



**COPLEY CLOSE Resident Association
COMMITTEE MEETING
Tuesday 26 April 2022 – 6PM TO 7PM**

MINUTES

Attendees Residents			
	MS	RA & RSG Chair	Contituency
	JW	RA & RSG Vice- Chair	Contituency
	FA	RA & RSG Treasurer	Cooptee
	JS	RA & RSG Committee member	Constituency
	AV	RA - Committee member – via Zoom	Constituency
	AP	RA & RSG -Committee member – Zoom	Constituency
	JJ	RSG - Committee member	Constituency
	MB	RA & RSG Cooptee	EASE
Attendees External			
Madga Kasprovicz	MK	Team Leader of Hanwell Hub	LB of Ealing
Claire Sherwin	CS	Neighbourhood Housing Officer	LB of Ealing
Paul Grant	PG	Surveyor & Project Officer – via Zoom	LB of Ealing
Janet Edwards	JE	Consultant – Chaired the Meeting	PPCR
Catherine Michelet	CM	Consultant	PPCR

Apologies		
JD	RSG Committee member	Constituency

1.0	WELCOME, INTRODUCTION & APOLOGIES (MS)	ACTION
1.1	MS & JE welcomed all to the RA meeting	
1.2	Apologies as noted above	
1.3	The meeting is quorate: 8 RA members	
2.0	DECLARATION OF INTEREST (All)	
2.1	There were no declarations of interest.	

3.0	MEETING CODE OF CONDUCT (All)	
3.1	Agreed	
4.0	AGREE MINUTES OF RA & RSG 8 MARCH 2022 (All)	
4.1	Minutes agreed	
5.0	HUB UPDATE	MK/CS
	<p>Matters Arising from Hub Update meeting – 29/03/22</p> <p>5.1 - Pharaoh Ants Pharaoh Ants have been reported in blocks D-G, Monmouth and Shropshire Court. The pest control team are meeting tomorrow to discuss and firm up action plan. They are planning to carry out the treatments over several Saturdays. They will need several operatives. As the pest control team doesn't usually work on Saturdays they had to ask their operatives to work overtime (Saturdays).</p> <p>They are scheduling the work before the school summer holidays. Operatives need access to all the properties. MK thanked the residents for reporting Pharaoh Ants' cases to pest control.</p> <p>PG reported that another issue might be related to the Pharaoh Ants problem. His team are about to embark in cleaning the D-G blocks' drains system. It is estimated that the work will cost £10K.</p> <p>JS and AP reported that they haven't seen any Pharaoh Ants lately and the problem seem to be resolved. JS advised that the treatment can take up to 6 months to get rid of them. An operative carried out the treatment every couple of weeks and then once a month for 4 months.</p> <p>5.2 - Phase 6 housing on Locata MK advised that a handful of properties are still to be advertised on Locata. Interested residents should be Locata one per week. 2 and 4 bed houses will be advertised in the coming weeks as will any un-let 1 and 2 bed flats. The rent on these properties are affordable rent.</p> <p>5.3 - Emergency Services Entrance MK team put a "don't park here" sign on the car's windshield. They did some door-knocking to find out to whom the car belonged to but no one admitted it was their car.</p>	

	<p>PG got the go ahead today from the Fire & Safety team. PG to purchase and install the Gerda lock.</p> <p>5.4 - Abandoned cars at Radnor Court The Environmental Health officer confirmed that 2 cars and 1 scooter are abandoned.</p> <p>The enviromental enforcemet officer to write notice to owners to remove their vehicles. It is a long process. Ultimatly, if the owners don't respond the Council will have the vehicles towed and scrapped.</p> <p>5.5 - Hub News Residents can walk-in, they don't need an appointment, Mondays and Thursdays, 9am to 5pm. Please note that the phone lines are particularly busy nowadays. MK asks residents to keep trying.</p> <p>The Hub phone line is: 0208 825 5387 – Option 4.</p> <p>Ealing recruited 5 permanent staff for the Hub.</p> <p>Introduction of the new Hub officers</p> <ul style="list-style-type: none"> • Claire Sherwin, covers Greater Copley and Copley Central (Phase 6/new builds) • Liban Abdi, covers Sheltered blocks, Cheyen Path, the houses, Whistone Avenue, Warwick Court and Worcester Court. Liban is a Somalian speaker. <ul style="list-style-type: none"> ➤ Claire's direct line is: 0208 825 8088 ➤ Liban's direct line is: 0208 825 8572 <p>Residents are asked to call a dedicated Repair Line if they want to raise a repair and not to call the Hub.</p> <p>Residents need to raise repairs eith via the phone line 0800 181 744 from a landline or 0208 825 5682 with a mobile or using the resident portal (online).</p> <p>5.6 - Estate Inspections Estate Inspections have resumed. They are scheduled on a quarterly basis. The Estate Inspections are carried out by the Housing officers, Ealing repair service and the caretakers. Residents and councillors have not, as yet, been invited to attend the inspections.</p>	
6.0	QUARTERLY KPIs – QUARTER 4	PG

	<p>6.1 - Since the re-structure, Navros Chandos is the compliance manager. He is also still tasked to compile KPIs. He is the only person who is allowed and the only person who knows how to compile the KPIs. PG hasn't received any KPIs since before Christmas.</p> <p>Gilmartin is the main contractor for Copley Close, separate from MCP the main contractor for the Borough. Gilmartin are performing at a very high rate. Gilmartin repair team has 5 permanent staff based at Copley. Gilmartin attend to all the reported repairs and emergency repairs on the estate. There is quicker response rate - 85% of repairs go to Gilmartin.</p> <p>PG reported that 99% of residents are satisfied with Gilmartin repair work. PG hasn't received any complaint.</p> <p>6.2 - MK asked for Gilmartin figures for next month.</p>	PG
7.0	RA UPDATE	MS/AII
7.1	<p>7.1 - RA/RSG Away Day – Saturday 30 April 2022 Holday Inn London West, 4 Portal Way (A40), London W3 6RT</p> <p>Saturday 30 April 2022, 9:30am to 12:45 Followed by a hot lunch. The event ends at 1:30pm.</p> <p>Due to covid the Away Day had to be rescheduled, and is now taking place on Saturday 30th April - it was originally planned for 2nd April.</p> <p>4/5 residents have confirmed their attendance. Taxis have been organised to take residents to the venue and back to Copley Close.</p>	JE
7.2	<p>7.2 - Ease – Youth activities and Stay & Play</p> <p>Youth activities – Last Monday of the month, 11-17 years olds 6:30pm to 8:30pm Started 28 February 2022</p> <p>Two young people attended the last session.</p> <p>Stay & Play – Last Thursday of the month, under 5's and their families – 1:00 to 2:30pm Started 24 February 2022</p> <p>3 families attend on a regular basis.</p>	MB

	MB reported that the project staff includes a “Health & Social Care” placement	
8.0	RA ACTION PLAN	JE
	<p>8.1 - Following the Away Day JE to resume issuing the monthly RA Action plan. The Action Plan will be based on objectives that the residents agree at the away day.</p> <p>8.2 - MS advised the RA AGM will take place in 2023.</p>	
9.0	AOB (All)	
	<p>9.1 - Sandwiches at the RA meetings</p> <p>Prior to RA meeting, attendees need to contact CM to let her know what choice of sandwich they prefer. JE to buy sandwich from Coop</p> <p>9.2 - Phase 7</p> <p>PG reported that he is busy upgrading the bathroom and kitchen</p> <p>9.3 - Phase 5 – Refurbishment</p> <p>MK reported that the Hub send a letter on behalf of the Project Team to residents informing them to give access to Potter Raper operative to enable them to carry out building condition surveys. They have ID badge. They are looking for 1 bed flats layout– sample flat.</p> <p>JS highlighted that block D-G need their electrics to be part of the refurb. JS’s plugs date back to 1977.</p> <p>9.4 - Community Pay Back scheme</p> <p>Looking for 10/15 individuals – Remit for the scheme can include painting over graffiti, under-croft car park litter picking, general litter picking, trimming bushes up to 6 feet tall, clearing woodland area behind Cheyne Path.</p> <p>9.5 - Undercroft car parks</p> <p>Undercroft car parks will re-open soon. There are 8 of them on the estate. They are currently being refurbished.</p>	

	<p>If residents are interested – residents should put their name down as there is currently a waiting list. The estimated annual charge is expected to be circa £300, or £25 a month.</p> <p>9.6 - Littering – Pembroke Court</p> <p>AV reported a case of littering, nappies and beer cans, at the entrance of Monmouth Court/Pembroke Court. The offence is believed to be caused by a new resident.</p> <p>AV to email photos to MK.</p>	
10.0	DATE OF THE NEXT MEETING (ALL)	
	<p>Date of the next RA meeting:</p> <ul style="list-style-type: none"> • 31 May 2022, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block) 	