



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

Zoom Meeting – Zoom ID: 6204091157

**12 March 2024 – 6pm to 7pm
Minutes**

Attendees	
MS	RSG Chair - Chaired meeting
JS	RSG Member
JM	RSG Member
JW	RSG Member
AP	RSG Member
NS	RSG Member
BS	RSG Member
MB	RA cooptee
MT	1st time attendee
C	1st time attendee
AH	1st time attendee
BK	1st time attendee
SP	LBE– Regeneration Manager
MT	LBE– Copley Regeneration Project Manager Ph3 & Ph5
RK	LBE– Copley Regeneration Project Coordinator
JE	PPCR
CM	PPCR (minutes)
Apologies	
SW	RSG Member
ME	RSG Member
SD	Observer

ALL COPLEY MEETING MINUTES ARE POSTED ON THE PPCR COPLEY WEBSITE – Scan QR Code:



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	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	
4.1	Minutes were agreed. RSG minutes will be reviewed and signed off at Zoom meeting with MT/RK & CM on the following Tuesday a week after the RSG meetings at 3.30pm/4pm.	
5.0	Minutes and Matters Arising	
5.1	None	
6.0	Regeneration Programme update	Actions
6.1	6.1 - Phase 3	
	<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 	
6.1.2	6.1.2 Warwick Court	
	Warwick Court is nearing completion. Currently looking at items which needs to be resolved with the contractor as soon as possible. Leaseholder inspection was progressed to enabled them to organise their own trades contractors re electricians and plumbers, etc. but can't give them access to complete the work until Equans have left the site.	

A decanted Warwick Court resident asked for clarification. There are items of work that building control are not satisfied with, such as the drainage for the new build. The Council is talking to the contractor on how they plan to resolve the issue. The landscaping is completed. Ealing is querying paperwork and certification. Ealing has to make sure that the building is safe to occupy before residents can be allowed to move back home.

6.2 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.**

A new Project Team will be joining Phase 5. Current team is working on the employer requirements, the specifications, the contracts matter. There will be some delay as the new team reviews these items before moving the scheme along. Section 20 Notice and the Notice Seeking Possession will be issued to leaseholders and council tenants in due course.

6.3 6.3 - Phase 6

Overview

Phase 6 – 201 new build units, tenure breakdown as follows-

- **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.**

6.3.1 6.3.1 Commercial units have been handed back to Ealing, waiting for the go-ahead for occupation.

6.3.2 6.3.2 Management Hub - No opening date yet. Internet issues have to be resolved.

6.3.3 6.3.3 Local Shop
A lease agreement has been provided to Ravi, the shop owner. He is checking the lease details with his solicitor. The shop will open soon.

<p>6.3.4</p>	<p>A resident asked how soon, will it be next month? Once Ravi is satisfied with the lease and sign it Ravi will be able to mobilise. Ravi thinks that it will take about a week to stock the shop and be in a position to open. Hopefully by this time next month he will be in a position to open.</p> <p>6.3.4 End of defect</p> <p>The last defect inspections are about to commence in April, the first set of letters will be sent to residents in Honiton Court, houses on Bordars Road, 50-52 Ipswich Court houses. Residents living in these properties are asked to book an appointment with the team to have a look at anything that is causing concerns. The team will address any defects that are the responsibility of Hill.</p> <p>Contractors Resident living in Matlock Court (BS) advised that the Team came to look at the defect and took note and they did not come back. The defects were not rectified. BS chased them up without success. Action: PPCR</p> <p>MT is meeting with Hill on weekly basis, in-house team is quick in resolving the issues, Ealing is aware of sub-contractors, electrician, external brick work, external glazing who are not attending their appointments. Ealing working to resolve issue quickly. Hills gave sub-contractors an ultimatum, they will employ others and re-charge the costs back to them.</p> <p>With the onset of the next section of defect inspections, Hills is expecting their contractors to attend and close out all the defects. Potter Rapper's Clerk of Work and Ealing's Clerk of Work, Jim Mallon are working on it. These two parties are holding Hill accountable for these defects and will need to complete them before they leave Phase 6. If that fails Ealing will pay new contractors to make goods the defects. The defects that were identified and not resolved will be closed down.</p> <p>Ipswich Court residents had inspections scheduled which got cancelled they weren't offered alternative dates. Appointments were not kept, and contractors did not inform residents they could not keep the appointments. Letters were received notifying contractors attended appointments, stated that they called but resident did not return calls. A resident (AH) asked a local councillor to get involved which resulted in the contractor keeping appointments and carrying out the work.</p> <p>MT wasn't made aware of cancelled appointments and not rebooked. MT will investigate. Action: PPCR</p> <p>Ipswich & Honiton Court's & Loddon Court communal areas issues The glass signs in the corridors were removed and replaced by plastic fire compliance signs. Where the contractors removed the glass signs they did not paint over, leaving random patches all around the building. MT clarified the issues: The signage was removed and put in by the Building Safety Team. It was an Ealing decision it is not Hill responsibility to provide any signage. The signs will aid the fire-fighting teams in the event of a fire, they are photo-luminescent signs, highly visible, they can be seen in a smoke environment. They might not be as attractive as the original glass signs, but they are fire compliant.</p>	<p>PPCR</p> <p>PPCR</p>
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<p>SP advised that Marco, Head of Homeownership, raised the patches issue at Ipswich and Honiton issue about 3 months ago, to make good the damage that was left by the removal of the glass signs. It is not Hill responsibility. Action: PPCR to follow-up Glenn Franks and with Marco/ Homeownership to progress.</p> <p>Doors issues Ipswich Court resident (AH) reported the front door, door between the post room and the main area, constantly stop working, freezing and locking residents in.</p> <p>The bin door is jammed all the time (Ipswich Court), it is always open (Loddon Court). Bins doors should open either one way or the other, instead doors try to pin residents in as they try to get through which is not safe.</p> <p>Loddon Court resident (BK) front door and lobby door - after the postbox - is not working at all, even after being reset. It is a constant issue. It poses a security risk.</p> <p>It takes ages for doors to get fixed/to be re-set. Resident suggested a different system where it can be reset externally so it doesn't take so long to get fixed. Residents do not consider the doors to be suitable as they are not working as they should. Residents think they were installed incorrectly. Both set of doors can get left open for up to 3 weeks. Anyone can get in. It is a safety and security risk. Action: PPCR to make sure the issue is addressed by the relevant management teams including Building Safety Team, from a project management perspective build-wise.</p> <p>Action: PPCR to make sure residents have correct details for the Homeownership team. Project Team to follow-up with Marco/ Homeownership to issue response to issue raised by residents.</p> <p>All door issues should be reported to Marco 's team at Homeownership homeownership@ealing.gov.uk or 020 8825 5583 for someone to come and investigate the issue immediately and to identify the cause of the problem.</p> <p>Testing Fire Safety Equipment Project team has done witnessing and commissioning tests with the Building Safety Team with Ealing. They have seen the system working. The freeholder has witnessed all of the equipment and they are happy that it works correctly. MT would not recommend carrying any kind of fire drill as the project team would not encourage residents to evacuate the building all at the same time as it can lead to other issues.</p> <p>The Building Safety Team are responsible for the maintenance of the building and they do have to carry out weekly, monthly and quarterly and annual checks on all of the systems. The Fire panel do need to be checked on a weekly basis. They have a contractor attending to make sure that the system is up and running and working as it should. The Fire contractor is looking at the fire panel. There is a separate contractor that looks after the door entry system. Re-setting fire equipment is done by the fire contractor. All the checks are being done behind the scene. The checks are carried out as a statutory obligation on behalf of Ealing by their contractors.</p> <p>A discussion ensued about re-setting door mechanism using the special key. There is one reset key which was provided to the Building Safety Team. They might have</p>	<p>PPCR</p> <p>PPCR/Homeowner Team</p>
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lent it to the Housing Team. BK suggested that a resident could be given the reset key as this person would be always available and in the right location to re-set the electro-magnetic door. MT advised that to have untrained personnel operating the systems within the building is unwise because if anything was done incorrectly, they could disable something.

A discussion ensued about the risk to disabled residents. There is a larger proportion of disabled residents living in Loddon Court than in other Copley Close blocks. A resident pointed out that in addition to the risk of being locked in the building with no means of getting out, another risk to disabled residents is when the lifts don't work, residents wouldn't be able to go down the stairs.

MT explained that in the event of a power failure or a fire, the door magnet would power-down, and the door would automatically release. The electro-magnetic lock means that the fire escape route will be always available to the residents. Ipswich Court was designed with single means of escape including a fire-fighting lift and fire-fighting staircase and is fully compliant. There a stay put policy so the building would not be evacuated if a fire occurred unless instructed by the Fire Brigade.

If we can have a drill to test out the doors electromagnetic system we don't have to power down all the flats just the doors. As there are so many disabled residents in Loddon Court any power down to the equipment would cause risks to their lives. Residents would welcome a test. SP understand residents' concerns and asked. **Action: PPCR** to make sure the issue is addressed by the relevant management teams including Building Safety Team, so they can provide comments.

PPCR

SP understand resident frustration and explained that her team is chasing behind the scene and will make sure the issue is being escalated by PPCR on Loddon Court residents not just with CS but with her manager, GH, so they go beyond the point where residents have previously escalated in terms of management of the build, both Homeownership and tenants-wise.

BK is thankful. He pointed out that Loddon Court got lots of disabled residents and poses a safety risk. Residents will appreciate if the issue gets resolved quickly.

Going forward, PPCR to ask GH to nominate a member of the housing management team to attend RSG meetings, so there is a regular contact point from a management of the building perspective. **Action: PPCR**

PPCR/G
H

Pigeon Issue

Loddon Court resident reported pigeons are nesting in the balconies. It was reported over a year ago to the Hub. Relevant team was going to be in touch but no one came to assess the situation. Pigeon made their home on the balconies and residents can't use balconies. Pigeons caused thousand pounds worth of damage. It is a constant issue. MT advised pigeon issue is a Housing Management issue. SP asked PPCR to report the issue to GH to get responses on the pigeon issue.

Action: PPCR.

Landscaping issues

Residents are paying for the service but not receiving it. **Action: PPCR** to contact Estate Services.

6.4 - Phase 7 – SP Update

337 units in total -

- **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.**

No further update:

Ealing's Asset Management team are looking to identify any works that will be required to be undertaken to ensure homes in this phase remain safe and habitable whilst awaiting further news on the future of Phase 7 development. There will be some delays whilst the Council determines the future of Phase 7. As a result, the work is expected to be pushed back. The Project Team will work with the Asset & Investment Team to ensure that any works required to maintain Phase 7 are identified in a sustainability report currently being drafted.

6.5 – 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.**

Employer Agent and Quantity Surveyor in place. Hope to go ahead with the scheme soon.

No further update:

Monmouth Court's undercroft parking to SPS (the councils' parking provider) to manage and rent the undercroft parking spaces. The only parking spaces currently are at the Monmouth Court undercroft parking. Due to an issue with the gate, renting is on hold until the gate is fixed. LBE's building safety team are currently working on this issue and once the repair is completed, the Hub intend to sign the agreement with SPS. SPS will then advertise how they will be renting the spaces to the residents.

6.5 – Highways – SP update

This issue has been a point of contention.

PPCR

PPCR

Highways Safety Improvements

All residents living on Copley Close will receive a letter outlining Highways plans alongside a plan in association with parking and traffic management proposals they intend to put out on Copley Close in relation to the boxed tunnel and the management of parking and traffic by Saturday 16/03.

Residents who require further information or have any concerns should contact highwayservices@ealing.gov.uk

Disabled parking bays

BK reported residents have issues with disabled parking bays. There is only one disabled parking bay allocated to the whole of the Central Square. Cllr RB is supporting residents with this issue. There are about 16 or 17 disabled residents with Blue Badge in Loddon Court and there is only one disabled bay allocated to the whole of Copley Close.

SP is aware of the issue. The council is expected to provide on any development 10% of disabled parking bays. The Council provided 4 or 5 disabled parking bays. One disabled parking bay is positioned on the main highway it is for the use of all. Central Square disabled bays have been allocated. Where to find disabled parking bays: if you go down the mews, you will see the houses, they all have a parking bay assigned to them. 3 of those parking bays have been assigned as disabled parking bays. It was done as part of the wider planning issues. The bays have been allocated specifically to those houses (27 4-bed houses) to ensure that the management team could then allocate to households they are aware having a Blue Badge or mobility requirements.

SP understand that due to the larger number of disabled residents in Loddon Court the demand for disabled parking bays is much higher. SP highlighted that to have 17 individuals who have Blue badge or associated needs out of 48 flats, 35%, is well above regular figure for a block. Compared to planning quota requirement of 10% and not 35%.

Gina Cole (GC), Head of Parking Services, has been in touch with SP. GC is working with Highways, Parking Services, Housing Management and Councillors looking at how this additional demand can be matched. They are actively looking into the issue. As soon the working group have an update SP will be sharing it with residents. **Action: Parking Services**

Oxford Court parking bay allocation

An Oxford Court resident, reported that there are about seven bays that have been allocated to Council workers. A sign indicates “**workers only**”. Residents argued that the 7 bays could be shared with residents outside workers office hours - Monday to Friday, 9am to 5pm-instead of 24/7. The Council workers are not using the bays at the moment. No one has parked there since they stopped everyone parking in the spaces.

MS agreed the spaces could be shared. She has been investigating for a while for which Council department the parking bays are designed for to ask if the spaces could be shared with residents.

Parking Services

	BK added that Club car members have specific allocated spaces that no one uses. Non-members can't use the parking spaces or can get permit to use the parking spaces.	
7.0	RSG Action Plan	Actions
7.1	<p>The Action Plan is setting the RSG 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> <p>Updated items</p> <p>Point 3 - Ealing MIND Workshop Sessions & Drop-in sessions:</p> <ul style="list-style-type: none"> • 16 April 2024 – 12.30pm & 1.30pm • 21 May 2024 – 12.30pm & 1.30pm • 18 June 2024 – 12.30pm & 1.30pm <p>EASE Youth activities:</p> <p>Under 5s Stay & Play sessions - 1pm to 2.30pm</p> <ul style="list-style-type: none"> • 28 March 2024 • 25 April 2024 • 23 May 2024 • 27 June 2024 <p>Youth Club sessions – 6.30pm to 8.30pm</p> <ul style="list-style-type: none"> • 25 March 2024 • 29 April 2024 • 20 May 2024 • 24 June 2024 <p>Point 5 - Door knocking sessions:- August 2024</p> <ul style="list-style-type: none"> • RA & RSG Membership uplift drive (especially for under-represented groups): • integration of old blocks & new builds • promote Fun Day <p>Point 5 - Fun Day:- 7 September 2024</p> <p>Point 7 - RSG members Training & Development</p>	JE

	<ul style="list-style-type: none"> • Tuesday 23 April 2024 at 6pm - 8pm; Running an Effective Resident Group (all RA & RSG members) <p>Point 8 - Funding</p> <ul style="list-style-type: none"> • Application submitted December 2023 to fund MUSIC MIND sessions for young people. Application resubmitted, March 2024 <p>➤ JE informed RSG members to come back to her if they have any questions on the Action Plan.</p>																					
8.0	ANY OTHER BUSINESS (AOB)	ALL																				
	<p>Ongoing issue</p> <p>8.12 Gloucester Court – Scaffolding</p> <p>Scaffolding since mid-October next to her windows. AP raised the issue a number of times. No one is doing any work, why it is still up? AP is concerned about the cost and doesn't want to be charged for the scaffolding (which has never been used) later on. The Project Team keeps chasing the issue with Glenn Franks. Jim Mallon was there today. He is going to email Glenn to recommend that if there are no work happening it should be taken down. There is no justification for it to be still in place.</p> <p>Action: PPCR to ask Homeownership to address the issue and to make sure cost of the scaffolding shouldn't be reflected in the service charge as no work has been carried out.</p>	PPCR/ Homeownership																				
9.0	DATE OF THE NEXT MEETING (ALL)																					
9.1	<p>Next meetings:</p> <p>RSG Meeting – 9 April 2024, venue to be decided (Zoom or Community Centre)</p> <p>RA Meeting – 26 March 2024 at 6pm, on Zoom ID: 6204091157</p>	ALL TO NOTE																				
9.2	<p style="text-align: center;">2024 dates – For your diary</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">2nd Tuesday of the month</th> <th style="text-align: center;">3rd Tuesday of the month</th> <th style="text-align: center;">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></td> <td style="text-align: center;">19 March 2024</td> <td style="text-align: center;">26 March 2024</td> </tr> <tr> <td style="text-align: center;">9 April 2024</td> <td style="text-align: center;">16 April 2024</td> <td style="text-align: center;">30 April 2024</td> </tr> <tr> <td style="text-align: center;">14 May 2024</td> <td style="text-align: center;">21 May 2024</td> <td style="text-align: center;">28 May 2024</td> </tr> <tr> <td style="text-align: center;">11 June 2024</td> <td style="text-align: center;">18 June 2024</td> <td style="text-align: center;">25 June 2024</td> </tr> <tr> <td style="text-align: center;">9 July 2024</td> <td style="text-align: center;">16 July 2024</td> <td style="text-align: center;">30 July 2024</td> </tr> </tbody> </table>		2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	RSG	PPCR Drop-in	RA		19 March 2024	26 March 2024	9 April 2024	16 April 2024	30 April 2024	14 May 2024	21 May 2024	28 May 2024	11 June 2024	18 June 2024	25 June 2024	9 July 2024	16 July 2024
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