



**COPLEY CLOSE  
RA & RSG ZOOM MEETING  
TUESDAY 8 SEPTEMBER 2020  
4PM**

**Committee meeting**

<b>Attendees Residents</b>			
MS	MS	RA & RSG Chair – Co-chaired the Meeting	Contituency
JJ	JJ	RA	Constituency
AP	AP	RA & RSG	Constituency
AV	AV	RA	Constituency
<b>Attendees External</b>			
Laura Leung	LL	Hanwell Hub	LB of Ealing
Cllr Carlo Lusuardi	CL	Labour Councillor for Cleveland	Labour Cllr for Cleveland
Janet Edwards	JE	Consultant – Co-chaired the Meeting	PPCR
Catherine Michelet	CM	Consultant	PPCR

<b>Apologies</b>		
Sarah Philpot	SP	Project Manager
Jill Dodd	RSG	

<b>1.0</b>	<b>WELCOME, INTRODUCTION &amp; APOLOGIES (JE)</b>	<b>ACTION</b>
1.1	MS and JE welcomed all to the joint RA &RSG joint meeting.	
1.2	Apologies as noted above.	
<b>2.0</b>	<b>DECLARATION OF INTEREST (AII)</b>	
2.1	There were no declarations of interest.	
<b>3.0</b>	<b>MINUTES of Hub &amp; Regen MANAGEMENT MEETING</b>	

3.1	Minutes of the last Update RA & Update RSG minutes, dated 25 August, were used as a point of reference to update both groups by JE, from the notes emailed by SP, Project Manager, Regeneration Team, and by LL, Housing Officer, Hanwell Housing Hub.	
<b>4.0</b>	<b>Regen Update - Regeneration – Notes from SP</b>	<b>SP</b>
4.1	<p><b>4.1- Phase 3 (Warwick Court)</b> Engie continue to try and complete internal refurb works whilst Project Team await the outcome of the structural assessment (SA) of the tunnel.</p> <p>Project Team anticipate that the structural assessment will now be completed circa end of November/early December.</p>	SP
4.2	<p><b>4.2 Phase 6 (Central Square)</b> Soft sales launch did occur over the bank holiday weekend - looking at a circa 24 month sales process.</p> <p>Cllr CL would like to get an update on the soft launch to find out what type of response they had and if there were any enquiries. <b>SP</b> to give feedback at next meeting.</p> <p>The new shop should be operational by the end of this September. The Project Team will do some comms pieces nearer the time to inform all the residents.</p> <p>AV asked where is location of the new shop. It is on Phase 6 site. Residents have to walk through a tunnel/walkway leading out of Copley Close main road to enable residents to safely and securely access the shop whilst the rest of the block (block C) is being built around it. When the block is completed around this time next year the tunnel/walkway will come away and the residents will have direct access to the shop from the road side.</p>	
4.3	<p><b>4.3 Energy Centre</b> Higgins are on track – with completion of the new energy centre expected in November this year.</p>	
4.4	<p><b>4.4 Temporary Community Centre</b> Temporary community centre is complete and has been handed over the community centre team. The community centre team are in the process of completing a risk assessment to establish when it could be used, and what processes need to be in place to ensure it is safe to.</p> <p>Kaneez (KZ) sent emails to all community centre users asking the number of attendees per project and for the times of the meetings or events. PPCR responded to KZ. KZ and the community centre team will issue guidelines about maximum number of attendees at anyone</p>	

	<p>time. KZ confirmed that there is no date as yet when the community centres are going to reopen.</p> <p>AV is interested to run workshops to provide Legal Advice for the residents. She asked what are the costs, if any, for booking the community centre. MS replied that Copley community centre will follow the example of the other community centres across the Borough. The community centres need to raise revenue to keep them open. LL advised AV to get in touch with KZ to discuss booking and charges.</p> <p><b>4.5 4.5- Project Team news</b>  Apart from the occasional meeting on site the project team remain working from home the majority of the time as it currently stands.</p> <p>It may potentially be the New Year before the Project Team are working on site again as they were prior to COVID. According to social distancing guidelines it might be that not everyone would be allowed to work in the office at the same time. Residents and contractors will be advised what the working arrangement guidelines will be when they are agreed.</p> <p>Weekly site inspections by both of Project Team surveyors continues to occur to monitor site activity accordingly.</p>	
<b>5.0</b>	<b>Hub Update – Estate Services</b>	<b>LL</b>
<p><b>5.1</b></p> <p><b>5.2</b></p> <p><b>5.3</b></p>	<p><b>5.1 – Repair services</b>  Routine day-to-day repair service is back. Gilmartin are carrying repairs at Copley Close and MCP are carrying out repairs for the rest of the Borough, there might be a slight discrepancy in how both contractors are operating.</p> <p>Copley residents can find out if their repairs have been logged by calling the Hub to check on the status of their repairs. All the repairs routine jobs have been held back during lockdown. LL confirmed that Gilmartin and MCP are working through the back log and they contact residents as they go through the log.</p> <p>CLlr CL asked if the Hub has any idea how long it would take to clear the back log. LL to check and give update at the meeting.</p> <p><b>5.2 – Pest control</b>  Pest control service has returned to a full service for all council tenants and leaseholders but not currently for private residents.</p> <p><b>5.3 – Emergency Services parking gate (by the nursery)</b>  Re illegal parking issue in the space provided for the emergency services. <i>Post meeting note:</i> The Hub are sourcing a Gerda lock through a locksmith to put on the gate. Following delays due to</p>	<p><b>LL</b></p> <p><b>LL</b></p>

	<p>lockdown the locksmith is trying their best to do the job as soon as possible.</p> <p><b>5.4 5.4 – Monthly Block Inspection</b>  Monthly block inspection have been given the go ahead. Neighbouring officers will carrying out block inspections by themselves once a month. They will be walking around the estate to identify issues, to pick up Health &amp; Safety issues, fire risk, any hazard, leak, overflow, door entry system and any issues that might not have been reported by residents. Quarterly Estate Inspections with residents and councillors, will resume when life goes back to a more normal and dates will be publicized as before.</p> <p>Block inspections were supposed to start in August but housing officers have been advised to not go out until they have been given the go ahead. When the go ahead is given, it will not be the usual inspections but with housing officers only.</p> <p><b>5.5 5.5 – Shop and community centre car parking</b>  Since the shop and community centre car park is closed some residents are finding it difficult to find car park spaces. Temporary closure and restriction caused by the regeneration have impacted residents. A resident emailed PPCR with their concerns. JE responded to her email following SP &amp; MK advice. The resident was not satisfied with the response and is still concerned.</p> <p>Copley is going through an estate renewal is going to have an impact on parking on the estate. Parking will be an ongoing issue until the regen is completed. Residents are advised to try and find parking in the adjacent streets.</p> <p>AV reported that there are some abandoned vehicles in the undercroft parking. LL advised that residents can report abandoned vehicles on the Council website. LL reported successfully an abandoned white van outside Darlington Court using the council website.</p> <p><b>5.6 5.6– Higgins Art Competition</b>  There were no submissions for the Art Competition which is a shame as there were good prizes to be won. JE suggested that <b>MS</b> ask Higgins if the prizes could be handed the RA to keep and awarded to residents whenever the RA is able to organize an event/art competition on Copley. The RA would report to Higgins and Higgins would be given the credit for the prizes.</p> <p><b>5.7 5.7 Higgins Training Opportunity</b>  In total there were 8 applicants, most of them were from Copley. A couple of applicants were young people. The majority of applicants were older residents who wanted either a change in career or get a career in M&amp;E. Higgins will hold initial telephone interviews with all the candidates from which 3 residents will be selected to go on the formal interviews on Friday 11 September. <b>JE</b> to get update from LH in time for next meeting.</p>	<p><b>MS</b></p> <p><b>JE</b></p>
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<p><b>5.8</b></p>	<p><b>5.8 – Hub News</b>  Hub staff still working from home. Corporate Health &amp; Safety assessing all the Hubs in the last month to establish how many people can come back to the office safely. They are looking at ordering screens for reception desks and other things that need to be put in place to make going back to work safe. There might be 5 people allowed to the office at anyone time. No date yet when Hub staff can go back to work in the office.</p> <p>MK reported at last Update meeting that when the Hub re-open to the public it will be by appointment only. Appointments with IL and LL will have to be pre-arranged and be followed up by a phone call the night before to make sure that no household members are displaying any Covid symptom and to also to confirm the appointment.</p> <p>A letter will be sent to residents to advise them of the new guidelines and procedures.</p> <p>Cllr LB suggested that the signs should be large and advise residents to wear face mask and to keep 2 meters distance in case residents congregate outside the Hub.</p> <p>Hopefully there will be a further update and guidelines by the next meeting about returning to work on site.</p>	
<p><b>6.0</b></p>	<p><b>Residents’ Updates and Concerns</b></p>	<p><b>All</b></p>
	<p><b>6.0 – Residents’ update and concerns</b></p> <p><b>Regeneration</b> - JJ asked when Warwick Court is going to be completed. <b>SP</b> to give update at the next meeting</p> <p><b>Housing management</b> – AV reported that Police and Ambulance services find it difficult to locate some of the addresses on such large estate. AV reported to Police on the 101 number issues of ASB and drug dealing/taking. The police couldn’t find the address where the incident happened to catch the people involved.</p> <p>AV had already raised the issue when the estate was in lockdown and the drivers could not find the right addresses to deliver the food parcel to.</p> <p>If the police cannot find the address where an issue occur then it is going to be a problem for residents remarked AV. It is a big issue. MS said that the residents have been asking the council for years to have clear signage.</p> <p>The Hub looked at estate signage 2 years ago. It is not cost effective to update the signage at the moment as the estate is going through</p>	<p><b>SP</b></p>

	<p>regeneration. AV commented that the regeneration is taking a long time and the issue should be solved now.</p> <p>AV and AP suggested that as a matter of safety there should be temporary signage to help find the blocks and the blocks numbers. LL will raise issue with management.</p> <p>Large groups of teenagers and children some as young as 12/13 years old are coming to the estate every day to take drugs (silver canister and smoking drugs) on the staircase and in the lifts. The police should stop them coming to the estate to take drugs as it affects the residents' children as they tend to play in the corridors and walkways. AV reported the matter to the police and to the community safety team last month. Unfortunately, the police did not catch them as they could not find the right address.</p> <p>LL explained that housing officers haven't got the legal power to deal with these issues only the police. If anyone witness drug related issue or other crime they should reported to the Police on 101 immediately.</p>	LL
<b>7.0</b>	<b>AOB</b>	<b>All</b>
<b>7.1</b>	<p>7.1 – If you have any questions, before the next joint meeting, please call or email Catherine at PPCR 07827 343 207 or <a href="mailto:cmichelet@ppcr.org.uk">cmichelet@ppcr.org.uk</a> and we will raise your questions on your behalf at the meeting.</p>	<b>CM</b>
<b>8.0</b>	<b>DATE OF THE NEXT RA &amp; RSG Zoom MEETING</b>	<b>ALL</b>
	<ul style="list-style-type: none"> <li>RA &amp; RSG meeting is <u>Tuesday 13 October 2020 at 4pm</u></li> </ul>	