event date has been postponed to March 2024 as we would like to invite all the new members and officers following the AGM which has been postponed too.

Away Day Event taking place at the **Holidays Inn**, London West, 4 Portal Way, Gypsy Corner, W3 6RT- Event, 9:30am to 12:45, followed by a hot lunch. Ends at 1:30pm.

The aim of the day is to get together, to acknowledge and celebrate the RA & RSG 2022-24 achievements and to set objectives for the year ahead. The Action Plans monitor progress against the RA & RSG objectives.

Sarah and Ritika will be attending the Away Day.

- Residents need to **CONFIRM** their attendance **by the 13 February 2024**. Residents need to advice of their food requirements in advance. Please call or email Catherine 0800 317 066 or info@ppcr.org.uk
- Taxis will be organized to take residents to the venue and back to Copley Close.

Copley RA Newsletter

Copley **The Whistle** Winter 2023 issue was hand-delivered this week.
 A big Thank You to Jackie who took the time to put the newsletter together.

8.0 ANY OTHER BUSINESS (AOB)

	<p>8.1 - Mind Sessions Residents asked for Saturdays and/or evening sessions. Sessions will be reviewed in March after the 3rd session.</p> <p>Residents reported issues - Update</p> <p>8.2 Loddon Court Power Door The power door works when residents tap with their Fobs. It doesn't work when visitors are using the intercom and the resident press the release button. Visitors have to push and pull the door manually causing the door system to brake further. Action: Door entry specialist will be looking at the issue when he is back in January</p> <p>8.3 Littering issue Issue next to bus stop and train station: people hanging around waiting for bus/train, throwing cigarette butts and general litter. MT contacted Estate Services (ERS), having additional bins are possible but they will incur additional charge increase in service charges as the refuse collectors will have to collect and empty one more bin on their weekly run.</p> <p>Residents were asked where they would like the additional bin to be located? By Honiton Court bus stop and train station/bus stop?</p> <p>Action: MT to enquire of increase costs/service charge.</p> <p>8.4 Food recycling issue Residents re-iterate that in the summer month food recycling bins are smelly and would need to be empty more frequently and/or washed. Action: MT to contact Greener Ealing and Estate Services.</p> <p>8.5 Links for refuse collections Report a missed refuse collection https://www.ealing.gov.uk/info/201167/</p> <p>The collection link is not currently working for Phase 6. Action: RK to investigate</p> <p>8.6 Matlock Court & new build blocks ERS assessed the issue. There are enough refuse and recycling paladins and collections for the new builds. Collections on the old part of Copley Close are more frequent, twice weekly, as there is a greater number of households.</p> <p>8.7 Paddington Court: neighbour pipe burst MS to check with resident re pipe(s) burst from upstairs flat. Action: PG on-going investigation</p> <p>8.8 Communal Lighting Outstanding. Contractor not able to come on site. PG is working in the background to solve issue.</p>	<p>ALL</p> <p>MT</p> <p>MT</p> <p>PG</p> <p>PG</p>

	<p>8.9 Cornwall Court's gate to Darlington Court Outstanding. Cornwall Court's gate opening into Darlington Court not working potential ASB issues. Action: Door entry specialist will be looking at the issue when he is back in January</p> <p>8.10 Worcester Court Outstanding. Worcester Court's door entry gate. Action: Door entry specialist will be looking at the issue when he is back in January</p> <p>8.10 Darlington Court – Green area maintenance Outstanding. Dissatisfaction with green area poor upkeep. Is there a ground maintenance service for Darlington Court residents? Action: To contact ERS re green area maintenance</p> <p>New Issues</p> <p>8.11 Community Centre – Lights on all the time Action: PG</p> <p>8.12 Gloucester Court – Scaffolding Scaffolding since mid-October. JS had a roof leak ages ago. No one is doing any work, why it is still up? Action: MT to investigate</p>	<p>ERS</p> <p>PG</p> <p>MT</p>																																						
9.0	DATE OF THE NEXT MEETING (ALL)																																							
9.1	<p>Next meetings:</p> <p>RSG Meeting – 9 January 2024, at Community Centre, 39 Honiton Court</p> <p>RA Meeting - 30 January 2024 at 6pm, at the new Community Centre, 39 Honiton Court, Copley Close W7 1DT.</p>	<p>ALL TO NOTE</p>																																						
9.2	<p style="text-align: center; background-color: #00b050; color: white; padding: 5px;">2024 dates – For your diary</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="padding: 5px;">2nd Tuesday of the month</th> <th style="padding: 5px;">3rd Tuesday of the month</th> <th style="padding: 5px;">Last Tuesday of the month</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px; color: purple;">RSG</td> <td style="padding: 5px; color: green;">PPCR Drop-in</td> <td style="padding: 5px; color: blue;">RA</td> </tr> <tr> <td style="padding: 5px;">9 January 2024</td> <td style="padding: 5px;">16 January 2024</td> <td style="padding: 5px;">30 January 2024</td> </tr> <tr> <td style="padding: 5px;">13 February 2024</td> <td style="padding: 5px;">20 February 2024</td> <td style="padding: 5px;">27 February 2024</td> </tr> <tr> <td style="padding: 5px;">12 March 2024</td> <td style="padding: 5px;">19 March 2024</td> <td style="padding: 5px;">26 March 2024</td> </tr> <tr> <td style="padding: 5px;">9 April 2024</td> <td style="padding: 5px;">16 April 2024</td> <td style="padding: 5px;">30 April 2024</td> </tr> <tr> <td style="padding: 5px;">14 May 2024</td> <td style="padding: 5px;">21 May 2024</td> <td style="padding: 5px;">28 May 2024</td> </tr> <tr> <td style="padding: 5px;">11 June 2024</td> <td style="padding: 5px;">18 June 2024</td> <td style="padding: 5px;">25 June 2024</td> </tr> <tr> <td style="padding: 5px;">9 July 2024</td> <td style="padding: 5px;">16 July 2024</td> <td style="padding: 5px;">30 July 2024</td> </tr> <tr> <td style="padding: 5px;">13 August 2024</td> <td style="padding: 5px;">20 August 2024</td> <td style="padding: 5px;">27 August 2024</td> </tr> <tr> <td style="padding: 5px;">10 September 2024</td> <td style="padding: 5px;">17 September 2024</td> <td style="padding: 5px;">24 September 2024</td> </tr> <tr> <td style="padding: 5px;">8 October 2024</td> <td style="padding: 5px;">15 October 2024</td> <td style="padding: 5px;">29 October 2024</td> </tr> <tr> <td style="padding: 5px;">12 November 2024</td> <td style="padding: 5px;">19 November 2024</td> <td style="padding: 5px;">26 November 2024</td> </tr> </tbody> </table>		2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	RSG	PPCR Drop-in	RA	9 January 2024	16 January 2024	30 January 2024	13 February 2024	20 February 2024	27 February 2024	12 March 2024	19 March 2024	26 March 2024	9 April 2024	16 April 2024	30 April 2024	14 May 2024	21 May 2024	28 May 2024	11 June 2024	18 June 2024	25 June 2024	9 July 2024	16 July 2024	30 July 2024	13 August 2024	20 August 2024	27 August 2024	10 September 2024	17 September 2024	24 September 2024	8 October 2024	15 October 2024	29 October 2024	12 November 2024	19 November 2024
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