



COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 14 SEPTEMBER 2021
6PM**

Committee meeting

Attendees Residents			
	MS	RA & RSG, Chair	
	JS	RA	
	JD	RA & RSG	
	MB	RA & RSG Co-optee	
Attendees External			
Sarah Phillpot	SP	Project Manager - Development	LB of Ealing
Laura Leung	MK	Hanwell Hub	LB of Ealing
Kelly Chapman	KL	Hanwell Hub	LB of Ealing
Paul Grant	PG	Hanwell Hub	LB of Ealing
Cllr Carlo Lusuardi	CL	Cleveland Councillor	LB of Ealing
Janet Edwards	JE	Senior consultant - Chaired the Meeting	PPCR
Catherine Michelet	CM	consultant – Minutes	PPCR

Apologies		
AP	RA & RSG	
JJ	RA	

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	JE welcomed all to the RA & RSG joint meeting from the Bahamas.	
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, 10 August 2021, were agreed.	
5.0	Hub Update – Estate Services	LL
5.1	Noticeboards Noticeboards are up. MS to collect keys from the Hub anytime from tomorrow. MS to feedback whether the noticeboards are at the right height. No point for Estate Team to install the middle noticeboard if the other two are not at the right height. MS to report to LL/KC if too high.	MS/KC
5.2	Dropped curbs, Highways and parking The dropped curb opposite the Hub has been completed unannounced. They did not inform the Hub before hand. Hub did not received any comments/complaints from the residents so assuming residents are happy with the job. Dropped curb by Alton Court SP referred back to the project team. The project team had plan for them to be done but later on with Phase 5. Given the mobility issues that has been highlighted project team referred the issue to Highways. SP is waiting for Highway's feedback. Looking to see if dropped curb can be moved forward.	SP
5.3	Rubbish Bins location/Parking issues PG reporting. The dropped clamps were positioned at the request of the caretaker to stop residents parking in front of the rubbish storeroom. They worked for a week and then someone smash them to the ground. They have been reinstated and there have been no issues since. Extralong bolts (2-foot long) were bolted into the ground. They are working. Estate Services to request more if needed. The first set were the ones that were	

	<p>installed by Copley Hub's ramp that leads down to the open head of the undercroft car park.</p>	
5.4	<p>Cllr CL do we have any idea why people destroy them? The real issue is the number of cars on Copley. Project Team are concerned about Phase 6 not having enough parking spaces for the number of properties. There are lot of cars parked on the road, and the road is in fact a tunnel. Engie are building at the far end of the estate (Phase 3), the weight load restriction for the tunnel has been limited by Highways to a maximum of 8 tons. This is contradictory as there are about 300 cars on that road. The project team are looking to re-open eight close-off undercroft car parks. If the review is given the go ahead it would reduce the parking problem on the Close. There is a lack of residents parking and people who don't live on the estate also park on the estate.</p>	
5.5	<p>SP informed that there has been further update. The project team is happy with the option appraisal. It is going to be presented at the September board meeting. If board members sign it off, the project team can commence the tendering stage. it is likely to be a 12-month process for works to be completed once the project has been successfully tendered. This time next month the board decision should have been made. SP to give an update at next RA & RSG.</p>	SP
5.6	<p>Estate Newsletter SP provided the update. Quinton was the sole communication officer for a while. A new team member has been recruited. Quinton to provide SP with a revised Newsletter next week with updated information as time as elapsed since it was drafted. The new edition will go out to residents in a month time. SP to email copy to PPCR</p>	SP
5.7	<p>Abandoned cars Most of the abandoned cars have been moved. KC noticed a new car last week, and this has been reported. Waiting for remaining cars to be removed.</p>	
5.8	<p>HUB – Working from home No formal decision from Council. Working practices are still the same.</p>	
5.9	<p>Estate Inspections The council have not gone back to full estate inspections. Estate Service to pick up any health and safety issues ad hoc estate inspections.</p>	
5.10	<p>Temporary Community Centre KZ, the Resident Engagement Officer got in touch with MS and PPCR to advise Ealing Community Centres are aiming to re-open by the end of September but for regular meetings only.</p>	

	PPCR booked the temporary Community Centre to hold again RSG monthly meetings starting from Tuesday 9 th November for the 2021/2022 period, depending on the Council issuing formal guidance on the working arrangements. RSG meetings are on the 2nd Tuesday of the month. JE to update at the next meeting.	JE
5.11	PG advised the temporary community centre has a 3-year rental agreement contract which expires next summer. SP added that the project team is completing regeneration work with a Resident Association on the Close and are obliged to provide the RA with somewhere to meet. The project team is looking to keep the temporary community centre until the new facility is ready. The permanent Community Centre will be handed over circa end of May 2022. Looking to carry on with occupation of the temporary community centre until June next year.	
5.12	The person in charge of the community centre is Kaneez Zaid, Resident engagement officer. PG ensures the payment of the rental every month, and the PO will expire next summer. CM to email PG with KZ contact details. There are 2 sets of keys for the TCC, one for the cleaner and one for MS. PG is the contact person to get have extra keys cut. PG to raise the order if need be. PG to pay for the keys through his budget.	CM
5.13	Cllr CL advised that the Cleveland councillors used to hold monthly surgeries at 134 Copley Close prior to Covid and the demolition. When the councillors are able to reinstate the surgeries in the community centre, Cllr CL requested one set of keys which the Cllrs will share.	Cllrs/PG/KZ
5.14	KPIs KPI's will be discussed at the meeting in October.	MK/KC
5.15	AOB Play areas PG reported that he had received one official complaint. One of the residents is not happy with the play area on the Close - they are not maintained and they are not safe. There are 3 play areas on the Close, the main play area is on Pembroke and Paddington Square, there is a square with swings and another with a chute. MS advised that the circles are missing. PG is looking at costings to make sure there is enough money in the budget to pay for maintenance and repairs until the new financial year. PG needs to work out what area to do first. He is aiming to sort this out by the end of October.	PG
5.16	Repairs, Kitchen & Bathroom PG has a small budget for the whole estate. Because of the shift for Phase 7 - where the council should have started the refurbishment about 2 years ago -. PG's team has been carrying out interim repairs which are higher than standard repairs. The	

<p>5.17</p>	<p>repairs were only going to last for 3 or 4 years because of the forthcoming refurbishment. These repairs are expiring now. This financial year PG updated about 30 or 40 bathrooms and will continue to do so. These are temporary installations. Copley Close is a high intervention estate, as it was not part of the Decent Homes Programme, and some residents have had the same kitchen and bathroom since 1978. MS advised that she has had the same kitchen for past 38 years. PG is trying to balance the standard of repairs and give residents MOT repairs, i.e. installing a basic kitchen without tiling or flooring or decoration. It is hard to balance the budget.</p> <p>MS need a new floor in her kitchen. MS to contact PG to raise repairs.</p> <p>Average cost is £4,500 for kitchen and £2,500 for a bathroom or £6k per flat. There are 650 flats on the Close. Once PG reach £100,000 he will have to stop.</p> <p>Copley Close has the highest number of leaks in the Borough, it is called Leak City. The pipe works are hidden so it is difficult to make repairs to the pipes - some are visible, but most are not. When they explode up to 3 flats are affected. We get a reactive repair call. We give a plumbing MOT and make the pipes accessible and while we are there we do the kitchen and the bathroom if they need to be brought to standard.</p> <p>Phase 5 JS introduced herself to PG. She has been in contact with him about her roof over the last 2 years. His team's done the redecoration. JS explained the leak stain is still there. JS to call PG in the morning to raise the issue. PG explained that Phase 5 (D-G blocks) where JS lives – is about to get a large-scale refurbishment. Phase 5 has been brought forward.</p>	<p>MS/PG</p> <p>JS/PG</p>
<p>5.18</p>	<p>Hub catch-up meeting minutes 31 August were agreed.</p>	
<p>6.0</p>	<p>Regen Update</p>	<p>SP</p>
<p>6.1</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>On course for completion circa September 2022. Progress over the last month mainly consisted of the staircase column progressed to first level in the new build, podium work to the East elevation and done demo work for the existing stair core for the South elevation. Work continuing and still on track.</p>	

<p>6.2</p> <p>6.3</p> <p>6.4</p>	<p>Engie monthly newsletter distribution Re resident enquiry about decanted residents not receiving copies of the newsletter. SP spoke to individual who is in charge of the production of the newsletter. They have referred to on-site team with the address list SP provided to check if they used the correct address list to send the newsletter. They will feedback to SP. Hoping it was all a misunderstanding. If not, SP to make sure that use the right address list.</p> <p>September draft should be sent to SP by the end of next week. Once it is signed off, SP will email a copy to PPCR.</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>All remains well. Still on track for first completion. Will be end of October/beginning of November. Lining-up hand-over of blocks B, C, E, F and I's units. There are a mix of private sales and social units. Project team are going through the hand-over progress preparation, hand-over to Ealing's Housing Team, Compliance Team, and Allocation Team.</p> <p>JE asked how many units are going to be handed-over? What is the social housing split?</p> <ul style="list-style-type: none"> • Block B, 47 social units, • Block C, 47 private units to be sold with Help to Buy • Block E, 6 social units • Block F, 6 social units • Block I, 3 social units <p>Blocks A to C - All elevations have been completed, been snagged and de-snagged.</p> <p>Blocks J and G - All external works are at the stage of being ready for completion. All the scaffoldings are in the process of being dismantled.</p> <p>Block D will be hand-over in May 2022. Works still on progressing on external face work.</p>	<p>SP</p> <p>SP</p>
---	---	-----------------------------------

	<p>Blocks K to L works ranging from block work and brick work to low level roofing install.</p> <p>All on track and expecting hand-over in May 2022 including the Community Centre.</p>	
6.5	<p>Show apartment Please encourage residents interested in affordable ownership option to get in touch with JLL to book an appointment to visit the show flat. Help to Buy is available as is Shared Ownership. The Help to Buy apartments have launched and the Shared Ownership apartments will be launching in October. JLL have an on-site presence.</p>	
6.6	<p>Shop Shop unit will be handed-over at the end of October. Mid to end of November Ravi will be in a position to open the shop once he re-stock.</p>	
6.7	<p>Sales Update There is now a total of 21 reservations. Formally launching the sale of the shared ownership units end of September to mid-October. We will see a lot more promotion work going on surrounding the shared ownership.</p>	
6.8	<p>Estate Newsletter Moving forward RA&RSG meetings to be included in the newsletter editions. JE to add item to the Agenda as a standing item.</p>	JE/CM
6.9	<p>Overview Phase 7 - 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>	
6.10	<p>Option appraisal is still on-going by Gordon. SP to give a further update circa end of the year to be able to revert back to the residents on the Close.</p>	SP
6.11	<p>Working practices Working for the main part from home. More regular on-site meetings, with 1 day a week for the few members of the project team. Clerk of Works and Construction director have more regular site presence and carry out weekly site inspections.</p> <p>Attendees had no further questions.</p>	

7.0	Residents' Updates and Concerns	ALL
7.1 7.2	<p>JE asked the residents if they have any updates they would like to share or concerns they would like to raise.</p> <p>Darlington Court – noisy extractor in communal area This issue was picked-up during the door-knocking. Issue was raised with PG. PG is in charge of general repair. Communal lighting, communal alarm, etc. types of repairs are looked after Mechanical Engineering (M&E). The issue was reported to M&E in a group email by PG. He asked M&E who is the named contractor who can carry out this kind of job. PG is waiting for a reply. PG hopefully will feedback at next meeting.</p> <p>Attendees had no further concerns or questions.</p>	PG
8.0	Copley RA Door Knocking Sessions – 17 August	MS/JE
8.1 8.2	<p>PPCR door-knocking</p> <p>Nicer Neighbourhood application Door-knocking session on 17/08 was a great success. Managed to door-knock the whole estate in 1 day. Back in February the RA submitted a Nicer Neighbourhood funding application mainly for a MUGA for the estate and for watering equipment for the sheltered blocks' gardens, and smaller bits and pieces like board games etc. for the community center. A team of 10 engaged with about 20% of the Close seeking approval for the MUGA and the watering equipment. All 114 residents we spoke to - bar one - gave their approval for the MUGA and the watering equipment. The resident who wasn't in favour of the MUGA felt that it would attract ASB and crime.</p> <p>PPCR captured other information. Residents gave feedback on general estate issues which were passed on to the Hub. We asked young people or their parents / carers what activities they want. This information to be passed to MB before meeting next week.</p> <p>Children/Young people activities “If you have children/young people, what activities would they like to see run on the estate and at the Community Centre?” PPCR and MS to meet with MB Monday 20 September to talk about what activities EASE can deliver from the Community Centre once it re-open and ready to be hired by everyone.</p> <p>MB to give a brief overview of which activities EASE can deliver. MB to prepare and suggest some children/youth activities for the 20/09 meeting. Most youth people are interested in sports. MS</p>	PPCR/MS/MB MB

<p>8.3</p>	<p>advised that boxing is top of the agenda for the young ones. MB informed that there are Ease and HBL funded boxing activities at the community centre. Boxing classes for adults for £20 and there are classes for children as well.</p> <p>CM to email MB list of activities suggested by residents. JE added that it would be good to know what else can be delivered by EASE.</p> <p>Estate issues Cllr CL enquired about the residents' feedback gathered during the door-knocking on 17 August. JE explained that the estate issues mainly related to repairs, to individual repairs. and some ASB etc. CM to look through list and forward relevant issues to the councillor.</p>	<p>CM</p> <p>CM</p>
<p>8.4</p>	<p>JS offered to help and no one got in contact with her. Apologies to JS.</p> <p>JE thanked everyone who gave their time and helped PPCR and the RA to speak to the residents to get their approval. Copley residents are quite engaging. MS is very pleased with the feedback and the volume of response.</p>	
<p>9.0</p>	<p>PPCR Drop-in</p>	
	<p>PPCR Virtual Resident Regeneration Advice drop-in session</p> <p>Next one is Tuesday 21 September, 5pm to 7pm Zoom link https://us02web.zoom.us/j/6750372171</p> <p>We have leafleted residents. A couple of residents have joined the zoom meeting each time. If residents have any issues they can drop-in or they can ring or email PPCR. We will take up any issues that they want to raise.</p> <p>Dates to the end of the 2021 year</p> <ul style="list-style-type: none"> • Tuesday 19 October, 5pm to 7pm • Tuesday 16 November, 5pm to 7pm • Tuesday 21 December, 5pm to 7pm 	
<p>10.0</p>	<p>Any Other Business</p>	
<p>10.1</p>	<p>MS kitchen floor needs to be looked at by PG. The flooring is cracked. MS bathroom's paper bubbling and peeling. PG to raise repairs.</p>	

<p>10.2</p> <p>10.3</p> <p>10.4</p>	<p>LL news This is LL last RA & RSG meeting. LL is leaving the Hub to work in a school. Everyone wished LL good luck with her new job and congratulated her.</p> <p>Filming on the estate MS showed some of the crew the temporary community centre this afternoon. They are going to use the tables, they don't need anything else. They are very pleased with the space. MS handed keys to Celine on Sunday 19th September and will return the keys to MS Wednesday night once they have finished.</p> <p>They recruited 3 local acting students.</p> <p>There was no other business.</p>	
<p>11.0</p>	<p>DATE OF THE NEXT RA & RSG Zoom MEETING</p>	<p>ALL</p>
<p>11.1</p>	<p>TUESDAY 12 OCTOBER 2021 @ 6pm</p>	

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/>