



**Copley Close Hanwell W7
Regeneration Steering Group Meeting**

Community Centre, 39 Honiton Court, W7 1DT

**11 March 2025 – 6pm to 7pm
Minutes**

Attendees	
MS	RSG Chair
JS	RSG Member
JM	RSG Member
NS	RSG Member
AP	RSG Member
MT	LBE– Copley Regeneration Project Manager Ph3 & Ph5 - Zoom
AD	LBE– Copley Regeneration Project Officer - Zoom
JE	PPCR – Chaired meeting
CM	PPCR (minutes)
Apologies	
ME	RSG Member
SW	RSG Member
JW	RSG Member
BS	RSG Member

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NO.	AGENDA ITEM	ACTION
1.0	Introductions & Apologies	
1.1	Apologies as noted above.	
2.0	Declarations of Interest	
2.1	No declarations of interest.	RSG

3.0	Code of Conduct & Terms of Reference	
3.1	Meeting Code of Conduct is in operation.	
3.2	The Chair reminded attendees of the Code of Conduct: Everyone, residents and Council officers alike need to respect the person speaking, please let them speak and allow them to finish and bear in mind the way you speak to other people attending the meeting.	
3.3	Please note copies of CoC and ToRs are available at every meeting. Please ask PPCR if you would like paper or e-mailed copies.	
4.0	Agree Minutes – RSG 11 February 2025	
4.1	Minutes were agreed.	
5.0	Minutes and Matters Arising	
5.1	None	
6.0	Regeneration Programme update	Actions
6.1	<p>6.1 - Phase 3 – MT update</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Overview</p> <p>Phase 3 involves the regeneration of the Warwick Court block</p> <ul style="list-style-type: none"> • 18 existing units to be refurbished • 3 new builds </div> <p>6.1.2 Warwick Court Completed the outstanding works. Still in the process of moving everybody home. Warwick Court is currently 45% occupied. There are a number of void properties. They are currently advertised, viewings are happening and void properties are being allocated to residents. Expecting to have moved everybody by the end of March 2025.</p> <p>There was a flood in one of the vacant properties as a result the Council can't move this resident home just yet.</p> <p>Leaseholders have completed all of their works part from one. They have chosen to do a lot more to their property. It is their choice and the Regen Team will be</p>	

6.2

insisting that they move back to their property on the given date. The emphasis is on their contractor to get everything done as quickly as possible to meet the deadline.

There were no other questions.

6. 2 – Phase 5 - D-G blocks –

Overview

5 blocks make up Phase 5: Denbigh Court, Devon Court, Dorset Court, Glamorgan Court and Gloucester Court. - 100 units in total - 65 units are tenanted; 35 are leaseholders.

- **Leasehold properties: minimal internal work will be carried out to.**
- **Social tenants: internal works will be included within the refurb.**

Ph5 is under-going a viability study

There is no update regarding to Ph5. What is written in the February minutes is still applicable at the current time.

The RSG asked if a letter has been sent to residents advising them of the current situation?

SP is waiting for the study report to go to Cabinet. AD is waiting for instructions as to when she can proceed to send out letters to residents. The Regen Team is waiting for definitive information to enable them to update Copley residents.

In terms of the design of parking, will there be any changes to the design arising from Lesson Learnt from previous blocks?

Will the scheme will look like what was presented to residents in January 2024, potentially not.

MT advised that there could be changes that mean the whole site is reviewed in full. Until they get instructions from SP, they cannot confirm otherwise. If they do a re-design, then parking will have to form part of that consultation. Nothing will be happening for the foreseeable future. There will be further news to add on to that, a timeline as to when firmer details will available and to what is the plan for moving forward will be given. The Project Team cannot write to residents to say we are not going to do anything to your block, we need to give a timeline, an indication so residents can plan around that and have an idea and an expectation in their head as what might be coming.

JS asked if the Steering Group is going to be part of the procurement process like it used to be? MT advised that the Steering Group would be involved in the process because that is the purpose of the Steering Group.

There were no other questions.

<p>6.3</p>	<p>6.3 - Phase 6 – MT update</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Overview</p> <p>Phase 6 – 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 the phase 6 works. </div> <p>6.3.1 - End of Defect Work Going through the End of the Defects with Hill, there is a final list of properties and communal work that Hill needs to complete. The Council held back a sum of money on their final payment to ensure that Hill does carry out these repairs. The Council is pushing to have them completed by the end of March 2025.</p> <p>With regards to specific items:</p> <p>6.3.2 Loddon Court - Power Door Internal security lobby door – MT confirmed that the power assisted closer is in full working order. Item can be closed off and removed from minutes.</p> <p>External main entrance door concerns – The item was going to be reported via Repair Link. The Regen Team explained the situation with regards to the disabled resident being able to use their fob, the Regen Team was able to add a resident to the disabled system so they can access it from their wheelchair. The issue was resolved successfully.</p> <p>Loddon Court Powered Main Entrance Door Main block entrance door is still having issues with its automated opening causing a lot of problems for wheelchair user residents. MT to chase up issue with JM & Daljit Gill.</p> <p>6.3.2 Loddon Court – Balcony doors MT spoke to NS about these issues previously. Three properties were raised, one of them did received work as part of the defect process. Didn't tie up in time to include those 2 properties with Hill. If they haven't been reported previously they would need to be reported via Repair Link. NS was going to update the residents. NS advised that it took her too long.</p> <p>One of the residents confirmed that she reported the issue via defects or via Repairs at the time. NS hasn't got any feedback from the other resident. One of the residents manage to get the issue resolved. Resident who reported the issue but hasn't been resolved. MT to ask JM to have look on Thursday if he is on site. If those residents can be aware MT & JM to see if they can do something and investigate issue further.</p>	<p>MT</p> <p>MT & JM</p>
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	<p>MT to check both address on the list to see if there are any comments or if they were reported or closed and report back to NS.</p> <p>6.3.3.1 – Town House: Matlock Court, Honiton Court & Central Square Pursuing issue as a latent defect with Hill. That one item that they are still due to complete. Waiting for further information with the view of having a joint on-site meeting with the manufacturer of the Dormer windows to come up with the best long-term solution.</p> <p>6.3.3.2 – BS issue – Damp on the ceiling While the meeting is happening attendees texted BS to confirm whether the issue has been resolved.</p> <p>MT confirmed that there are some closed items for this address. Check the leak from low-level roof above, investigated and resolved. There is no mention of any of outstanding items but it doesn't mention the decoration.</p> <p>BS sent text back to confirm she is still waiting for someone to come to fix issue. The ceiling is still leaking. MT will have to take this with Hill as a separate matter entirely.</p> <p>6.3.4 – Landscaping Hill will look after this item until July 2025. Then after July the Greener Ealing Team will become responsible for the maintenance.</p> <p>6.3.5 - External water tap No update from the Maintenance Team whether they got the external water tap back on. MT to chase up this week to get answer for next RSG meeting</p> <p>6.3.6 - Energy Centre – Gas connection MT is waiting for start date for the work to replace a section of the pipe work, to see the gas pressure increase to reduce the pressure drop we are currently seeing on the system. No need to contact residents as there will be no down time to the boiler system. The work will be completed within a couple of hours and there is enough stored hot water so residents won't notice any kind of disruption.</p> <p>6.3.7 - Local Shop Shop is open. Item can be closed off and removed from minutes</p> <p>6.3.8 – Paving outside Shop and new Hub Paving was fully lifted and has now been re-laid. A couple of items are unsatisfactory which Hill will have to rectify.</p> <p>6.3.9 – Central Square & Matlock Court's floodlights Hopefully this item was reported via the Repair Team. This is no longer a Hill item it is now an Ealing maintenance item.</p> <p>6.3.10 - Management Hub No date for occupation of the Management Hub. It is expected soon. IL to update</p> <p>6.3.11 - Community Centre's Internet</p>	<p>MT</p> <p>MT</p> <p>MT</p> <p>MT</p> <p>IL</p>
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	<p>Finally sorted out the BT issue. They are going to install line soon. AD asked for a timeline. Manager is away and AD was not able to get update on timeline. Hopefully, there will be WiFi at the Community Centre next month.</p> <p>6.3.12 – Ipswich Court - Making good issue Regarding Ipswich Court and other blocks, if there are any outstanding making good items around the signage, please escalate issue via the Housing Team or if you feel it is necessary via the complaint system to get the issue resolved.</p> <p>6.3.13 – Ipswich Court - External Courtyard Door That was fully repaired. Resident wrote back to say she was satisfied. Item can come off the minutes.</p> <p>6.3.14 – Audit- 25% sample The Project Team agreed to carry out an Audit, confirm JM went around 50 properties, or a 25% sample of the whole Ph6 development. The Regen Team did find a few little bits and pieces, mainly cosmetic items, there were nothing significant that need to be remedied. Got a representative sample and no significant items were found. Closing out the cosmetic items, there all are part of the defect list mentioned earlier.</p> <p>6.3.15 – Honiton Court’s Lifts issue This item needs to be escalated via the Housing Team, the RA meeting or via Complaint if necessary. MT hasn’t got any information about the lift or how often it has been out of service</p> <p>There were no other questions.</p>	AD
6.4	<p>6.4 - Phase 7</p> <p>337 units in total -</p> <ul style="list-style-type: none"> • 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. 	
6.5	<p>6.4.1 - Ph7 is under-going its viability study Similar to Ph5 there is no further update, what is listed in the minutes is accurate at the current time.</p> <p>There were no questions.</p> <p>6.5 – Highways Department Did Highways close the road last week for the planned repairs to the tunnel joints. IT was suggested that the work was completed. MT to ask Highways for an official statement.</p> <p>Resurfacing & Yellow Lines</p>	MT

The re-surfacing and the yellow lines are yet to occur. Highways to book those in and carry out the consultation so everyone knows when that is happening.

JM reported that there was a notification on the E11 bus stop that the bus is not running from 8am to 5pm and that started sometime last week. In a few days' time will that be the joint repairs. Residents did not receive any letter drop or any information. A resident mentioned to JM that the bus is not running and that there is a notice posted at the bus stop.

AD confirmed that there was a mail out sent to residents. JM confirmed that Honiton residents did not get any communication. AD confirmed that mail out was sent to Ph7 residents under Highways instructions.

JM remarked that it would have been useful if the mail out reached to Ph6 residents as well. AD will bear in mind that next time she will communicate with the whole estate as the bus route affect the whole of the estate. **AD** to feedback to Highways for next time.

The repairs to the tunnel joints work happened last week so there won't be any more closure for the foreseeable future. JM reported that the bus notice advised that the bus will be on diversion until the 13th March.

AD

6.6 6.6 – Undercroft work update

140 parking spaces in total -

- **To re-open safely 50% of the undercroft parking spaces, 140 parking spaces in total which were identified as good value for money.**
- **Parking spaces will be hand-over in sections over a period of 12 months.**
- **Once each of the undercrofts are completed, LB Ealing housing management team and landlord services will administrate the undercroft parking contract.**

Undercroft Parking is now the remit of the Homeownership Team.

If the Regen Team are aware of any information MT will update the RSG. Currently this item is not the responsibility of the Regen Team department. If the Homeownership Team invite the Regen Team to carry out the work on their behalf then the Regen Team can give the RA further guidance. As far as we understand it there has been a couple of options put forwards. Don't know if a decision has been made at Cabinet level. As soon as the Regen Team hear some news the Regen Team will update the RSG unless the RSG hear it from other channels.

The Regen Team had the scheme, they design it with a solution it was offered to Ealing which they refused. the Regen Team tried to progress the issue over several years because of the issue with the yellow line marking and the resident frustration, the Council is trying to re-examine that possible solution. It may not be in the same form that the Regen Team 's originally planned it, they may strip out elements, such as security gates, CCTV, they may choose to open areas up if they are going to.

	<p>Those are the solutions being proposed that in some way shape or form the Council may bring one of the garages as a pilot scheme to see how that may work. Currently the Regen Team are not kept in the loop with what is happening.</p> <p>There were no questions.</p>	
7.0	RSG Action Plan	Actions
7.1	<p>The Action Plan is setting the RSG objectives for the next 12 months.</p> <p><u>Monthly update is in blue.</u></p> <p>7.2 - Luminous Sounds – Mindful Music Workshops Music Workshops for Copley young people aged 12 to 18 years old- Page 4 The RA partnered with Luminous to deliver musical instrument workshops during the school holidays:</p> <p>Luminous has agreed to run an additional date as the first date was not well attended.</p> <ol style="list-style-type: none"> 1. Tuesday 8 April 2025, 1pm to 2:30pm 2. Tuesday 15 April 2025, 1pm-2:30pm 3. Tuesday 27 May 2025, 1pm-2:30pm 4. Saturday 13 September 2025 (at RA Fun Day) <ul style="list-style-type: none"> • JS, JM, NS and MS to promote workshop on residents <u>WhatsApp Group</u>. • Please promote the workshop to your neighbours' and friends living on Copley if they have children aged 12 to 18 years • Flyers will be posted on each block entrance and delivered to all households <p>Children can come for all the sessions or just for one session even if they missed the first workshop.</p> <p>7.3 – Easter Egg Hunt – Tuesday 15 April, 11:30am to 12:30pm</p> <p>Event is for 6 to 9 years old living on Copley. All children to meet at the Community Centre first</p> <ul style="list-style-type: none"> • JS, JM, NS and MS to promote workshop on residents <u>WhatsApp Group</u>. • Please promote the workshop to your neighbours' and friends living on if they have children aged 6 to 9 years • Flyers delivered to all households <p>7.5 - RSG Members Training & Development – Page 5 <u>Individual Review Meeting</u> - PPCR is going to hold individual Review Meeting of 30 minutes with RSG members. To talk about RSG issues, individual skills, training requirements etc. It is an opportunity to talk on a 1-2-1 basis, to get feedback from</p>	<p>ALL</p> <p>ALL</p>

	<p>members, to find out what you would like to do and to see who can work with PPCR to get new activities that came out of the Away Day up and running.</p> <ul style="list-style-type: none"> ✚ PPCR will get in touch with members who have indicated their preferred dates. WE are probably going some meetings on the 22nd April where RSG members have said an evening on Zoom Catherine will contact you separately. There will be one Zoom individual review meeting per day in the evening ✚ We'll arrange the meeting sometime this month for the review in April 	ALL																																
8.0	ANY OTHER BUSINESS (AOB)	ALL																																
	No AOB																																	
9.0	DATE OF THE NEXT MEETING (ALL)																																	
9.1	<p>Next meetings:</p> <ul style="list-style-type: none"> • RSG Meeting – 8 April 2025 at 6pm, Community Centre, 39 Honiton Court, W7 1DT • RA Meeting – 25 March 2024 at 6pm, Community Centre, 39 Honiton Court, W7 1DT 	ALL TO NOTE																																
9.2	<p style="text-align: center;">2025 dates – For your diary</p> <table border="1"> <thead> <tr> <th>2nd Tuesday of the month</th> <th>3rd Tuesday of the month</th> <th>Last Tuesday of the month</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">RSG</td> <td style="text-align: center;">PPCR Drop-in</td> <td style="text-align: center;">RA</td> </tr> <tr> <td style="text-align: center;">11 March 2025</td> <td style="text-align: center;">18 March 2025</td> <td style="text-align: center;">25 March 2025</td> </tr> <tr> <td style="text-align: center;">8 April 2025</td> <td style="text-align: center;">15 April 2025</td> <td style="text-align: center;">29 April 2025</td> </tr> <tr> <td style="text-align: center;">13 May 2025</td> <td style="text-align: center;">20 May 2025</td> <td style="text-align: center;">27 May 2025</td> </tr> <tr> <td style="text-align: center;">10 June 2025</td> <td style="text-align: center;">17 June 2025</td> <td style="text-align: center;">24 June 2025</td> </tr> <tr> <td style="text-align: center;">8 July 2025</td> <td style="text-align: center;">15 July 2025</td> <td style="text-align: center;">29 July 2025</td> </tr> <tr> <td style="text-align: center;">12 August 2025</td> <td style="text-align: center;">19 August 2025</td> <td style="text-align: center;"><i>No RA Meeting in August</i></td> </tr> <tr> <td style="text-align: center;">9 September 2025</td> <td style="text-align: center;">16 September 2025</td> <td style="text-align: center;">30 September 2025</td> </tr> <tr> <td style="text-align: center;">14 October 2025</td> <td style="text-align: center;">21 October 2025</td> <td style="text-align: center;">28 October 2025</td> </tr> <tr> <td style="text-align: center;">11 November 2025</td> <td style="text-align: center;">18 November 2025</td> <td style="text-align: center;">25 November 2025</td> </tr> </tbody> </table>		2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	RSG	PPCR Drop-in	RA	11 March 2025	18 March 2025	25 March 2025	8 April 2025	15 April 2025	29 April 2025	13 May 2025	20 May 2025	27 May 2025	10 June 2025	17 June 2025	24 June 2025	8 July 2025	15 July 2025	29 July 2025	12 August 2025	19 August 2025	<i>No RA Meeting in August</i>	9 September 2025	16 September 2025	30 September 2025	14 October 2025	21 October 2025	28 October 2025	11 November 2025	18 November 2025
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