



## COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 9 MARCH 2021  
6PM**

### Committee meeting

<b>Attendees Residents</b>			
	MS	RA & RSG Chair – Chaired the Meeting	
	AP	RA & RSG	
	JS	RA & RSG	
	JD	RSG	
	JJ	RA	
	AV	RA	
	FW	Observer	
	VS	Observer	
	HF	Observer	
<b>Attendees External</b>			
Sarah Phillpot	SP	Project Manager - Development	LB of Ealing
Laura Leung	LL	Hanwell Hub	LB of Ealing
Kelly Chapman	KC	Hanwell Hub	LB of Ealing
Cllr Linda Burke	LB	Ward Councillor	Ealing
Catherine Michelet	CM	Consultant	PPCR

<b>Apologies</b>		
Janet Edwards	Consultant	PPCR

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	MS welcomed all to the joint RA & RSG joint meeting. She welcomed two new residents (observers).	
1.2	Apologies as noted above.	
2.0	DECLARATION OF INTEREST (All)	

2.1	There were no declarations of interest.	
3.0	<b>CODE OF CONDUCT (All)</b>	
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	<b>MINUTES OF LAST RA &amp; RSG MEETING</b>	<b>All</b>
4.1	Minutes of the last RA & RSG minutes, 9 February 2021, to be agreed at next meeting. <b>SP</b> to comment and <b>CM</b> to re-circulate.	<b>SP/CM</b>
4.2	Minutes of the last Hub Update meeting & Regen Update meeting dated 23 February were used as a point of reference to update the meeting.	
5.0	<b>Neighbourhood Watch Initiative</b>	<b>MS</b>
5.1	<p>No RA or RSG member contacted CM to register their interest in becoming a member following the last RA &amp; RSG meeting when the item was raised.</p> <p>MS asked if any attendees were interested in joining the NWI. There was no interest. CM showed the NWI leaflet on screen and advised the leaflet will be distributed on Friday 12 March to all the households. The leaflet asks residents to contact PPCR if they are interested in joining the scheme. MS asked attendees if they could talk to their neighbours about the scheme to raise the level of interest.</p> <p>AP advised the meeting that the next Ealing Police Forum meeting is on 30 March.</p> <p>MS reported the Council should be helping out as it is part of its remit and requested LL inputs throughout the process. <b>LL</b> agreed.</p>	<p><b>PPCR to leaflet residents</b></p> <p><b>LL</b></p>
6.0	<b>Hub Update – Estate Services</b>	<b>LL</b>
6.1	<b>Notice Boards</b>	

	<p>One of the noticeboard, towards the bottom of Copley Close, has been changed. The ERS (Ealing repairs service) are in the process of replacing the other 2 noticeboards. LL advised that no-one from the Hub has been on the estate to check yet.</p> <p>Copley RA &amp; RSG meeting notes will be displayed on the new noticeboards once they have been replaced.</p> <p>Copley meeting minutes are uploaded onto the PPCR blog every month for residents to read online:  <a href="https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/minutes-of-meetings/">https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/minutes-of-meetings/</a></p> <p><b>6.2 Repairs Stats</b>  Repairs stats are not available currently due to the Hub restructuring. The person who did the repair stats has moved on and no one has taken on the post. MS asked for repairs stats to be presented at the next meeting. LL advised that no repairs stats were available for the last couple of months.</p> <p><b>6.3</b> SP suggested that Paul Grant, Copley Close dedicated surveyor for the repairs, to collate the monthly repairs stats for next meeting and until a new person fill the post.</p> <p><b>6.4</b> LL will present the KPIs for Quarter 4 at the April meeting and then quarterly going forward.</p> <p><b>6.5</b> LB asked for clarification about the repairs situation. LL explained that the repairs are being done, it is the collating of stats that it is not currently done. SP advised that the Regen Team fund a dedicated surveyor based on Copley Close to handle all of the repairs.</p> <p><b>6.6 Hub News</b>  IL is moving to Acton Hub beginning of April as a Hub Leader. IL had been working at Copley Close for the last 7 years. MS congratulated IL in his new position.</p> <p>MK will be coming back to her post at the Copley Hub.</p> <p>Staff continue to work from home. No changes.</p> <p><b>6.7 Cleaning undercroft parking</b>  This was an issued raised by MS at the last Hub update meeting.</p> <p>LL asked Mark, the caretaker, to clean the rubbish and to tidy the area. This task was done. MS &amp; SP said thank you.</p> <p>MS asked if anyone have any concerns or questions. Residents did not have any questions for LL.</p>	<p><b>PG</b></p> <p><b>LL</b></p>
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7.0	Regen Update	SP
7.1	<p><b>Overview</b>  <b>Phase 3 - the regeneration of the Warwick Court block containing 18 existing units to be refurbished, and 3 new builds.</b></p>	
7.2	<p>There is a sign erected by Highways noting down the new 18 tonnes weigh restriction affecting the road above the length of the tunnel structure. SP was unable to visit the site to see the whereabouts of the signs. SP believes that they are situated just before the entrance of the tunnel to give heavy vehicle drivers ample notice to turn around. The regen team is now working with the contractors and with the consultants to do a revised build programme and methodology to work out a re-mobilization.</p>	
7.3	<p>For the scheme to proceed Highways are requested to make the 18 tonnes weight restriction permanent enable the regen team to advise Network Rail of the new load issued. The regen team only have a briefing note. They want the position to be formalized in a notice.</p>	
7.4	<p>Whilst they are waiting the regen team are proceeding with working out the plans for remobilization and potentially design implications by the new load advisory surrounding the refuse collection. SP is hopeful that by next meeting Highways will have formalized the position from their brief notes to a formal statement to give to Network Rail for their approval which were impeding work last year.</p>	
7.5	<p>The regen team had a meeting today with the contractors to work out a new build programme and new build out methodology and potentially any smaller design implications that might need to be worked out. <b>SP</b> to issue an update at the next meeting in terms of when residents can expect firmed up dates and new practical timelines for Phase 3.</p>	<p><b>SP</b></p>
7.6	<p>MS asked if the 18 tonnes load advisory would pose problems for the rest of the regeneration phases? SP to answer MS when reporting on each phase.</p>	
7.7	<p><b>Overview</b>  <b>Phase 6 - 201 new build units, tenure breakdown as follows-</b></p> <ul style="list-style-type: none"> <li>• <b>Social London Affordable Rent (LAR) Houses – 26/Apartments - 59</b></li> <li>• <b>Shared ownership units for sale - 33</b></li> <li>• <b>Intermediate Rent – 35 (BL block)</b></li> <li>• <b>Private Sale - House – 1/Apartments – 47</b></li> </ul>	

	<p>Residents walking by the site can see progress is on-going.</p> <p><b>7.8</b> Hill will be completing the first house in the next 2-4 weeks, which is situated in block M (Templeman Road 4 bed house). The regen team has currently suspended viewing to finish the final touches before they proceed. Viewing is planned to recommence end of March.</p> <p><b>7.9</b> Progress on other blocks are going exceptionally well. Hills are at different stages doing 1<sup>st</sup> and 2<sup>nd</sup> fixes on all blocks with the exception of block D where the super structure is being completed. Reason why this is done last: it is the block which housed the shop and the old community centre the last to be demolished.</p> <p><b>7.10</b> <b>Sales</b> Sales are going well. The sales team had a number of reservations and enquiries. The sales team will be providing a formal update this time next week which SP will forward noting any reservations they currently have as well as the works in terms of PR, webinars and campaigns they still have going on. <b>SP</b> to circulate</p> <p><b>7.11</b> <b>Art Competition</b> The sales team have selected the winners of the Broadway Living art competition which the PR firm and the marketing sales company along with Broadway Living were organizing. They are currently working on a press release. The winners should be announced in a week.</p> <p><b>7.12</b> <b>Shop</b> Building control applications are all in. There are a few compliance issues that Ravi needs to finalize. As long as building control provide full sign up for the unit the regen team is confident that the shop will be operational in about 6 weeks' time.</p> <p><b>7.13</b> <b>Overview</b> <b>Phase 7 - 337 units in total -</b> <b>277 social rental units refurbished</b> <b>3 social rental newbuild units</b> <b>3 newbuild shared ownership units for sale</b> <b>54 privately owned existing units – these units will benefit from works to communal areas and some service provision, but internals will not be refurbished.</b></p> <p><b>7.14</b> Gordon Brown is now looking to submit revised recommendations papers to Cabinet in May noting that the regen team need to do further viability work in light of the new load advisory and the news regarding the GLA funding that was discussed by SP at the last meeting. The regen team is</p>	<p><b>SP</b></p>
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	<p>anticipating that further report goes to Cabinet but in practice it is stating that further viability work needs to be done.</p>	
<b>7.15</b>	<p>JS asked which blocks form Phase 7. Phase 7 comprises Cheyne Pat, Monmouth Court, Oxford Court, Paddington Court, Pembroke Court, Radnor Court, Shropshire Court, Somerset Court and Stafford Court.</p>	
<b>7.16</b>	<p>The regen team hoped to have clear recommendations in the report but now the new GLA funding and the 18 tonnes load advisory need to be taken into account to see how they affect the plans and value for money.</p>	
<b>7.17</b>	<p>MS asked when the regen is going to start on the D &amp; G blocks (where JS lives). Phase 5 (refurbishment) is currently scheduled in the regeneration program for a start in circa 2023. SP is undergoing viability work for this phase to get an accurate project cost estimate and see if there is any merit to bring it forward into the program or to leave it until 2023. Phase 5 comprises 100 units and 5 blocks section of the Close that will be subject of refurb as per planning.</p>	
<b>7.18</b>	<p>JS would like the refurb to include a new roof. JS reported she had a leaky roof since March. SP said JS shouldn't have a leaky roof as it is less than 10 years old. Phase 5 had already had some work done which included roof. SP suggested that JS raise the issue with Paul Grant. JS advised that she has weekly communication with PG about the leak.</p>	
<b>7.19</b>	<p>JD asked for clarification re <i>"18 tonnes load advisory makes the demolition and re-build not a viable option for Phase 3 but not for Phase 7."</i> Recorded on page 3 of the revised Regen update minutes 23/02. SP reiterated that she needs to comment on the minutes re the technical aspect of some items.</p> <p>SP explained that in practice doing a complete demolition and rebuild option pose some practical issues with a 18 tonnes advisory. It is 18 tonnes per vehicle and this need to be taken into consideration. The load advisory has been applied and based from the photos of the Highways signage to the whole of the tunnel structure which in practice is from the Phase 3 section up to the chimney part of the Close.</p>	
<b>7.20</b>	<p>FW asked about Cheyne Path timeframe. In practice, the Principle Project manager who is looking at that Phase has noted that with the new load advisory and revised GLA funding he's to revisit the plans and complete viability work and to demonstrate value for money. It is disappointing but it's to be done.</p> <p>FW remarked that the goal post keeps on moving. SP said she understand residents' concerns and frustration. SP asked for a timeframe post-recommendation for more viability work going to</p>	

	Cabinet in May. Gordon to issue update 6 months after that point.	
7.21	FW is wondering if it is worth her while to contact the council to fix her kitchen cabinet. FW, like other residents have been holding off in term of asking for interim repairs. JS added that she's got 1978 kitchen cupboards. It takes FW 2 hours to fill-up her bath because of poor water pressure. SP advised FW to contact Paul Grant to address her outstanding repairs and water pressure issue. FW added that residents like herself have been putting off buying new carpet and painting. LL advised FW to describe in detail which doors that are falling apart or to take photos and email them to <b>LL</b> who will raise repairs ticket on FW behalf.	<b>LL</b>
7.22	<b>Virgin Media and Broadband retrofitting</b> Phases 2 & 4 retrofit are completed. No retrofitting is required for Phase 6 as media/broadband is being done as new. We are now looking at Phases 1 & 3 at cost to ourselves unlike the other phases it is not cost effective for Virgin Media to do so. SP is currently getting quotes for these pieces of work. If works are viable and offer good value for money SP will look to take forward. SP is looking to take retrofit into account for Phase 5 retrofit refurb as well.	
7.23	<b>Underground Parking trial</b> The trial has been completed. Pilot study handover to Gordon to include study as part of his work on Phase 7.	
7.24	<b>Energy Centre</b> Higgins to retain a site presence as required for the 2 years Defect Liability Period associated with their works.	
7.25	<b>Office news</b> The office remains close. The regen team is now looking to work in a covid safe manner, bringing it back to operation for use - potentially 1 day every fortnight - for review on site team meeting. The marketing suite downstairs remains in operation by JLL for appointment only visits. Weekly site inspections continue with the Clerk of Works along with the construction director.	
7.26	<b>Fitness Equipment</b> Following a chase SP received today the revised landscaping layout from Hills. <b>SP</b> to review. As long as both new pieces don't pose any logistical issues SP is happy to sanction.  Residents did not have any further questions for SP.	<b>SP</b>
8.0	<b>RA Events</b>	<b>SP &amp; MS</b>

<p>8.1</p> <p>8.2</p> <p>8.3</p>	<p>Youth Event took place 17 February on Zoom.</p> <p>SP received positive comments on the event from residents. All the young people were incredibly engaged and the RA had a very good turn up.</p> <p>Next RA event is Bingo for older residents (60 and over) Tuesday 23 March</p> <p>SP approached Engie about future contributions they will reply by the end of the week. MS to provide SP with RA bank details.</p>	
<p>9.0</p>	<p><b>Nicer Neighbourhood – Funding application</b></p>	<p><b>SP &amp; MS</b></p>
<p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p>	<p>The Nicer Neighbourhood funding application was completed on 17/02/21. Further to SP comments at the last Regen update meeting, a number of the items listed on the application need more details, specifically the MUGA.</p> <p><b>Bike rack &amp; Cycle stores</b> MS asked SP to discuss the bike rack as this item was raised by JS at the last RA &amp; RSG meeting. SP explained that every scheme that is being done on Copley Close in terms of new build has had Cycle stores installed as part of that scheme. This was done for Phase 1 and we are looking to provide cycles stores on Phase 3. SP will look where possible to ensure that they will be incorporated as conversion of the plant room on Phase 5. If a new build option went ahead for Phase 7 it would be easy to incorporate a cycle store in the build, if it was refurb, Gordon would like to do a larger store unit potentially somewhere at the back to safely house them, if viable. As part of the refurb scheme we are looking to provide cycle stores everywhere we possibly can, including Phase 5 where JS lives, converting plant room into cycles stores for the 5 blocks.</p> <p>JS commented that she doesn't think residents living in her block own bicycles. JS believed it is a good idea especially if residents cannot have car park. SP advised that is why there is a Brampton bikes scheme on the close.</p> <p>AV reported that the council promised they were going to install temporary bike racks about a year and half ago, options and quotes were given. SP clarified that the only thing that was discussed about bicycles circa 18 months ago would have been the Brampton Bike scheme which is located at the bottom of the estate on the Alton Court portion of the Close. There is a bike store and a bike rental site on the Close where residents can go to rent a bike. It is situated next to the car hire spot. Every resident should have been issued a 3 years car club hire</p>	



	<p>membership. AV said that it isn't what the council promised. It was to have bicycle racks around Copley. MS advised that bicycle stores will be installed as part of the refurbishment. SP pinpointed that cycle stores are more secure than cycle racks. AV remembered that the council talked about installing temporary bicycle racks before the refurbs are completed. SP explained that she cannot comment as she wasn't in post at the time.</p> <p><b>9.5 Temporary signage</b> The RA asked for Nicer Neighbourhood funding for temporary signage. The project team is currently working on a signage strategy for the entire Close. They did a wayfinding walk with the construction director on site this morning as part of that process.</p> <p><b>9.6 Permanent Art Work location</b> SP would need the proposed exact location to approve or decline. As discussed at the last Regen update meeting, KZ and SP would find the location of the mural and the permanent art work favorable if they were inside the walls of the new community centre.</p> <p><b>9.7</b> JS asked to clarify if the community centre in question is the new one on Phase 6. What is going to happen to the portacabin the temporary community centre? MS would like it to stay on the Close as she has plan for its use. SP explained that it is not possible as the portacabin will have to go at the point of the new community centre comes in situ. The portacabin is a rental unit and the council is paying weekly rent for its occupation. It is not a term fixed cost. It is a shame as we cannot use it because of Covid. The community engagement team are currently doing a risk assessment process on all community centres across the borough to see when they can be brought back into occupation.</p> <p><b>9.8 MUGA (Multi-Use Game Area)</b> The RA is seeking funding for a new MUGA. In practice SP is happy to take this item into consideration but she needs an exact location for the regen team to look at the impact it can have on the refurb plans. The way forward is a consultation by the RA and PPCR to get the details for SP to review to give to KZ a yes or a no answer. PPCR to collect evidence, the more evidence you collect the stronger the bid for it to be successful.</p> <p><b>9.9</b> JS asked if the council has any data on the number of young people living on the estate. We want to ask the young people who are going to use it. That is the evidence we need. That is how we got the MUGA in the 1<sup>st</sup> place because there was a high number of young people on the estate. SP added that there is a fitness trail and a play area provided on Phase 6. There is an area identified under the current plans for Phase 7 for a playground area of sort which the project team was looking to get residents views on what they would like in the space. This is</p>	
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<p><b>9.10</b></p> <p><b>9.11</b></p> <p><b>9.12</b></p> <p><b>9.13</b></p> <p><b>9.14</b></p> <p><b>9.15</b></p>	<p>way down the line. SP is happy to consider the MUGA and give her answer to KZ but she needs a location for the MUGA.</p> <p>PPCR to work with the residents to lead the consultation process and help design it.</p> <p>A resident commented that she would like the consultation process to be quick as there is not much for children to do on the estate.</p> <p>SP cannot make any promises that the MUGA will go ahead if there are any clashes with refurb works. There is also a competition with other RA's bids to consider and the type of arguments and evidence presented to KZ to support the RA bid. It is KZ who allocates funds. There are no guarantees. The more thought is given to the consultation and the more evidence you provide the better chance, at least for some of the items you bid for, will be successfully granted.</p> <p>JS is happy to help out with gathering health benefits stats. The levels of obesity on Copley Close are high and this is why the RA was successful in their bid in for the original MUGA in the 1<sup>st</sup> place.</p> <p>LB is happy to help JS in any way, getting data from the council, talking to people or writing supporting statements.</p> <p>SP reiterated that JE/PPCR should lead on the consultation process and helps design it.</p> <p><b>Concrete Chess, tennis and bench</b> At the Regen update meeting MS asked what happened to the concrete chess, concrete tennis table and concrete seating area/bench which were outside the community centre. SP advised Hill would have demolished them when they took over the site. SP don't recall seeing them. There was no formal request to leave them so they would have been demolished.</p> <p><b>Nicer Neighbourhood funding application</b> As discussed, locations need to be defined and evidence need to be gathered. All the items that were suggested by the residents are listed in the funding application form. The items that are taken off the application are going to be installed as part of the refurb. MS to report after the conclusion of the estate-wide consultation.</p>	<p><b>JE/PPCR</b></p>
<p><b>10.0</b></p>	<p><b>Residents' Updates and Concerns</b></p>	<p><b>ALL</b></p>
<p><b>10.1</b></p>	<p><b>Parking issues</b></p>	

	<p>SP issued a reminder statement to all contractors a month ago that they are not to park on Copley Close with the exception of Phase 6 contractors who are allowed to park directly outside the site as they are able to manage it safely. They are not allowed to park anywhere else on site. Same goes for Higgins and Engie.</p> <p><b>10.2</b> SP circulated the photos sent by AV today of the transit vehicle to the contractors who have confirmed that it was not their vehicle. Hills circled around the site and noted that the van appears to belong to a resident as the vehicle is still on site and it is currently parked outside Oxford Court. Hills were the last contractors to leave the site. SP advised that the silver transit vehicle as shown in AV photo impeding the rubbish collection today was still on-site half an hour ago and did not belong to a contractor.</p> <p><b>10.3</b> <b>Parking issues in Blocks D to G (Phase 5)</b>  HF highlighted difficulties in finding parking spaces since the beginning of Phase 6 demolition and re-build. It is difficult to find a space unless you go towards the sheltered blocks and Darlington Court. What are the plans and proposals for parking for the new residents in the new blocks? How is parking going to be managed?</p> <p><b>10.4</b> SP advised in terms of on-going parking no contractors should be parking on the Close apart from directly across Phase 6 site which Hills control for delivery purposes. Unfortunately, since last year, there has been a higher volume of cars staying parked on the Close due to residents staying at home. In terms of the Close hubble it is a non-parking Close.</p> <p>Post refurb and regen going ahead there will be a CPZ (Controlled Parking Zones) and Highways issuing residents parking permits for those who are applicable. Phase 6 has been advertised and sold as a no car development. Looking at the Close there is not enough physical space for everyone to apply for a parking permit. The Close, as a whole, is a low car development so there will be limited parking available.</p> <p>Parking permits/allocated parking are applicable for residents who were here before pre-development works. Not all current residents will get a parking spot on the Close there is not enough physical space.</p> <p>HF who lives on the block nearest to the new development, noted that parking was fine before, parking issues are brought on by the new homes. SP reiterated that the parking situation was in part due to the staying at home order so everyone with a vehicle had it parked on the Close. On completion of the regeneration work Highways will be looking to do a CPZ on the Close.</p>	
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10.5	HF would like the parking situation to be monitored at the end of lockdown, throughout the year and the next few years. Residents are parking on the curbs and on double-yellow lines. The situation is only going to get worst.	
10.6	<b>Ramps for disable residents and buggies and access</b> AV asked what happened to the issue she raised at the last RA & RSG meeting. MS advised that this issue was dealt with, access is part of the refurb. See point 12.1 of the 9/02/21 minutes: <i>“AV to email LL with pictures and indication where the ramps are needed.”</i>	
10.7	SP added that LL agreed to look at the issue. SP explained that if there was an actual requirement from a resident with a mobility issue in need of a ramp, impeding their ability to access pathways, this issue would have to be addressed pre-refurb. LL were to solicit details as needed in order to do so. LL remembered that someone was supposed to send photos where they wanted the ramp considered. LL did not get any photos.  AV agreed to send photos as she missed point 12.1 in the minutes.	
10.8	MS asked PPCR to put parking and the access ramps on the Agenda for next meeting because it is a big issue, nearer the top.	
12.0	<b>Any Other Business</b>	
	There was no time for AOB. The meeting run over at 10 minutes.  MS thanked everyone to joining the meeting and is hoping to see the new comers at the next meeting and asked them to join the RA and if possible the RSG. MS reminded the attendees that the RA and the RSG need more members. It is your home and your estate.	
13.0	<b>DATE OF THE NEXT RA &amp; RSG Zoom MEETING</b>	<b>ALL</b>
13.1	<b>13 APRIL 2021 @ 6pm</b>	

**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/>