



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

**Tuesday 28 June 2022 – 6PM TO 7PM  
MINUTES**

<b>Attendees Residents</b>			
	MS	RA & RSG Chair	Constituency
	JW	RA & RSG Vice- Chair	Constituency
	JJ	RSG - Committee member	Constituency
	AV	RA Committee member	Constituency
	GS	Observer (Ispwich Court)	
	VC & partner	Observers (Ispwich Court) arrived end of meeting	
<b>Attendees External</b>			
Magda Kasprowicz	MK	Team Leader of Hanwell Hub – via Zoom	LB of Ealing
Paul Grant	PG	Surveyor & Project Officer – via Zoom	LB of Ealing
Cllr. Ben Wesson	BW	Pitshanger Ward councillor	
Cllr. Rima Baaklini	RB	Pitshanger Ward councillor	
Janet Edwards	JE	Consultant	PPCR
Catherine Michelet	CM	Consultant (Copley RA Secretary) Minutes	PPCR

<b>Apologies</b>			
AP		RA & RSG Committee member	Constituency
JS		RA & RSG Committee member	Constituency
Cllr. Ilayda Nijhar		Pitshanger Ward councillor	

**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/>

<b>1.0</b>	<b>WELCOME, INTRODUCTION &amp; APOLOGIES (MS)</b>	<b>ACTION</b>
1.1	MS welcomed all to the RA meeting	
1.2	Apologies as noted above	

<b>2.0</b>	<b>DECLARATION OF INTEREST (All)</b>	
2.1	There were no declarations of interest.	
<b>3.0</b>	<b>MEETING CODE OF CONDUCT (All)</b>	
3.1	Agreed – In place.  A copy of the CoC is handed to GS.	
<b>4.0</b>	<b>Pitshanger Ward councilors</b>	
4.1	<p>The newly elected councillors introduced themselves:</p> <p>Cllr. Rima Baaklini Cllr. Ben Wesson Cllr. Ilayda Nijhar has sent her apologies</p> <p>The councilors have been taking cases from Ealing residents including Copley Close residents about housing issues.</p> <p>They have been holding their surgeries at the temporary Community Centre 6/7 times.</p> <p>MS introduced herself, she is the Chair of both the RA &amp; the RSG. She asked the councillors to attend the monthly RA meetings on the last Tuesday of the month. She asked them to help and support Copley Close residents with their concerns, as ‘this is their homes’.</p> <p>Everyone introduced themselves.</p>	
<b>5.0</b>	<b>AGREE MINUTES OF RA &amp; RSG 31 May 2022 (All)</b>	
5.1	Minutes agreed	
<b>6.0</b>	<b>HUB UPDATE</b>	<b>MK</b>
	Matters Arising from Minutes of 31/05/22 & Hub Update	

<p><b>6.1 - Pharaoh Ants</b>  MK spoke to Rick Beckford. He is still arranging the resources. It will be an 8 week booking. Operatives need access to all the properties. To maximise residents participation Pest control are planning to do one block at a time. They have gathered all the equipment and stock they need for the treatments. There are two types of ants - one type will need several treatments which could take place over a course of up to 9 months.</p> <p>Tenants won't be charged and leaseholders will be recharged.- leaseholders are billed via leaseholder charges</p> <p><b>6.2 - Phase 6 housing on Locata</b>  Hub received hand-over of the 85 social housing units. The hand-over was phased. The Hub staff currently working through nominations. They are half way through the viewings and sign-ups. The Hub have signed-up 41 units in London Court alone, with a total of 54 sign-ups so far, and 65 viewings booked so far.</p> <p>MK is collating lots of good news stories on how the moves have changed people lives.</p> <p>The units are made up of 2 and 4 bed houses and 1 and 2 bed flats. There are no 3 beds. The rent on these properties are affordable london rent.</p> <p><b>6.3 - Emergency Services Entrance</b>  The Gerda lock and keys were purchased. The keys are with the contractors. AV reported that sometimes the contractors leave the gate open. <b>MK</b> to remind contractors to lock the gate.</p> <p><b>6.4 - Abandoned cars at Radnor Court</b>  MK confirmed there are more than 2/3 vehicles that are abandoned as previously discussed, there are about 6. Some of them have been moved.</p> <p>The Environmental Health officer is in touch with the registered owners. It is a long process. MK asked for the lead in time to clear the undercroft parking area.</p> <p>AV reported that gangs are using the abandoned cars to do drug dealing. They have set fire to the material that was surrounded the car.</p> <p>AV reported that a resident asked Environmental Health to remove their vehicle for them but this wasn't carried out. MK advised that it is the responsibility of the owner to scrap their vehicle not Environmental Health.</p>	<b>MK</b>
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<p><b>6.5 - Hub News</b> The Hub is now fully staffed.</p> <p>Residents can walk-in, they don't need an appointments – Hub opening hours are: Mondays and Thursdays, 9am to 5pm. The Hub phone line is: 0208 825 5387 – Option 4.</p> <p>Hub staff are busy with Phase 6 sign ups and viewings.</p> <p><u>Copley Council newsletter</u> Copley Council newsletter is going out next month. If residents have any information, items, ideas or topics that they want included they need to get in touch with MK asap.</p> <p>The councillors suggest that they write an introduction with their photos.</p> <p><b>6.6 - Estate Inspections</b> Estate Inspections scheduled on a quarterly basis by the Housing officers, Ealing repair service and the caretakers.</p> <p>Estate walkabout carried out by residents and councillors, lasting up to 3 to 4 hours have not yet been resumed. MK to advise when they will start again.</p> <p><b>6.7 - Quarterly KPIs – Q1</b></p> <p>6.7.1 - Satisfactions with repairs - <b>PG</b> to bring June KPIs to the July meeting. It might not be possible as Navros is leaving and he is doing a hand-over.</p> <p>At the May meeting the RA asked for the figures for next quarter of Repair KPIs should be under 2 separate headings, general repairs and Major Work. <b>PG</b> to investigate the reasons for dissatisfaction and found out where possible in which block resident(s) live.</p> <p>6.7.2 - Estate Cleaning KPIs to be part of the quarterly KPIs. CM emailed CD and LB with the request.</p> <p><b>6.8 - Community Pay Back scheme</b></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>MS emphasised the benefit of the scheme for the whole community small things like getting funding for painting over graffiti.</p>	<p><b>PG</b></p> <p><b>PG</b></p> <p><b>Estate Services (CD &amp; LB)</b></p>
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	<p>MS reported graffiti on the front door of the temporary Community Centre. <b>PG</b> to inspect</p> <p><b>6.9 - Undercroft car parks</b></p> <p>Phase 6 is drawing to an end. There are 8 of them on the estate. Specification work to three fourth of the undercroft parking. PG did costing around last Christmas. Once it is approved and signed off tendering to get contractors.</p> <p>From RSG minutes: <i>Work to start in December 2022/January 2023. It will be a phased re-opening of half of the undercroft areas over a period of 12 months. At the end of that 12-month period of phased work, to get 50% of the spaces back up in the undercroft and available on an interim basis.</i></p> <p><b>6.10 - Littering</b> – entrance of Monmouth Court/Pembroke Court</p> <p>Update- AV received a letter from the Hub following her report that children were throwing stuff like sweet wrappers from balcony and missing the bin below.</p> <p>The new tenancy officer dealt with the offence. Since then the Hub received no further complain.</p>	<b>PG</b>
<b>7.0</b>	<b>RA UPDATE</b>	<b>MS/All</b>
<b>7.1</b>	<p><b>7.2 - Ease – Youth activities and Stay &amp; Play – On-going</b></p> <p><b>Youth activities</b> – Last Monday of the month, 11-17 years olds 6:30pm to 8:30pm</p> <p><b>Stay &amp; Play</b> – Last Thursday of the month, under 5’s and their families – 1:00 to 2:30pm</p>	
<b>8.0</b>	<b>RA ACTION PLAN</b>	<b>JE</b>
	<p><b>8.1 - The Action Plan</b> – Updated June 2022 – was emailed to all committee members prior to the meeting.</p> <p><b>RA and PPCR - Door-knocking event- 23 August</b></p> <p>To recruit new members and to integrate old and new blocks. The councillors said they would like to join and participate.</p>	<b>RA/PPCR/Cllrs</b>

	<p>Special invitees:</p> <ul style="list-style-type: none"> <li>• KZ the Resident Engagement Officer is attending 26 July RA meeting</li> <li>• KK &amp; the Safer Communities Team booked to attend 27 September RA meeting and to attend RA meetings regularly on a quarterly basis</li> </ul>	
9.0	<b>AOB (All)</b>	
	<p><b>Crime</b></p> <p>AV reported a crime which happened on Friday evening. There were about 20 young men fighting around drug issue, two of them got stabbed. The Safer Communities Team patrol and the police attended the scene. The following Sunday afternoon one of the young man was seen by the lift holding a spiked weapon.</p> <p>MK reiterated the importance to report immediately crime to the Police. It can be done anonymously.</p> <p><b>MK</b> to get in touch with Khalid &amp; SCT to re-issue invitation.</p> <p><b>Repairs</b></p> <p>Cllr. Rima Baaklini asked PG about the repairs turnaround times.</p> <p>PG explained that MCP does repairs for the whole of Ealing Council, whilst Gilmartin is dedicated to Copley Close only, contract managed in-house.</p> <p>Repairs are carried out on a 5 tiers system:</p> <ul style="list-style-type: none"> <li>• Emergency repairs – 4 hours to make good, and then follow-up work</li> <li>• URGENT repairs – 3 working days</li> <li>• Routine repairs – 15 working days</li> <li>• Planned work – 60 to 90 days</li> <li>• out of hours (make it safe only)</li> </ul> <p>PG explained that his team are instigating a bathroom and kitchen programme. MS had her kitchen and bathroom done last month after 40 years. If residents ask about their own kitchen and bathroom, they should contact PG so he can inspect what needs to be done, get specifications and turnaround time.</p>	<b>MK</b>

10.0	DATE OF THE NEXT MEETING (ALL)	
	<p>Date of the next RA meeting:</p> <ul style="list-style-type: none"><li>• <b>26 July 2022</b>, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block).</li></ul> <p>KZ, Resident Engagement Officer, will attend meeting</p>	