

COPLEY CLOSE HUB UPDATE ZOOM MEETING

TUESDAY 29 MARCH 2022, 3PM

Present: MK, MS, JE, CM

UPDATE FROM THE JOINT RA & RSG 8 MARCH 2022 MEETING

1. Pharaoh Ants – Gloucester Court

The pest control team realised that it is not just the D–G blocks that are affected but also Monmouth and either Shropshire or Stafford Court, thus several blocks are affected and require treatment.

MS reported that a neighbour living in her part of Paddington Court informed her that she has Pharaoh Ants and is badly affected in her kitchen. MS encouraged JW to ring pest control to report a new case of Pharaoh Ants. MK asked whether it is just one property affected on Paddington Court or if it is the whole the block. The Hub asked Pest control to carry out blocks treatment.

Over the last month, pest control saw a large increase in the number of cases reported. Rick, at Pest control, said they would need to carry out the treatments on Saturdays and they will need several operative doing it.

Hanwell Housing Hub to write to residents to inform them that pest control will carry out treatment on the agreed Saturday(s) asking residents to give access to the pest control operatives as they need to go into every single property to carry out the treatments to be effective.

MK asked of residents to report the new cases. Pest control need to review the calls out to ascertain which blocks and flats are affected.

2. Emergency Services Entrance

MK to chase Dalgit - who manages the Maintenance and Electrical contractors - for an update from the Fire & Safety team. A decision needs to be made on what type of lock(s) are suitable. Lock and keys need to match the system the Council is implementing across the Borough.

AV reported that people are still parking in front of the emergency services entrance. The Hub doesn't know who the vehicle belongs to. They did some door-knocking and residents said: 'it is not my car'. MS reported that it is a black car. MK's team were there on Thursday last week and put a note behind the windshield

advising the car owner that they can't park in front of the emergency services entrance. MK acknowledge will continue to be an issue until the locks are in place.

3. Abandoned cars at Radnor Court

Vehicles details have gone to the Environmental Health officer, Maurice. Two vehicles are definitely abandoned. The third one is taxed and MOT. Even though it hasn't moved, we can't treat it as abandoned. Maurice contacted the DVLA to find out who is the registered owner. The first step is to write to the registered keeper asking to remove it, if they don't they will be served 2 notices: the first one is a 28 days-notice, asking to remove the vehicle; and if that doesn't work, a further notice will be served, a 7 days-notice. If it is not removed then, we can make arrangement to have the vehicles towed and scrapped. For the time being we are waiting for the DVLA to provide us with the information about the registered keepers. One vehicle is definitely not abandoned but two of them are.

4. Hub News

Hub Opening times, Drop-in and appointments - Mondays and Thursdays – 9am to 5pm

Going forward, we don't know yet, if we are ever going back to work 5 days a week at the Hub.

The majority of the queries have been about repairs. Repairs needs to be reported directly to the repair link: call the repair phone line 0800 181 744, or 0208 825 5682 or using the resident portal.

Permanent staff

We have recruited some new starters. We have a full team. They are going through a 2 weeks training program. Today is day 2 of the training program. Once they complete the training, they will be allocated patches. We have 2 new people for Copley Close, once they are established, we will communicate to residents in the next newsletter which is due in the Summer, with their names, photos and contact details.

Once they are established MK will have a conversation with them about attending the RA and RSG meetings.

5. Hub attendance at RA meetings

Next month PPCR is back on site with the drop-ins, on the third Tuesday of the month, Tuesday 19 April; and the RA meeting on the last Tuesday of the month, Tuesday 26 April at 6pm.

MK to advise at later date whether new staff members will be attending the next RA meeting. Once they are allocated their patches, MK will arrange for them to be introduced to MS and PPCR, might be virtual or in person.

MK agreed to have a 15 minutes pre-meeting, at 4:45pm, every month before the RA meeting. JE to send MK an invite.

NEXT RA MEETING at the TEMPORARY COMMUNITY CENTRE:

TUESDAY 26 April 2022, 6PM