

Copley Close Hub Update Zoom Meeting

Tuesday 25 May 2021, 3pm

Present: MS, LL, LB, KC (arrived later due to other meeting attendance), JE, CM

Update from the joint RA & RSG 11 May 2021 meeting

Introductions: MS, JE and CM introduced themselves to Leigh Baldwin, the Estate Services Manager.

1. Noticeboards

Waiting to hear back from the person managing the gardening contract to agree to installing the noticeboard where MS and the Hub agreed to have it - by Alton Court at the corner where the road bear left by the tree where everyone walking by can see it – to make sure it is not going to be in the way of the gardeners.

MS complained about the height of the one of the noticeboard - located where the basketball court used to be - MS has to tip-toe to reach it and to unlock it. JE asked if there is anything that can be done to remedy the issue? Maybe to take a light weight step-ladder.

2. Dropped Curbs, Highways and parking

LL emailed Highways. LL hasn't got a response yet and neither has Cllr Carlo Lusuardi, both are chasing Highways. (see point 5.6.)

3. Rubbish bins location

LB attended the Hub update meeting to answer the questions raised by AV and MS.

LB knows the estate well as he worked on Copley Close for some years. All bins should be in bins stores. The bins are out of the bin stores to stop residents parking and to stop restriction for the binmen. Residents tend to park everywhere on Copley Close. The caretakers put one or two bins out purely to stop residents parking in front of the bin store, to enable the bin truck the next day to get to the bin store to collect all the bins. If the caretakers put the bins away in the bin stores and residents park in front of the bins, the bins won't get collected. This would cause a big issue. This issue is not solely an issue on Copley, the council has similar issues all over the borough. The blocks were never designed for the

amount of rubbish residents have in modern times. Realistically only the chutes should be used and unfortunately everybody have big bags now.

LB tried once to move the bin slightly down the hill and he could not. It was too heavy and he could have caused himself an injury. Residents don't only put domestic rubbish in the bins, people put concrete and bricks so no one can move them. It is a Health & Safety issue. If a binman or a caretaker hurt himself it would be a H & S issue. If the caretaker put one or two bin(s) outside the bin store it is purely to stop residents parking in front of the bin stores. If residents did not park where they currently park then all the bins would be kept in the bin stores.

MS asked how about on non-collection days? Estate Services are looking at alternatives, because residents rubbish bags are so big now, the caretakers are leaving one or two bins outside because residents won't go into the bin store to put their bags into the bin. Residents would leave the bins on the floor. Due to the rubbish issues on Copley, LB would walk the estate at 6:30am on Mondays to assess how much rubbish residents are leaving. It was bad. To remedy the issue, the caretakers are leaving a bin outside for residents to put their rubbish bag inside the bin. MS highlighted that some residents throw their rubbish bags over the balcony.

Estate Services are piloting in some part of the borough alternative/viable options to leaving a bin outside the store room. They are looking at metal containers, self-contained bin units which are fire compliant. These units are fire retardant, if someone set one of these unit on fire they will not set the building on fire. Estate Services are limited over alternative options with regards to H & S. The metal self-contained bin unit could be an option depending on the result of the pilot. Residents could have a small outside bin area which would not smell and also would not restrict parking or restrict any of the binmen collecting bins.

LB looked at all the alternative to solve the issue on Copley and there isn't one solution currently. LB doesn't want the residents to have missed collections, residents would have over a week worth of rubbish which would cause a lot of problems especially with summer coming soon. Since last year, bins since are regularly jetted by a professional company to reduce some of the smell and odours. LB is trying his best to think of alternatives that are not affecting something else which would cause even more of an issue.

JE explained that one of the resident who lives right next to the bin cupboard said she cannot open her windows because of the smell. CM added that the resident was also complaining about the flies during the warmer months. LB explained that it isn't a cleaning issue, they are common house flies which will go into buildings. The caretakers spray with fly spray on regular basis but this doesn't totally eradicate the flies. JE thanked LB for responding to point 5.4 why the bins are out on a Monday morning and are there until collection on Tuesday afternoon.

JE would like LB to attend one of the joint RA & RSG meeting to talk to the wider group about the pilot scheme - if it has a positive outcome, to give residents some good news. LB agreed.

4. Abandoned Cars

LL took photos of the cars abandoned in the undercroft parking. The team dealing with abandoned cars are the process of dealing with issue, they are currently carrying checks. They will contact the owners given them a chance to remove the vehicles.

5. KPIs

LL has spoken with MK and Navros who is dealing with the KPIs, they are going to get the type of report MV used to provide to the RA. JE advised that the next round of KPIs are due for the 13 July RA & RSG meeting, Quarter 1: April to June.

LL was going to find out how many day-today repair jobs were out of target and further info about Stage 95. LL explained that due to the surveyor currently out on a private appointment she was unable to get this information. LL to get info for Tuesday 8 June.

6. HUB – working from home

Still the same. No change.

7. Estate Inspections

JE asked when residents can join again with the Estate walkabout/inspections. JE to raise matter again at the June meeting.

8. AOB

MS is looking for the Temporary Community Centre's keys. KZ gave MS permission. LL to check if there is a spare set at the Hub next time she works there. KL to liaise with KZ to get keys from Percival House.

Residents Quiz event planned for Tuesday 25 May was cancelled to poor take-up. Some residents were interested but there were not enough residents for the Quiz to go ahead. The RA is thinking about organising an event in December. PPCR to discuss with MS/RA about possibility to do an event before that date.

Youth Event planned for Tuesday 1 June. CM to get in touch on Friday 28 May, closing date for booking place on event. If there are not enough takers we will have to cancel this event as well.

Next Hub Update meeting: **Tuesday 29 June, 3pm**

