



**COPLEY CLOSE Resident Association
COMMITTEE MEETING
Temporary Community Centre, Stafford Court (end of block)**

TUESDAY 27 JUNE 2023 – 6PM TO 7PM

MINUTES

Attendees Residents			
	MS	RA & RSG Chair	Constituency
	NS	RA & RSG	Constituency
	BS	RA & RSG Committee member	Constituency
	AP	RA & RSG Committee member – via Zoom	Constituency
	JJ	RA Committee member	Constituency
	JM	RA & RSG Committee member	
Attendees External			
Godfrey Hamilton	GH	Neighbourhood Team Leader – via Zoom	LB of Ealing
Cllr Rima Baaklini	RB	Councillor for Pitshanger Ward	LB of Ealing
Catherine Michelet	CM	Consultant - Minutes	PPCR

Apologies			
JE		PPCR Consultant	
JW		RA & RSG Vice-Chair	Constituency
JS		RA & RSG Committee member	Constituency
AV		RA Committee member	Constituency
MB		RA & RSG co-optee	

ALL COPLEY MEETING NOTES ARE POSTED ON THE PPCR COPLEY BLOG – SEE LINK BELOW:

<https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/minutes-of-meetings/>

1.0	WELCOME, INTRODUCTION & APOLOGIES (MS)	ACTION
1.1	MS welcomed all to the RA meeting.	
1.2	Introductions were made.	

1.3	<p>Godfrey Hamilton, the new Neighbourhood Team Leader, replacing Magda, introduced himself to the attendees. Godfrey's role is to supervise the Housing Officer and to support Malti Virmani as Neighbourhood Manager.</p> <p>Apologies as noted above.</p>	
2.0	DECLARATION OF INTEREST (All)	
2.1	None.	
3.0	MEETING CODE OF CONDUCT (All)	
3.1	Agreed – In place.	
4.0	AGREE MINUTES OF RA 30 May 2023 (All)	
4.1	Minutes agreed	
5.0	HUB UPDATE	GH
5.0	<p>Matters Arising from Minutes of 30/05/23.</p> <p>Hub Update</p> <p>5.1 - Ants Caretaking services reported that there is a problem with general ants throughout the borough and that these need to be treated with ant powder. CS confirmed no residents reported any ant issues to the Hub.</p> <p>If you have Pharaoh Ants: please report the issue to Pest control call centre on 0208 825 6644 to book treatment. Pest control provide treatment for ghost and pharaoh ants -it is a statutory requirement.</p> <p>Pest control do not provide treatment for common black garden ants. They need to be treated with ant powder.</p>	

5.2	<p>5.2 – Copley Newsletter A new person has been appointed recently to the Communications Team to replace Quinton. GH to contact new person, Ayden Maher, to found out when to expect the new edition of the council Newsletter.</p>	GH
5.3	<p>5.3 - Abandoned cars in undercroft parking GH in his capacity as Neighbourhood Team Leader walked around the estate with the new head of housing and noticed that the 3 burnt cars were still in the undercroft parking– opposite Somerset Court These cars are dangerous and have been there for a long time now. GH is escalating the issue.</p> <p>Maurice, the environmental crime officer, had the paperwork in place to have them removed some time ago. CS asked Maurice for an update- waiting to hear back. New legislation is being looked at as it might be useful to get the burn cars removed quicker.</p> <p><i>Post-meeting note: CS confirms that the burnt out cars will be removed this week.</i></p>	GH CS
5.4	<p>5.4 - Estate Inspections and Estate Walkabout Estate inspections -scheduled on a quarterly basis by the Housing officers, Ealing repair service and the caretakers- are on-going.</p> <p>Estate walkabouts with residents and councillors and other stakeholders are due to start again now that a new team is place. GH confirmed that Estate walkabouts will start again at the end of July. GH to send interested parties dates. Estate walkabouts start at 10am.</p>	GH
5.5	<p>5.5 - Hub News GH advised that the Hub is still understaffed and the Council is looking to recruit 1 more housing officer to replace the officer who have left.</p> <p>Two new persons have recently taken their posts:</p> <ul style="list-style-type: none"> • Godfrey Hamilton, Neighbourhood Team Leader, his role is to supervise the Housing Officer and support Malti Virmani as Neighbourhood Manager. • Christopher Alexander, is a Neighbourhood Officer, he is covering part of the Cuckoo Estate. <p>MV & GH are busy recruiting a Neighbourhood Officer to cover the other part of Copley. Interviews are planned mid-July.</p> <p>Currently drafting the Terms of Responsibility for the Neighbourhood Housing Management officers.</p>	

	<p>The Hub office opening hours remain Mondays and Thursdays. A resident complained on behalf of her neighbours that 2 days are not enough and commented the Hub opening hours should go back to what it was before lockdown.</p> <p>GH to feedback comments to Hub and look at service delivery.</p> <p>5.6 5.6 Paul Grant Update</p> <p style="text-align: center;">PG to give update at July meeting</p> <p>5.6.1 5.6.1 KPI's – April 2023 KPIs 43 jobs since April 2023. 98% satisfaction rate.</p> <p>5.6.2 5.6.2 Undercroft Parking Project specifications were revised and will be submitted to cabinet for approval. Once the new specifications are approved, the Council will go to tender in the summer aiming to start work in the Autumn.</p> <p>5.6.3 5.6.3 Phase 5 – (5 Blocks) – PG reported the water tank is leaking again but from different places since the last repair. PG is on the case. Water will be cut off for up to 8 hours. It is a 2 men job. PG drained the tank. Letters to residents were send to keep them informed.</p> <p>5.6.4 5.6.4 Phase 6 Honiton Court JM reported that there is a problem with bin doors and with the inside entrance door. SP advised that the block is still under warranty therefore, Hill is still under contract to remedy any issues arising. SP asked SP to report the defect to Hill who will liaise with PG to rectify the defects.</p> <p>How to report repairs issues for new build properties Repairs on the new Central Square blocks are under warranty for 2 years from the day of completion (snagging period). Hills are responsible for the snagging. Once the 2-year warranty period is over, repairs will be the responsibility of Ealing council: PG team & Gilmartin.</p> <p>Honiton Court leak SP reported there was a leak last week due to sewage 2 weeks ago. It was made safe on the same day. The leak caused water damage and mould; it will take 2 weeks of remedial work to complete decoration. Work expected to be finished by 6/7 June.</p> <p>JM reported that before she left for the RA meeting she could hear water dripping sound.</p>	<p>GH</p> <p>JM</p>
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	<p>SP advised any defects to be reported to the Homeownership Team and the Hub depending on the repair type that is required.</p> <p>5.6.7 5.6.7 Phase 7 (9 blocks) – new Kitchen & Bathroom replacement PG has budgeted for contractor to install 25-30 new kitchens and bathrooms from the beginning of the new financial year (April 2023). PG will door-knock residents to find out exact number of flats needing replacements until the start of phase 7 regeneration. Council to issue update on future of Phase 7; not expecting significant update until summer 2023</p> <p>5.6.8 5.6.8 Decorating flats for the 65+ years old Work on the sheltered accommodation flats started on 13 flats and 8 are completed. The last decorating was done over 10 years ago. Some flats have also mould and repairs issues. Lack of access: 16 attempts to gain access in the last 18 months.</p> <p>5.6.9 5.6.9 Entry door access & getting hold of fobs MS reported that residents in the new blocks were told not to open the entry door to anyone pressing the buzzer. MS could not even get to the part of the entrance hall where the letter boxes are located. PG commented that getting hold of fobs to gain access has proved difficult as the company in charge of the entry doors and fobs has gone and PG doesn't know who to chase to get the fobs for his team and for the contractors. MS to contact CS to get a fob from Hub next time she hand-deliver RA leaflet.</p>	
5.7	<p>5.7 Training Plan KZ to update Training Plan and circulate. Changes are being made to the Resident Engagement Team.</p>	KZ
5.8	<p>There were no further questions from residents.</p>	
6.0	<p>RA Fun Day – Saturday 16 September 2023</p>	ALL
6.1	<p>Joint New Community Centre Launch & Fun Day Fun Day sub-group: MS, NS, and PPCR are organizing the Fun Day. RA & PPCR to meet on Zoom 17 July at 5pm. Copley Regeneration & Development Team employed a PR company, Property Housemarketing (PH), to organize the new</p>	MS, NS, JE

	<p>community centre launch as well as the RA Fun Day. Next meeting on site 11 July at 3pm.</p> <p>Launch: 10am to 12pm This is a corporate event. The community centre opening will be launched with a ribbon cutting event by VIP.</p> <p>Fun Day: 1pm to 5pm</p> <p>We are looking for volunteers The following residents have volunteered: JJ, NS, BS, JM and MS.</p> <p style="text-align: center;">We need more volunteers!</p> <ul style="list-style-type: none"> ➤ The RA is looking for residents' volunteers to help on the day, to set-up and tidy at end of day. ➤ Please email CM to put your name on the volunteer list. <p>Donations for Fun Day PG circulated contractor details for RA/PPCR to contact. CM contacted the contractors asking if they could donate gifts and/or voucher toward the Fun Day. CM to send reminder emails and follow-up calls.</p> <p>Property Housemarketing (PH)- to approach local businesses and contractors/stakeholders for donations.</p> <p>MS asked GH to find out what type of litter bags need to be used at the Fun day to separate and dispose of recycling and general waste, and how to obtain them.</p>	<p style="text-align: center;">ALL</p> <p style="text-align: center;">CM</p> <p style="text-align: center;">PH</p> <p style="text-align: center;">GH</p>
7.0	RA Action Plan – JUNE Update	
7.1	<p>The Action Plan is setting the RA objectives for the next 12 months.</p> <p>The Action Plan is updated monthly in blue and emailed to all members prior to the meeting.</p>	
7.2	<p>Updated items</p> <p>Point 1 – RA AGM – Page 1 Tuesday 26 September at new Community Centre</p> <p>Point 6 – RA Membership Drive – Page 4 RA & RSG members with PPCR to door-knock residents to recruit more residents to join RA and to promote AGM. To recruit under</p>	

	<p>represented groups and to integrate residents from old and new blocks. W/C 18 September 2023.</p> <ul style="list-style-type: none"> ➤ The RA is asking RA & RSG members to volunteer for Door-Knocking <p>Point 3 – KZ, Resident Involvement officer – Page 2 To promote RI initiatives and residents training sessions. Kaneez to update Training Plan next week and circulate.</p> <p>Point 9 – Copley RA Newsletter– Page 6 Copley The Whistle next issue is due out w/c 6 November 2023.</p> <ul style="list-style-type: none"> ➤ The RA is asking residents to send in articles, photos, stories, news that would interest Copley residents. ➤ Please email CM as soon as possible. Thank you for your cooperation 	<p>ALL</p> <p>KZ</p> <p>ALL</p>
8.0	AOB	ALL
8.1	NS suggested to include a calendar of activities taking place at the new community centre in the Whistle Newsletter	
8.2	Cllr RB promoted Party in the Park, 29/30 July at Pitshanger Park	
8.3	JM advised that Castle Bar Park station website states that it has step free access. JM remarked that it is not accessible if you are a disable resident. Cllr RB suggested JM to petition TFL.	
8.4	BS parcel delivery issue is still not resolved. Parcels are delivered to the Matlock Court flats and not to the house where BS lives. The slip road where the 5 houses are situated need to be named and acknowledged by the Royal Mail and other stakeholders. Cllr BW & Cllr RB to consider issue.	BW & RB
8.5	AP complained about the poor quality of the sound of the Zoom meeting.	
9.0	DATE OF THE NEXT MEETING (ALL)	
	<p>Date of the next RSG meeting:</p> <ul style="list-style-type: none"> • 11 July 2023, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block). <p>Date of the next RA meeting:</p>	ALL TO NOTE

- **25 July 2023**, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block).

2023 dates – For your diary

2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month
RSG	PPCR Drop-in	RA
11 July 2023	18 July 2023	25 July 2023
8 August 2023	15 August 2023	29 August 2023
12 September 2023	19 September 2023	26 September 2023
10 October 2023	17 October 2023	31 October 2023
14 November 2023	21 November 2023	28 November 2023
12 December 2023	19 December 2023	