



**COPLEY CLOSE Resident Association
COMMITTEE MEETING**

Zoom Meeting

TUESDAY 26 MARCH 2024 – 6PM TO 7PM

MINUTES

Attendees Residents			
	MS	RA & RSG Chair	Constituency
	JS	RA & RSG - Committee member, Vice Chair	Constituency
	JM	RA & RSG - Committee member, RA Secretary	Constituency
	JW	RA & RSG - Committee member	Constituency
	NS	RA & RSG - Committee member	Constituency
	BS	RA & RSG - Committee member	Constituency
	JJ	RA & RSG - Committee member	Constituency
	AP	RA & RSG - Committee member	Constituency
	AH	Observer	Constituency
	ME	Observer	Constituency
	SL	Observer	Constituency
	MB	RA Cooptee	
Attendees External			
Janet Edwards	JE	Senior Consultant	PPCR
Catherine Michelet	CM	Consultant	PPCR
Glen Franks	GF	Copley Repairs Surveyor	LB Ealing
Cllr Rima Baaklini	Cllr RB	Pitshanger Ward Councillor	LB Ealing
Cllr Ben Wesson	Cllr BW	Pitshanger Ward Councillor	LB Ealing
Claire Sherwin	CS	Neighbourhood housing officer	LB Ealing
Stephanie Berry	SB	Neighbourhood housing officer	LB Ealing
Leon Joseph	LJ	Regeneration officer	LB Ealing

Apologies		
SW	RA & RSG - Committee member	Constituency

**ALL COPLEY MEETING NOTES ARE POSTED ON THE
PPCR COPLEY WEBSITE – SEE QR CODE:**



1.0	WELCOME, INTRODUCTION & APOLOGIES (MS)	ACTION
1.1	MS welcomed all to the RA meeting	
1.2	Apologies as noted above	
2.0	DECLARATION OF INTEREST (All)	
2.1	There were no declarations of interest.	
3.0	MEETING CODE OF CONDUCT (All)	
3.1	Agreed – In place.	
4.0	AGREE MINUTES OF RA 27 FEBRUARY 2024 (All)	
4.1	Minutes agreed.	
5.0	HUB UPDATE	MK
5.1	<p>Hub Moving Date</p> <p>No Hub updates. Claire said there are still some health and safety issues getting resolved.</p>	ALL TO NOTE
5.2	<p>Pitshanger Ward Surgery</p> <p>No updates.</p>	
5.3	<p>Hub team work area changes</p> <p>No updates</p>	
5.4	<p>Estate Inspections and Estate Walkabout</p> <p>To be covered next meeting</p>	
5.5	<p>Regeneration updates</p> <p>No further updates.</p> <p>JS asked about Warwick Court decant update</p>	

<p>5.6</p>	<p>LJ hasn't heard updates yet.</p> <p>Phase 6 blocks of flats: contaminated water issue</p> <ul style="list-style-type: none"> • LJ understands Thames Water has sent letters out to residents in regard to the water issue • Staff at the Copley Hub have been knocking doors today to advise residents not to drink water, bottled water has been provided • Some people have asked questions on the doorstep, if they weren't home, notes have been left • All residents have been asked to help flush the system by running taps for ten minutes and flushing toilets twice • Hub staff will be available until 10PM for the duration of this issue • Ealing communication team is working on it, residents should send emails to them <p>JM: All of the new blocks (Loddon, Matlock, Ipswich, and Honiton) have contaminated water supplies, most likely from a subcontractor of Hills. The end of last week and over the weekend there have been many reported incidents of noxious fumes near the utility rooms, strong fumes coming from the taps in numerous flats, and residents, especially children, experiencing illness with minor to major symptoms. Residents would like to get reassurances in writing from Ealing that they will:</p> <ol style="list-style-type: none"> 1. Make the buildings safe, and provide updates in writing, including water testing results from Thames Water 2. Provide the Safety Data Sheets from the painting works which appear to be the root cause of the issue, so that residents know what they have been exposed to 3. Provide a written copy of the risk assessment for the painting activity, so residents can know what precautions and mitigations were in place, some remediation works—what were they? 4. Provide assurance in writing that the residents will not be charged for any costs associated with this emergency or its remediation, as residents do not feel like we are liable for Hills, Broadway Living, or any third-party contractors who use chemicals which put residents at risk 5. Provide independent assessment of the building plumbing system in Honiton Court and any other buildings which had previous major plumbing issues. Honiton Court has not had its end of warranty/defects check-outs yet and this is the third plumbing-related emergency it has had occurred in the last 1.5 years. The previous plumbing emergencies resulted in extensive damp, mould, and sewage contamination and as Ealing is the major shareholder of the properties, it is in 	<p>LJ, JM, SB</p>
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<p>5.7</p>	<p>Ealing’s interest to ensure that it is not accepting a defecting asset after multiple major incidents.</p> <p>LJ will take the written responses on board</p> <p>Ealing Council Support going forward</p> <p>SB is in charge of on site action, hoping to have daily updates for residents.</p> <ul style="list-style-type: none"> • Hub open until 10PM to support, SB is there in person---her work mobile number is on the letters and she will be able to take calls, they are working as a top priority---email SB directly, on site until 10PM and doing walk arounds later, will continue door knocking to flush out the system after the water tanks have been cleaned • Put all queries into writing so they can be passed on to the other departments • Do not drink water for at least the next two days but could be longer • Thames Water has to do two more tests, 24 hours apart, in order to lift the do not drink notice. Six council staff will be present in day and night shifts over the next six days---based in the hub, please come ask if more water is needed or more support is needed • Council’s regeneration corporate health and safety team is managing—staff on site <p>LJ: please keep helping each other carry water into the blocks</p> <p>Cllr BW: Apologised on behalf of the Council and provided assurances that they will investigate the issue thoroughly. Additional air quality activity has also been requested due to concerns from residents about public health issues. Also need to tie up with public health about any further advice/precautions, especially for anyone who has experienced symptoms.</p> <p>SB has noted the email from Cllr BW and has actioned the air quality measurement request, and has also escalated her line management. More updates will follow.</p> <p>MB: Ease’s were not notified, they had a Youth Club session on 25th March and a Stay & Play session for under-5s coming up on 28 March.</p> <p>SB to investigate and liaise with MB</p>	<p>SB, Cllr BW, ALL TO NOTE</p>
<p>5.8</p>	<p>Possible issues in Matlock Court houses</p> <p>BS: has not received letters in the houses</p>	<p>SB, CS, ALL TO NOTE</p>

<p>5.9</p>	<p>SB: the houses are not affected, they are on a different system from the blocks of flats</p> <p>BS: fumes are still affecting people in the houses—BS could smell the fumes coming from her tap and washing machine which smelled like petrol in her tap and in her washing machine. Water was also delivered to the houses</p> <p>SB: this is new news that the houses are affected; SC will look into this. SC to liaise directly with SB</p> <p>Parking issues: double yellows lines, undercrofts</p> <p>Cllr RB was just informed that residents have received letters about painting double yellows, letters arrived this afternoon, 26 March. The letter informed that the council was required to carry out studies to show how much weight the tunnel can support ... the maximum weight the tunnel can safely support is 18 tonnes ... consultants have advised that to help ensure the limit is not exceeded, the unauthorised parking on the footway on one side of Copley Close will have to be removed. re 'double yellow line' parking restrictions along the eastern side of Copley Close (the 'railway side') from approximately outside no. 529 through to the end of the Close, opposite Warwick Court ... absolutely essential to help ensure the safety of the Tunnel the safety of the railway and the passengers who use the service. <i>(extract from letter)</i>.</p> <p>Cllr RB had a Zoom meeting with Highways, parking services, and housing's representatives with, re 'double yellow line' parking restrictions.</p> <p>Cllr RB discussed w/Sarah Philpott regarding undercroft parking reopening—no date yet but it needs reinstatement, will be available for 120 cars</p> <p>Cllr RB disabled bays—making progress, hoping for ten additional parking spaces, agreed on six so far and is working on getting more</p> <p>JS: concern from residents about lack of communication, letters received today, does that meet legal requirements for consultation? Had previously requested a meeting in person with residents, cars are getting ticketed every day and need to know when the undercroft will open—this will solve the problems</p> <p>Cllr RB has requested a public meeting, is concerned that the letter was just sent now and does not provide enough information—residents deserve more answers, tomorrow she will be contacting Sarah Philpott, and the member representative for housing—she knows that they need to create a place for people to park and she does not think the other departments are coordinating or taking it seriously enough—she agrees that a public meeting is needed and</p>	<p>Cllr RB, ALL TO NOTE</p>
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	<p>the letter does not provide any information about the timing of a consultation or how to give feedback</p> <p>JS: is concerned that if the parking is being passed over to a private firm to make money. MS notes that the parking already cost money before the undercrofts were closed.</p> <p>Cllr RB: the undercroft had a big problem with drugs, anti-social behaviour, and that is why it needs income to maintain a gate/fob system to control access.</p> <p>Cllr RB: has asked Housing and Highways team to provide the tunnel engineering report</p> <p>CS: parked cars act like a traffic jam, like a third lane of traffic, it is designed for two-lane traffic,</p> <p>Smaller rubbish truck for refuse collection are operating on Copley in observance of the 18 tonnes weight restriction requested and approved by Highways affecting the road above the length of the tunnel structure (came into force 25 March 2021).</p> <p>MS understands that Warwick decant is affected by the loading issue as well—the tunnel tonnage had to be lowered because of Warwick Court</p> <p>5.10 Monmouth Court Undercroft’s gate</p> <p>MS: Monmouth Court gate is urgent since people are hanging out and smoking there</p> <p>CS: working to make undercroft parking at Monmouth Court secure, aware of anti-social behaviour, has been assured that there is money in the budget for it</p> <p>5.11 Water shut-off in resident’s flat</p> <p>MS: No access to water in a resident’s flat, water shut off. CS: aware of it, raised with GF</p>	<p>CS</p> <p>GF</p>
6.0	RA Action Plan – January 2024	MS/All
6.1	<p>Minor Action Plan updates provided, given extended time discussing emergency water issues</p> <p>JS: GF working on KPIs for Copley repairs performance. Copley General meeting later this year. Action plan being put together from outputs at Away Day</p>	ALL TO NOTE

<p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p> <p>6.6</p>	<p>The Action Plan is updated monthly in blue and emailed to all members prior to the meeting. As the meeting was adjourned early, the Action Plan updates were not provided in the February meeting. The previous details have been retained and updated for information.</p> <p>Point 2 KPIs – Due to a re-structuring of the repair department, the KPI are hold.</p> <p>Point 6 EASE activities restarted in the new year but are on hold as Community Centre is not currently open.</p> <p>Previously advertised dates:</p> <p>Stay & Play – For parents & carers and children under 5 Thursdays 1pm to 2:30pm</p> <ul style="list-style-type: none"> • Thursday 23 May 2024 • Thursday 27 June 2024 <p>Youth Club – Sport Sessions for 11-18 years (High School attendees) - Mondays 6.30pm to 8.30pm (Term Time ONLY)</p> <ul style="list-style-type: none"> • Monday 20 May 2024 • Monday 24 June 2024 <p>Point 10 Fun Day - Saturday 7th September 2024</p> <ul style="list-style-type: none"> • Fun Day planning meetings begin in May <p>Food Bank Collection – RA partnership with Ealing Food Bank Collection dates:</p> <ul style="list-style-type: none"> • 18 June • 17 September • 17 December 	
<p>7.0</p>	<p>AOB (All)</p>	
<p>7.1</p>	<p>Observers raised:</p> <p>Contractor T. Brown—hot water and heating, Ealing’s contractor, performance inadequate, not hitting targets, they have an impossible arbitrary target of three social households needed to report the same issue simultaneously in order to do a call out—no emergency service. No hot water AND heating for up to two weeks at a time</p> <p>JS: add newsletter to page with minutes—JE: can do</p>	<p>GF</p> <p>JE</p>

7.2	<p>AP asked when can the RA meet in person again. MS noted that Ealing Council has to give permission to hold meetings again in person, we don't have permission yet, but they will notify her. She is regularly in touch with the council about it. JE notes an issue with the doors that also needs resolving. MB notes that she is still able to run services from the Community Centre.</p> <p>NS would like to give formal thanks to Cllr RB for her work on the parking and would like to formally thank all residents for help with water deliveries</p>	<p>All note</p> <p>All note</p>																																	
8.0	DATE OF THE NEXT MEETING (ALL)																																		
8.1	<p>Date of the next RA meeting:</p> <ul style="list-style-type: none"> Tuesday 28 May 2024, 6pm, on Community Centre, 39 Honiton Court, W7 1DT <hr/> <p style="text-align: center;">2024 Dates for your diary</p> <table border="1" data-bbox="228 1039 1214 1482"> <thead> <tr> <th data-bbox="228 1039 557 1115">2nd Tuesday of the month</th> <th data-bbox="557 1039 885 1115">3rd Tuesday of the month</th> <th data-bbox="885 1039 1214 1115">Last Tuesday of the month</th> </tr> </thead> <tbody> <tr> <td data-bbox="228 1115 557 1151" style="text-align: center;">RSG</td> <td data-bbox="557 1115 885 1151" style="text-align: center;">PPCR Drop-in</td> <td data-bbox="885 1115 1214 1151" style="text-align: center;">RA</td> </tr> <tr> <td data-bbox="228 1151 557 1187" style="text-align: center;">14 May 2024</td> <td data-bbox="557 1151 885 1187" style="text-align: center;">21 May 2024</td> <td data-bbox="885 1151 1214 1187" style="text-align: center;">28 May 2024</td> </tr> <tr> <td data-bbox="228 1187 557 1223" style="text-align: center;">11 June 2024</td> <td data-bbox="557 1187 885 1223" style="text-align: center;">18 June 2024</td> <td data-bbox="885 1187 1214 1223" style="text-align: center;">25 June 2024</td> </tr> <tr> <td data-bbox="228 1223 557 1258" style="text-align: center;">9 July 2024</td> <td data-bbox="557 1223 885 1258" style="text-align: center;">16 July 2024</td> <td data-bbox="885 1223 1214 1258" style="text-align: center;">30 July 2024</td> </tr> <tr> <td data-bbox="228 1258 557 1294" style="text-align: center;">13 August 2024</td> <td data-bbox="557 1258 885 1294" style="text-align: center;">20 August 2024</td> <td data-bbox="885 1258 1214 1294" style="text-align: center;">27 August 2024</td> </tr> <tr> <td data-bbox="228 1294 557 1330" style="text-align: center;">10 September 2024</td> <td data-bbox="557 1294 885 1330" style="text-align: center;">17 September 2024</td> <td data-bbox="885 1294 1214 1330" style="text-align: center;">24 September 2024</td> </tr> <tr> <td data-bbox="228 1330 557 1366" style="text-align: center;">8 October 2024</td> <td data-bbox="557 1330 885 1366" style="text-align: center;">15 October 2024</td> <td data-bbox="885 1330 1214 1366" style="text-align: center;">29 October 2024</td> </tr> <tr> <td data-bbox="228 1366 557 1402" style="text-align: center;">12 November 2024</td> <td data-bbox="557 1366 885 1402" style="text-align: center;">19 November 2024</td> <td data-bbox="885 1366 1214 1402" style="text-align: center;">26 November 2024</td> </tr> <tr> <td data-bbox="228 1402 557 1438" style="text-align: center;">10 December 2024</td> <td data-bbox="557 1402 885 1438" style="text-align: center;">17 December 2024</td> <td data-bbox="885 1402 1214 1438"></td> </tr> <tr> <td data-bbox="228 1438 557 1473"></td> <td data-bbox="557 1438 885 1473"></td> <td data-bbox="885 1438 1214 1473"></td> </tr> </tbody> </table>	2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	RSG	PPCR Drop-in	RA	14 May 2024	21 May 2024	28 May 2024	11 June 2024	18 June 2024	25 June 2024	9 July 2024	16 July 2024	30 July 2024	13 August 2024	20 August 2024	27 August 2024	10 September 2024	17 September 2024	24 September 2024	8 October 2024	15 October 2024	29 October 2024	12 November 2024	19 November 2024	26 November 2024	10 December 2024	17 December 2024					
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