



**COPLEY CLOSE
JOINT RA & RSG ZOOM MEETING**

**TUESDAY 14 DECEMBER 2021
6PM**

Committee meeting

Attendees Residents			
	MS	RA & RSG, Chair	
	AP	RA & RSG	
	JD	RSG	
	AV	RA	
	JJ	RA	
Attendees External			
Sarah Phillpot	SP	Project Manager - Development	LB of Ealing
Patricia Omonua	PO	Project Coordinator	LB of Ealing
Magda Kasprowicz	MK	Hanwell Hub	LB of Ealing
Janet Edwards	JE	Senior consultant - Chaired the Meeting	PPCR
Catherine Michelet	CM	consultant – Minutes	PPCR

Apologies		
JD	RA & RSG	
Cllr Carlo Lusuardi	LB	Cleveland Councillor

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	JE welcomed all to the RA & RSG joint meeting. PO, project coordinator, joined the Project Team recently introduced herself to the meeting. All attendees introduced themselves.	
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, 9 November 2021, were agreed subject to SP changes.	
5.0	Hub Update – Estate Services	LL
5.1	<p>HUB News</p> <p>There was no Hub update meeting which was planned for the 30th November. The two Copley Housing Officers (LL & KC) left the Council within the last 2 months. The patch is currently managed on a duty basis. The Council is carrying out two recruitment phases, one for temps and one for permanent recruitment which will conclude next week. Aiming to employ a temp in the first week of January. In terms of permanent recruitment, reference checks take longer and we need to accommodate notice periods etc. Hoping to have a full complement of staff in the first quarter of the new year. In terms of contact with the Hub, it is the same process, contact the Hub line - extension 5387 followed by Option 4. A duty Housing Officer will pick-up any query that you might have. There might be a slight delay because of staffing issues. Emails to the Hub mail box will also be answered. Please bear in mind that staff are on annual leave this side of Christmas and the New Year.</p> <p>Hub on site working arrangements - We have, as of last week, a provisional date to go back to the Hub which is 10th January 2022. We will be open on Mondays and Thursdays to the public but it will be by pre-arranged appointment only. We will be making appointment prior with the residents. If you try to drop-in, we will turn you away. We will give you a call or we will offer you an appointment to come into the office or give you the opportunity for us to visit you at home. COVID safe questions will be asked in advance to make sure residents and staff are safe.</p>	MK

	<p>With regards to Boris' Plan B announcement, we are waiting to hear if the 10th January 2022 date is still going ahead. We are expecting some news by next week at the latest and we are not booking any appointments at present.</p> <p>We had had a deep clean at the Hub. We are going to have signage, PPE disposal points, PPE available to residents, things like hand sanitizer, spare masks and screens to put up in the office and the interview room. One of the condition to come in is that residents have to wear a face mask to protect themselves and staff, unless they have an exemption. Only one household member will be allowed to come in the office. If you have a toddler they can come along, that's fine but don't bring children or partner. We have to maintain social distancing. We won't have necessarily a full team on both days we are going to work on the rota.</p> <p>Questions from attendees None</p>	
5.2	<p>Noticeboards Height Estate Service to adjust height of two noticeboards using the height of Stafford Court one as a guide. There are 3 noticeboards, by Cheyne Path, Stafford Court and Alton Court. MK to chase up with Estate Service. Post meeting note: - MK requested that ERS adjust the two notice boards and will advise once this is done.</p>	MK
5.3	<p>Dropped curb by Alton Court Matter is with Highways. SP to chase-up. The project team is looking to progress the dropped curb issue.</p>	SP
5.4	<p>Undercroft parking The assessment was being finalized to be submitted to the Board. There were too many items on the December Agenda. It will be now presented at the January meeting for consideration. If approved we will be looking to trial the opening of some of the other undercroft parking on Phase 7. In practice once we get approval the work would take 9 to 12 months to complete. SP to give an update at next RA & RSG.</p> <p>MK asked if the project team will also be looking at renting the parking spaces. The project Team won't be looking at the permit prices it is for the Hub to be charging fees for the management of the parking spaces. At this stage the project team is reporting to Board for consideration the cost for bringing back the undercroft into safe use. If the construction costs are agreed and are seen as value for money the project team will be able to revert back to the Hub and have any necessary discussion</p>	SP

5.5	<p>Estate Newsletter The newsletter will be an Autumn edition. SP reported that the newsletter went to print this week. Waiting for a date when it will be posted before the Christmas period.</p>	
5.6	<p>Abandoned cars There is only one car left which still needs to be moved. MK reported that the HUB had a lot of success in removing abandoned vehicles. MK has to check which car it was and where it was, and to check if it is a Highway issue or a Hub enforcement issue. There is only a small bit of land that belongs to Highway. If it was a white van it has been removed. If it was a different vehicle, please liaise with MK with the type of car and its location.</p>	
5.7	<p>Estate Inspections The council have not gone back to full estate inspections. Estate inspections are carried out on an informal basis to pick up any health and safety issues. The decision has been made that the Hub is not going to invite any residents and Councillors to join at present. Residents are welcome to do their own walkabouts and report any issues/repairs to the Hub. Please also contact the Hub re repairs or breach of tenancy issues. AV is keen to carry out her own estate inspection and will report back to the Hub.</p>	
5.8	<p>Basketball Hoop Storage at Temporary Community Centre The basketball hoop cannot be stored at the temporary community centre as it is too big. Chris from Hill, said that he maybe can pass it in to another estate.</p>	
5.9	<p>Wifi issue at TCC KZ contacted SP last week. SP emailed KZ back to confirm that if there is an issue securing WiFi connection at the temporary facility SP is happy to her budget to cover WiFi provision at the TCC. KZ to feedback to CM. JE advised WiFi is necessary for the activities planned by the RA and delivered by Ease from January for the whole year.</p>	KZ
5.10	<p>Nicer Neighbourhood Funding Application RA is waiting for decision. KZ to advise MS with the news. MK reported that there is a severe back log with the applications because of staffing issues.</p>	KZ
5.11	<p>Annual Grant Funding RA was successful in securing £1,000 to deliver youth activities from the 31 January 2022, once a month for 9 months during term time. The RA has made since a further application for additional funds to deliver Stay & Play activities for the under 5s for residents on Copley. We are waiting for a decision. If the funding is agreed the session will be delivered once a month from the temporary center from January.</p>	

<p>5.12</p>	<p>KPIs The next KPIS will be presented at the January 2022 meeting. The hub is getting the KPIs from a different team, and it is on Navros' agenda. As agreed at the last presentation of the KPIs, Gilmartin figures will be separated and presented on their own.</p>	<p>Navros/MK</p>
<p>5.13</p>	<p>Food recycling bins Scheme is being rolled out. MK was out with Cllr DC last week they have appeared in preparation for the food waste bins to be circulated to all the residents with the free sack that you get with green sacks and information leaflet. It has been already rolled out in Worcester Court and Whiston Avenue. There was one outside the D-G blocks when MK went there last week. MK unsure if more have arrived since but that was the only 2 that were in place. It is a service that the council are rolling to residents in flats. The service is already in place for residents in street properties. It is to encourage everyone to recycle food waste, any left-over food, and vegetable/fruit peeling to dispose of. It will be composted or it will go into a plant to go towards heating the homes in the borough. MS reported that they got the black containers/bins in Paddington by the lift area to put their recycling bags into it.</p>	
<p>5.14</p>	<p>Bins under residents' windows MS asked how often the bins are cleaned properly on regular basis. MK to ask how often they are done and feedback from Greener Ealing. MS added that is not too much to ask to have the bins washed more often especially in the summer. Post meeting notes: MK spoke with Ceri, estate services manager re the bins- he has advised for the next financial year the intentions are to have the paladin bins cleaned on an annual basis but this needs to go through procurement first.</p>	<p>MK</p>
<p>5.15</p>	<p>Bogus callers A resident complained that someone passed themselves as gas check contractor. KC was going to check if it was a genuine contractor and she was going to draft a letter to the residents advising what they needed to do if they were unsure if a gas check operative was genuine. MS reported residents receive letters notifying them when the contractors are due to carry out the annual gas check, with a contact number to call if residents want to change the appointment date. MK advised that if they are unable to gain access operatives do cold calling as well to see if they can catch residents at home from 8am to 8pm. MS explained that this resident had already had her gas checked by the council.</p>	

	<p>MK reported that at this time of the year, there can be bogus callers. All our council contactors, Gillmartin, T.Brown or any of the contractors that the Hub use will all have an ID badge. It is important that you request to see the ID badge. If they are not able to produce the badge do not let them in. The safest thing to do is to find out from what company they call from. It is T.Brown to contact T.Brown directly and say I've got an operative at my door, his name is so and so. Have you got this visit scheduled in? Please confirm. If it is a Gilmartin contractor please call the Hub. It is better to be on the safe side. Get them to wait outside, put the door on the chain, make that phone call and double-check. The hub will be able to confirm that the contractor has been sent by the council. Residents can contact T.Brown directly.</p> <p>We could have asked Quinton to include this warning in the newsletter. This is an issue that the Council come across on its estates at this time of the year in particular.</p> <p>Is it possible for a bogus caller sent letters to residents? This was previously looked at on a wider issue because these people tend to target vulnerable residents. We can send them literature, we got some at the Hub. MK wondering if there already been something looked on a wider issue by our Comms team. MK to feedback</p> <p>AOB Reporting Repair If they are any repairs issues residents can report them directly using the repair link or the portal. The Hub is not taking repairs and haven't been for the last year. Method of reporting repairs are in the Newsletters that will be delivered to residents before Christmas.</p> <p>Phone line 0800 181 744 from a landline or 0208 825 5682 with a mobile or using the resident portal.</p>	MK
6.0	Regen Update	SP
<p>6.1</p> <p>6.2</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>Attenuation tank works on-going. They are due to conclude by the 22 December. Engie last day on site before the Christmas shut-down is the 22nd of December. They will be returning to site on 4th January 2022.</p>	

<p>6.3</p>	<p>SP approved last week the latest monthly newsletter. SP to email a copy to PPCR for reference. It will be circulated to residents by Engie this week. It notes down the site closure over Christmas.</p> <p>Tunnel track monitoring will close down and will go it post monitoring following the attenuation tank works being complete. Will start tunnel track monitoring in January whilst the completion of the tunnel parapet has been done – by the end of January – will conclude live tunnel track monitoring.</p> <p>Site works are on track to complete in September 2022.</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>SP</p>
<p>6.4</p>	<p>All remains on track for end of completion time which is May for the completion of Block D with the Community Centre and the entire site.</p> <p>Next sectional hand-over which will be at the end of January 2022, which includes Block A with intermedial rental units, and 8 houses for social rent.</p> <p>Hill are focusing on the snagging work associated with the sectional hand-over. Hills are looking to conclude all sites activities on Wednesday 22nd December and will be resuming on 4th January 2022. Details will be posted the site’s noticeboards.</p>	
<p>6.5</p>	<p>In terms of our sales units some leaseholders have been moving to the leasehold block, that is Block C. SP to send a schedule with block letters to block names – that were chosen by the RA & RSG last year.</p> <p>Sales Update SP will issue a sale update at the next meeting. Were happy with the November performance. The shared ownership units are also launched for sales as well as the open market sales with Help to Buy. If you are interested or if you want to see the showroom or the apartment types get in contact with JLL, they are on site doing appointments based face-to-face or they can be contacted by email or phone. All the information is on the CopleyHanwellW7 website https://copleyhanwellw7.co.uk</p>	<p>SP</p> <p>SP</p>

<p>6.6</p>	<p>Phase 6 Awards Regen Team were successful in winning some Awards. Phase 6 were the winner of the What House Best Starter Home Award. It is good news for the Regen Team and for the council as well. It is one of the most prestigious awards within the home building community. We won in November 2021 the Gold prize for Best Starter Home throughout the UK. The Regen Team are thrilled!</p>	
<p>6.7</p>	<p>Shop News The shop is not going to be open before Christmas. Shop owners are still going to go through the final fit out process. It will be open at some time in the new year. SP to keep the meeting informed.</p>	<p>SP</p>
<p>6.8</p>	<p>Overview <u>Phase 7</u> - 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>	
<p>6.9</p>	<p>Remains the same. SP expects to get an update over the course of the next month from Gordon, the principal project manager, leading on this site. He has been working hard on the continued and re-opened viability study following the weight restriction announcement and the changes in the GLA funding. SP to give the RSG at the January or February meeting at the latest with an update from Gordon with the likely trajectory of travel.</p>	<p>SP</p>
<p>6.10</p>	<p>There were no question from residents.</p>	
<p>6.11</p>	<p>AOB SP won't be attending the next RA & RSG, Tuesday 11 January 2022, 6pm. OP will be attending and won't be providing feedback. SP will be attending the next catch-up meeting, Tuesday 25 January, at 2pm.</p>	
<p>7.0</p>	<p>Residents' Updates and Concerns</p>	<p>ALL</p>
<p>7.1</p>	<p>JE asked the residents if they have any updates they would like to share or concerns they would like to raise.</p>	

<p>7.2</p>	<p>Pharaoh Ants – Gloucester Court</p> <p>AP has still a problem with the ants. The Hub has conducted a test with the Council Pest Control team. They only had 3 reports out of 100 properties in the D-G blocks. They had several reports from one address but weren't given access on several occasions. Pest control are happy to do a block treatment, they have recently done one it was resident that gave them access and resident that had reported the issue. They are happy to repeat the treatment again because if there is a problem in one property it is likely that the problem will be affecting other properties. But residents need to report the issue because the pest control team has to justify doing the whole block treatment across 5 blocks and over 100 properties when they have only 3 reports of pest issues. It is real important that residents report the pest issue and also to respect the appointment. Pest control don't do Saturday appointments, they work from 8am to 4:30pm Monday to Friday. It is important that they get access so you may make arrangement with someone to give them access to your property. Because it is such a big scale they are looking at their availability and will inform MK in the new year when they will be able to do a larger treatment. Mk advise the residents to keep reporting their pest issues.</p> <p>AP paid for the treatment £228 as she thought her flat was the only one concerned. AP has asked that the council reimburse her the costs. AP spoke to her some of her neighbours who said they had ants but did not report them. Other reported them to pest control. A neighbour who live above AP has mice. AP is dreading having mice now. AP says it is beyond her control. She had ants since July. Pest control came to AP flat on Wednesday 8th to put contraceptive for ants not poison. The ants are marching through the walls and they are coming from the flat above. AP cannot wait until the new year. AP to speak to MK after meeting.</p> <p>Pest Control is separate from the Hub and MK can only reiterated the advice they have given MK. It is difficult for Pest control to justify treatment to a whole block or 100 properties when they had only 3 residents, including AP, reporting the ants issue. In order for a treatment to work we need to target the properties that are affected.</p> <p>AP asked MK to liaise with Pest Control to treat the whole block, regardless of the number of residents reporting the ants in the flats as they might not be bothered. AP cannot live like this. The issue is on-going since July.</p> <p>Pest Control are looking at doing a whole block treatment or treatment for 5 blocks they haven't got the staff resources. This is a job that would need to be programmed in. They would look at their availability but they don't have any availability until the new year for a treatment on that scale.</p>	<p>AP/MK</p>
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<p>7.3</p>	<p>Fly-tipping AV reported cases of fly-tipping at the entrance of the car park and on the car park. It is happening on a daily basis. She can see it happening from her window. They are coming with vans and drop their load in the parking. It is a concern. They are doing house clearance.</p> <p>There is a link that you can go to on the Ealing Council website to report illegal fly-tipping.</p> <p>The management Hub camera is outside on the right hand-side of the window and it is the is working. These issues need to be reported directly to the Enforcement Team and if you have any photo you can provide. AV doesn't want to take part she just wants to report the issue to the meeting.</p> <p>JE explained that there is a process to report such issue online and the process needs to be followed.MK emphasized that those who report fly-tipping issues, if the evidence, the witness statement that the resident supplied, if it goes to court for law enforcement, there is an expectation for that person to provide evidence. Fly-tipping is beyond the scope of the Hub, there is an enforcement team that deals with that. Any evidence, any registration, any videos, can be reported online, there is a link that you can add photo attachments to it. Residents think that the Hub can address every single issue on the estate. The Hub is happy to be the liaison point between various council departments, that our job we are here to help, but the Hub hasn't got any power to take any enforcement actions. There is an Enforcement Team that are able to do that. Please use this method to report it. We can listen to the issue but we won't be able to take it any further or to take any action.</p> <p>AP asked if the Hub would have any record of the issue video from the Hub CCTV. MK explained that CCTV is stored for 30 days and then it is recorded over. As a general rule, the CCTV at the Hub is not linked to the main CCTV camera in the control room at Ealing Council. In terms of accessing that information, it would have to be via Data Protection, we would have to request that data. We don't have any one in our Team that is trained to look through footage. It would have to be done through the formal channels.</p> <p>JE encouraged AV to report the fly-tipping incidents. If AV put date and time, when the enforcement team is getting the information, they will know the location of the issue, and that it is recorded on the CCTV outside the Hub, the enforcement team can make a formal request to get the footage of the incidents.</p>	
<p>7.4</p>	<p>Blocks signage AV asked for feedback re signage. Police and ambulance cannot find certain blocks or addresses. AV lost a supplier, he did not want to do any more delivery to AV address as he could</p>	

<p>7.5</p>	<p>not find it. AV cannot receive parcels as they cannot find AV address. Delivery people can find Pembroke Court or all the Courts perpendicular to Copley Close road. It is an on-going problem.</p> <p>MS advised that the RA applied for temporary signage funding from Nicer Neighbourhood. The RA hasn't heard yet if the application was successful.</p> <p>Tree maintenance – Paddington Court MS asked for the tree located on Templeman Road to be cut back. The trees are overgrown and blocking day lights of MS and neighbours. KD's team maintains all the trees on the estate apart Templeman Road trees. They miss the trees on Templeman Road every year. MK asked to get an update from Greener Ealing from the contract manager for today's meeting. MK was advised that the trees are not necessarily in the programme of work, they will be cut back and trimmed back when they need to be done.</p> <p>MS advised that all the trees have been cut down on Copley Close but Maxine flat's back up on Templeman Road. MK cannot comment as it is done by the contractor Greener Ealing. MK asked them to inspect the tree and feedback to MK. They are going to send their team leader to inspect the tree to see if the tree needs to be cutback or deemed fine as it is. MS commented that the tree looks fine now as they are no leaves on.</p> <p>MK advised that MS can make a complaint directly to Greener Ealing and ask them the reason why these trees weren't cut back, or advise MS if they have any plan to trim it back. MK advised that this tree is not on their schedules of work, it is cut back as and when it needs trimming. Greener Ealing clearly deemed that it is not needed at the moment. MS added that over 15 years it hasn't been cut. JE advised MS to make a formal complaint.</p> <p>MK will chase Greener Ealing about MS tree and about cleaning the bins. She wrote them an email.</p> <p>Post meeting note: MK contacted Ceri, the estate services manager re tree at the rear of the quadrangle.</p> <p>MK proposed to invite Ceri or one of his team to attend a RA &RSG meeting early next year to report on cleaning the bins and the tree issues.</p> <p>There were no more questions and concerns from residents.</p>	<p>Estate Services manager</p>
<p>8.0</p>	<p>PPCR Drop-in</p>	

	<p>PPCR Virtual Resident Regeneration Advice drop-in session</p> <ul style="list-style-type: none"> • Next one is Tuesday 21 December, 5pm to 7pm Zoom link https://us02web.zoom.us/j/6750372171 <p>PPCR drop-in are the third Tuesday of the month.</p> <p>Residents who have any issues or questions can join the drop-in or they can ring or email PPCR.</p> <p>Dates for first quarter 2022:</p> <ul style="list-style-type: none"> • Tuesday 18 January, 5pm to 7pm • Tuesday 15 February, 5pm to 7pm • Tuesday 15 March, 5pm to 7pm 	
9.0	RA & RSG Festive Lunch	MS
9.1	<p>New Year Lunch We have chosen Turtle Bay restaurant. Turtle Bay, 16 High Street, W5 5DB</p> <p>The RA & RSG is planned for Monday 31 January, between 1pm and 3pm. CM has circulated the menu to members. Please let us know by <u>no later than Tuesday 7 January 2022</u> if you want to attend. It is a free lunch for RA & RSG members. Taxis can be arranged if needed.</p> <p>SP, PO, and MK are also invited.</p>	
9.2	JE wishes everyone a lovely and safe Festive Break and a happy New Year .	
10.0	DATE OF THE NEXT RA & RSG Zoom MEETING	ALL
10.1	TUESDAY 11 JANUARY 2022 @ 6pm	

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/>