



**COPLEY CLOSE Resident Association  
COMMITTEE MEETING  
39 Honiton Court, W7 1DT**

**TUESDAY 29 OCTOBER 2024 – 6PM TO 7PM**

**MINUTES**

<b>Attendees Residents</b>			
	MS	RA & RSG Chair	Constituency
	JM	RA & RSG - RA Secretary	Constituency
	SW	RA & RSG - Committee member	Constituency
<b>Attendees External</b>			
Ian Laine		Team leader, Copley Housing Hub - <a href="#">Zoom</a>	LB Ealing
Anamika Desai	AD	Regeneration officer - <a href="#">Zoom</a>	LB Ealing
Ritika Khotari		Project Coordinator Copley Close - <a href="#">Zoom</a>	LB Ealing
Cllr Rima Baaklini	CB	Ward Councillor for Pitshanger	Pitshanger
Janet Edwards	JE	Senior Consultant	PPCR
Catherine Michelet	CM	Consultant	PPCR

<b>Apologies</b>		
AP	RA & RSG - Committee member	LB Ealing
JS	RA & RSG Vice-Chair	LB Ealing
BS	RA & RSG - Committee member	LB Ealing
NS	RA & RSG - Committee member	LB Ealing
Cllr BW	Ward Councillor for Pitshanger	Pitshanger
MB	RA - Cooptee	Ease

**ALL COPLEY MEETING NOTES ARE POSTED ON THE  
PPCR COPLEY WEBSITE – SEE QR CODE:**



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

<b>3.0</b>	<b>MEETING CODE OF CONDUCT (All)</b>	
3.1	Agreed – In place.	
<b>4.0</b>	<b>AGREE MINUTES OF RA 24 September 2024 (All)</b>	
4.1	Minutes agreed.	
<b>5.0</b>	<b>HUB UPDATE</b>	<b>AD</b>
<b>5.1</b>	<p><b>Copley Hub – Staffing</b>  CS has left Ealing– IL is in the process of recruiting new housing officers. There is a housing staff shortage not only in Ealing but across the whole housing sector. IL is looking at recruiting a trainee. Advert for the 2 posts are going out next week. After meeting with HR aiming to have someone in post by next month. Other officers are covering on a duty basis.</p> <p>Cllr RB asked who are these officers, it is important to know who to contact. It is on a duty basis, it all depend on who is covering that day. IL covers 5 patches and there are 2 patches that are currently vacant. The officers on duty will rotate between the patches. If is a complex case, the case will be allocated to one of them for consistency. If it is a general query, day-today query, the officer on duty will cover that query/case. There are 3 duty officers: Adeyinka “Ade” Tondou, Chimuka Banda &amp; Mah-jabeen Bhatti.</p> <p><u>Post-meeting note – IL update</u>  IL recruited a housing assistant, <i>her name is Ayan Geedi.</i></p>	
<b>5.2</b>	<p><b>Copley Community Centre Wi-fi</b>  There is no fresh update – The issue has been raised by the senior manager and it will take time before it is resolved.  Update from 24 September RA meeting - The issue is with IT, they are not moving forward. The issue has been escalated at a senior level. Lisa, Senior manager advised that the issue is the same across 7 other Ealing schemes. They are at a stalemate on how to resolve the issue. The Wifi has to be on the Council secure line, all the lines are through BT OpenReach under the contract they have. The issue is with the contract they are trying to resolve. Lisa will update AD as soon there is resolution.</p>	
<b>5.3</b>	<p><b>New Hub Office - Opening Date</b>  IL and his team were aiming to open the Hub at the new location at the end of October. Repair have received the part for the whole air system – to heat the office as well as cooling it-, they have installed the external part, the Hub are waiting for</p>	

	<p>repair to install the second part which is in the office. MT has been chasing the installation since last week and trying to ascertain the date when the installation will be completed. That is the only thing preventing the move. There are also some other things that need to be done but that can be done when the officers are in situ.</p> <p>A resident asked if the Hub's opening date will be communicated to residents? Copley residents are due to receive a Newsletter from the Council or it will be a separate communication to the residents if the newsletter is issued before the date is known.</p>	<p><b>IL/MT</b></p>
<p><b>5.4</b></p>	<p><b>Estate Shop</b> Ravi, the leaseholder and Ealing Council have agreed the Lease terms, the two parties are in the process to signing the lease. AD asked how long it will take to open the shop.</p>	
	<p>AD will hopefully be able to provide a date by the next RA meeting.</p>	<p><b>AD</b></p>
<p><b>5.5</b></p>	<p><b>End of the Year Festivities</b> – Tuesday 17 December, 3pm to 6pm RA secured funding from SP and from the RA's Ealing Resident Engagement Funding grant. PPCR is donating a M&amp;S Hamper</p>	
	<p>Cllr RB is going to put the event date of the Councillors' Calendar.</p>	
	<p>Planning meeting - date for next planning meeting: Monday 11 November, 2.15pm - CM to send email invites to all committee members.</p>	<p><b>CM</b></p>
	<ul style="list-style-type: none"> <li>➤ <b>Christmas Tree</b> – Cllr Ben Wesson &amp; the Councillors are providing two trees: a 6 feet tall tree for the Community Centre and a one Christmas tree for Copley Close street</li> </ul>	
	<ul style="list-style-type: none"> <li>❖ We need <b>volunteers</b> <ul style="list-style-type: none"> <li>○ to put-up the Christmas decoration a day before the event</li> <li>○ to set-up and to clean and tidy at the end of the event</li> <li>○ to make sure the event runs smoothly</li> </ul> </li> </ul>	<p><b>ALL</b></p>
<p><b>5.6</b></p>	<p><b>Monmouth Court Undercroft Parking</b> Monmouth Court is still going ahead. MT will have a better update on this item as it is a Regeneration matter. IL observed that the gate and the new key fob system are installed, they removed the old key fob system. IL to catch-up with MT to find out how it is progressing. Once the new system is in place the Council will hand-over to a management company. The original users will be given the first dibs to get into contract. The Council will then be approaching the residents living on Monmouth first and then to residents living in the blocks further out, in stages to give Copley residents the opportunity to get a parking space. If there are some vacancies they will go out to whoever want to rent a parking space close by.</p> <p>Cllr RB remarked that Ward councillors were not given this information. They were told that the whole undercroft parking need reinforcement before they could be used because they were very weak.</p>	

	<p>About four years ago, Monmouth Court undercroft was refurbished as part of a pilot scheme. They removed the garages and put an automatic gated entry system and a fob opens the gates. Around 2 years ago, the system went down there were some issues with the parts and they had to re-visit the specifications. The posts were in an odd position, and one of the post kept getting hit, then it was taken out of use. The posts were removed and the new fob system will be a remote fob system to enable opening the gate from the car to enter and exit. Once we get that gate up and running we can hand it over to the management company. At the moment, the gate is left open so anyone can park in there. Once the undercroft is secure the Council will re-let the parking spaces via the management company. Monmouth Court was the first trial initial undercroft car park – if the specs work for this undercroft then the scheme will be rolled out where they can.</p>	
<p><b>5.7</b></p>	<p><b>Quarterly Estate Walkabout</b>  IL is trying to progress with the quarterly estate walkabout same as the rest of the Borough. Historically Copley got separated out as Copley had its own repair contractor just for Copley Close, Gilmartin. ERS used to attend the estate inspections like they do the rest of the Borough and then they follow-up on the repairs. Copley was left out to carry out its own estate inspections with Gilmartin and PG, Copley own dedicated surveyor. IL is trying to get the service back in line. Gilmartin are coming out of their contract,. Once the service will go back to ERS IL will be able to set-up a date. IL is waiting to find out the date from the Head of Repairs.</p> <p>In the meantime, IL and his team go on walkabout to carry out their inspections, they log issues whenever they see them.</p>	<p><b>IL/Head of Repairs</b></p>
<p><b>5.8</b></p>	<p><b>Quarterly KPIs</b>  MS asked when is the RA going to get quarterly KPIs figures again.</p> <p>Quarterly KPIs performance info to RA for:</p> <ul style="list-style-type: none"> <li>• Repairs</li> <li>• Estate Cleaning</li> <li>• Grounds maintenance</li> <li>• Gas safety</li> </ul> <p>IL is going to ask Winnie who can produce the KPIs.</p>	<p><b>IL</b></p>
<p><b>5.9</b></p>	<p><b>CCTV on Copley Court</b>  IL is going to check with MT that there are already CCTV in Loddon Court. In terms of getting additional CCTV re parcel &amp; postal mail issues. CCTV won't be able to catch the person who is stealing. Installing and monitoring CCTV will come out as a cost to the leaseholders living in the block, service charge increases to tenants. There is a door entry system - which is failing to operate on and off – that is more of a complaint issue for repairs to look at why it keeps failing and identifying the reason of the on-going issue, CCTV is not the answer.</p> <p>In terms of community improvement pot and funding there is the Nice Neighbourhood scheme – unfortunately the fund doesn't accept things like CCTV – it is a safe</p>	

community issue. If Safe Community identify there is a need for CCTV they will install CCTV.

Missing parcels is a problem for street properties but it shouldn't be an issue in a block as residents have secure door entry system so it should take care of that issue in those blocks and it should be limited to neighbours. We can put forward the suggestion. There are lots of ASB hotspots and it is hard to get cameras in those locations because of the cost.

Cllr RB is not satisfied, there are a lot of crime in Loddon Court, it is not only the parcels and there are other issues, ASB the door entry system keeps on failing. It has already been reported to me that something should be done to fix this issue. Cllr RB seen pictures of parcels that have gone missing, and crime have been reported to her a couple of time. In Loddon Court there are lots of residents with disability and specific needs. Cllr RB met most of them. In addition to parking issues/access to disable bays, Loddon Court residents have also to deal with having their letters and parcels going missing.

Parcels are an issue are they don't fit in the letter box.

Cllr RB explained that the door entry issue has been a long running issue since Hill installed it and that no one seem to be able to fix it once and for all.

The falling door entry issue has got to be dealt with a complaint to the repair & maintenance team complaint department who to investigate why the system keep on failing and what can be done to resolve the issue. Door entry system are design to give measure of security, where only the residents and their visitors are allowed access to the building. Installing the CCTV, it would prove difficult to sell the idea of CCTV because of the cost, and the maintenance costs will go back to the leaseholders to keep the CCTV up and running.

Residents reported to Cllr RB that people are entering Loddon Court to congregate, if the door entry system was working as it should this issue wouldn't be happening. It would negate the need for CCTV to be there. The focus needs to be on the reasons why the door entry system keeps on failing rather than trying to put another security measure to cover the one that is failing.

Cllr RB reiterated that no one seem to know how to fix the door and resolve the issue once and for all. Would it better to save time and money to install a different door entry system?

If the parts of the door entry system are not fit for purpose installing a different door entry system should address the issue.

IL reminded residents that they should write a formal complaint where they feel a service area is failing because unless the relevant team get a formal complaint they are not going to address it as they should. If they receive one or two complaints it wouldn't look like it is a big issue but if there receive lots of complaints they can look at the stats and realise this is more of an issue and they need to address it. Lodging a complaint can be a long process and it feel like you shouldn't have to do it. We need to look at stats to look to justify at the cost of doing something somewhere you need the stats to enforce why you made the decision. Loddon Court is a new building, it was built in the last few years ago why do want to install a new door entry

system, this will ensure that the Council can go back to the contractor that even though it is out of the defect liability period that they can go back on.

Cllr RB remarked that nowadays CCTV equipment is affordable, like a webcam, it cost less than £100 to buy and install, to deter ASB. It is an app which you can get everywhere. Cllr emphasis that Loddon Court residents have needs that need to be met and that they don't feel safe. Cllr RB cited the example of residents, resident with mobility issues, wheelchair users and residents with autism, residents have issues and they need our support. We need to make sure that the residents feel safe and secure in their own homes. If they don't feel safe it is a real concern. We are the group that need to be enforcing this issue and to ensure that residents have everything that they need. They live in a new build it should not be happening. Cllr RB thanked IL for responding and being supporting of case work.

In the past couple of months there were two crimes on Copley Close, one of them was connected to Loddon Court. Anything that can be done to make residents safe and secure in their homes without living in fear Residents are defenceless. If there is an intruder if a resident is handicapped how they are going to deal it? Loddon Court residents are vulnerable. There are over 10 households with household members with disabilities.

If residents have needs and the Loddon Court property is not suitable for their needs they are free to approach their housing officers and they will work with them to, it might be that it is more appropriate to move the resident, review their medical need and ask for a transfer to a suitable accommodation or ask for adaptations.

To answer the security issue, the door entry system needs to be functional and see how things goes from there. The whole estate would benefit from having CCTV to protect residents from ASB. Part of Greater Copley and Cheyne Path have been aware of where the hot spots are, if funding for CCTV cameras was available it would be to cover the hot spots areas rather than specifically inside Loddon Court.

Regarding residents with needs, Loddon Court is not a special housing unit, it is general needs. The Council will support individual residents where they can to secure appropriate accommodation that is suitable for the resident needs. CCTV is not the answer. If residents install Webcam, the Council wouldn't be able to control it, if resident install a Ring Door Bell for example residents are subject to data privacy and they become data controller, they will be subject to other residents putting data requests, wanting to access the footage, residents can complaint about residents using webcam/Ring to the Information Commission office, you need appropriate signage. Whenever the Council install CCTV they make sure they are following data protection guidance and that they are compliant. The CCTV Team are the ones who deal with that side of it when a data control request comes in. The Council won't authorise someone installing webcam/ring door bell. Even if a few residents install a webcam/ring doorbell there would be residents who would complaining saying they don't want their neighbours to know when they are coming in and out of their home/building and not feel comfortable to have their movement watched. The focus should be to get the door entry system working, to keep the break down to a minimum and see what the issues are, if there is a lot of ASB happening it maybe something that the Council could put forward to the Community Team to ask what are their recommendations. The door entry system need to be fixed first.

Cllr RB remarked that people's needs change over time.

	<p>The Council have an allocation policy to assess if the property is suitable, refer the case to the occupational therapist for an assessment, possibility put adaptations, authorising conversion to wet rooms, hand rails and grabs. If the property is not suitable because the person cannot navigate the stairs and there no lifts, then they would sign up to Locata get the medical evidence to evidence how they are struggling with the property, the Council will submit the case to an independent medical advisor for recommendations for Banding and access to the property and what they would need and resident would bind on the suitable property and ask for a transfer. The Council have everything in place to support vulnerable residents.</p> <p>Cllr RB thanked IL for the information and underlined that the issue has not been solved and urge the council to find a solution. Cllr RB is not asking the Council to move residents she is reporting residents' concerns and that the Council need to address residents' worries.</p> <p>IL added that he worked on Copley for a long time, he has known residents for a long time and he is passionate about helping Copley residents. It is about managing residents' expectation and telling residents what the Council can and can't do and to be realistic and with Loddon issues, the first thing to do is resolving the door entry system to get it working and functional.</p> <p>Cllr RB compliment IL saying he is doing a great job. Since IL is in post the councillors don't have to wait such a long time to get an answer or update. MS confirmed that IL cares about the residents and their needs.</p>	
<p><b>5.10</b></p>	<p><b>Park Guards patrol</b></p> <p>At the last RA meeting residents reported that they don't see the patrol patrolling the estate. They saw the guards sitting in the patrol car.</p> <p>IL testified he saw patrol guards patrolling the estate in the evening when he was leaving the office late evening. The patrol guard didn't know who IL was. IL approached him for a chat, he was walking through the Monmouth area with a dog. IL has seen footage shared by AD where they were tackling a large group who had congregated around Monmouth Court undercroft smoking drugs having a party.</p> <p>AD updated that the Council gets daily reports, where they have identified broken fences and fly tipping for example. The guards are patrolling every couple of hours during a 12-hours shift at the end of which the Council gets a detailed daily report.</p> <p>In addition, the Council has organised a 24h patrol at Warwick Court for the time being.</p>	
<p><b>5.11</b></p>	<p><b>Youth Club, Mondays evening, 6:30pm to 8:30pm</b></p> <ul style="list-style-type: none"> <li>➤ MB asked residents to promote the Youth Club. The youth Club is every Mondays (<u>term time only</u>).</li> <li>➤ <b>EASE</b> wants to more local young people to join. Please promote the scheme with your neighbours and friends.</li> </ul>	<p><b>ALL</b></p>
<p><b>5.12</b></p>	<p><b>Paddington Court Lift</b></p> <p>The lift is now working for the time being. IL asked MS to make a complaint about the lift being out of service for 4 months.</p>	

5.13	<p><b>Parking – RA Chair’ statement</b></p> <p>“I am aware that a letter has been sent out to resident by Highways Improvement Team regarding parking restrictons coming into force on Copley even though Copley residents and RA members raised objections, parking restrictions will still go ahead.”</p>	
5.14	<p><b>Disabled Parking</b></p> <p>Cllr RB is pleased to announce that the Council has agreed to create 6 new disabled bays which will be located on Copley Close. The precise location is not known yet. One of the Enterprise Car Club parking space situated at the bottom of Copley is to be converted into a disabled parking bay. Cllr RB has won this action!</p>	Cllr RB
6.0	<p><b>RA Action Plan – October 2024</b></p>	JE
6.1	<p><b>Action Plan updates</b></p> <p>The Action Plan is updated monthly in blue and emailed to all members prior to the meeting.</p> <p>JE will update the KPIs item for next month.</p>	JE
6.2	<p><b>E-Newsletter #02</b></p> <p>JS circulated the 2<sup>nd</sup> edition to Copley residents via WhatsApp groups. “Thank you” Jackie</p>	IL
6.3	<p><b>Mind Workshop</b></p> <p>Two Mind workshop sessions did not take place as some RA meeting took place online. The sessions were paid for. All be well Mind will be attending the Festive event on the 17<sup>th</sup> December. They will be promoting their services and talking to residents confidentially in the interviewing room at the CC. Mind to confirm.</p> <p>We also heard that Mind had a re-structure and some of their staff have been made redundant.</p>	
6.4	<p><b>RA Funding - Mind On Music workshops</b></p> <p>MS secured funding for Mind On Music workshops at Copley Close. 4 monthly combination sessions of 1.5 hours for young people (12 to 15 years) Due to the re-structure, the officer who was going to deliver the session has been made redundant. She has suggested a different charity who run similar kind of music workshops.</p> <p>MS is going to check with Cllr BW if the workshops can be delivered by a different charity: Luminous (Luminous Child &amp; Adolescent Mental Health Services), if so the RA will go ahead and contact with them.</p> <ul style="list-style-type: none"> <li>We are aiming to start in February 2025 during the school holidays.</li> </ul>	Cllr BW/MS



7.0	<b>AOB (All)</b>	
7.1	<p><b>Sheltered Scheme community</b>  <u><i>This item was raised at RSG meeting 10/09/24</i></u>  The sheltered community organised and held a summer music festival for a get together community with a barbecue.</p> <p>The RA will make a donation to the sheltered block once the residents planned the event – probably summer 2025</p>	
7.2	<p><b>Cllr Rima Baaklini – update Resident Support Fund</b></p> <p>Funding is available to support pensioners not eligible to receive the Winter Allowance. Ealing has implemented a local welfare support scheme to help residents and the Council can give £700 from the Household support Fund to help pensioners. Residents have to check if they are eligible, they can find out by phoning the Pension Credit dept. If they are eligible, there is an application form to complete. The Council are teaming with Age UK who will be assisting pensioners to complete the form.</p> <p>SW commented that if you have a Pension in the higher bracket you do not get Pension credit. What about the people who are on benefits and who are on disability benefits?  Residents should call Resident Support Scheme and residents can ask if they are eligible.</p> <p>Local Welfare Assistance telephone 0208 825 6237</p> <p><a href="https://www.ealing.gov.uk/info/201305/other_financial_support/1532/local_welfare_assistance">https://www.ealing.gov.uk/info/201305/other_financial_support/1532/local_welfare_assistance</a></p> <p><u>Extract from Web page:</u> Local welfare assistance is a discretionary support scheme. The fund is there to help people to try to maintain an independent life or for those facing an immediate financial crisis.</p> <p>The Department of Work and Pensions has also provided Ealing Council with additional funding under its Household Support Fund to support households who would otherwise struggle to buy food or pay for essential utility bills or meet other essential living costs.</p> <p>This additional funding has been extended until 31 March 2025 and the council has temporarily expanded its eligibility criteria for Local Welfare Assistance payments to support residents in need of additional financial assistance.</p> <p>The local welfare assistance team can also help with debt advice, budgeting and improving chances of finding a job. Your financial award may be dependent on you attending a session to help in these areas.</p> <p>Local Welfare Assistance payments  If you are struggling with buying essentials you can apply for a Local Welfare Assistance payment to help with paying your living expenses, for example: <b>food, gas</b></p>	

7.3	<p><b>or electricity.</b> This is a one-off payment intended to help you get through your crisis.</p> <p><b>Hanger Lane Light Up Week</b></p> <ul style="list-style-type: none"> <li>➤ Christmas light will go on at Hanger Lane on the 23<sup>rd</sup> November, at 5pm</li> <li>➤ Light-up the Pub – Duke of Kent – residents need a ticket asked at the Pub, 24 November at 4pm</li> </ul>																
8.0	<b>DATE OF THE NEXT MEETING (ALL)</b>																
8.1	<p>Date of the next RA meeting:</p> <ul style="list-style-type: none"> <li>• <b>Tuesday 26 November 2024, 6pm, at the Community Centre</b></li> </ul> <p>-----</p> <p style="text-align: center;"><b>2024 Dates for your diary</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">2nd Tuesday of the month</th> <th style="width: 33%;">3rd Tuesday of the month</th> <th style="width: 33%;">Last Tuesday of the month</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>RSG</b></td> <td style="text-align: center;"><b>PPCR Drop-in</b></td> <td style="text-align: center;"><b>RA</b></td> </tr> <tr> <td style="text-align: center;">12 November 2024</td> <td style="text-align: center;">19 November 2024</td> <td style="text-align: center;">26 November 2024</td> </tr> <tr> <td style="text-align: center;">10 December 2024</td> <td style="text-align: center;">17 December 2024</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	<b>RSG</b>	<b>PPCR Drop-in</b>	<b>RA</b>	12 November 2024	19 November 2024	26 November 2024	10 December 2024	17 December 2024					
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