



## COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 12 OCTOBER 2021  
6PM**

### Committee meeting

| <b>Attendees Residents</b> |    |   |              |
|----------------------------|----|---|--------------|
|                            | MS | RA & RSG, Chair                         |              |
|                            | AP | RA & RSG                                |              |
|                            | JD | RSG                                     |              |
|                            | MB | RA & RSG Co-optee                       |              |
| <b>Attendees External</b>  |    |   |              |
| Sarah Phillpot             | SP | Project Manager - Development           | LB of Ealing |
| Kelly Chapman              | KL | Hanwell Hub                             | LB of Ealing |
| Janet Edwards              | JE | Senior consultant - Chaired the Meeting | PPCR         |
| Catherine Michelet         | CM | consultant – Minutes                    | PPCR         |

| <b>Apologies</b>    |          |                      |
|---------------------|----------|----------------------|
| JS                  | RA & RSG |                      |
| Cllr Carlo Lusuardi | CL       | Cleveland Councillor |

| 1.0 | WELCOME, INTRODUCTION & APOLOGIES (JE)   | ACTION |
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| 1.1 | JE welcomed all to the RA & RSG joint meeting.   |        |
| 1.2 | Apologies as noted above.<br><br>SW keeps in touch regularly with MS and JE. He sent his best regards to RA & RSG members. |        |
| 2.0 | DECLARATION OF INTEREST (All)  |        |
| 2.1 | There were no declarations of interest.  |        |
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| <b>3.0</b> | <b>CODE OF CONDUCT (All)</b>  |            |
| <b>3.1</b> | Please observe the Code of Conduct and allow everyone to speak.   |            |
| <b>3.2</b> | All attendees will be muted during the meeting but can raise their hand when they wish to speak. Everyone will be allowed to speak without interruption.  |            |
| <b>4.0</b> | <b>MINUTES OF LAST RA &amp; RSG MEETING</b>   | <b>All</b> |
| <b>4.1</b> | Minutes of the last RA & RSG minutes, 14 September 2021, were agreed.   |            |
| <b>5.0</b> | <b>Hub Update – Estate Services</b>   | <b>LL</b>  |
| <b>5.1</b> | <b>Noticeboards Height</b><br>There are 4 noticeboards across the estate. MS asked for the height of the noticeboards to be adjusted using the noticeboard by Stafford Court as a guide as its height is perfect for MS. <b>KC</b> to ask Estate Service to adjust height of all noticeboards.  | <b>KC</b>  |
| <b>5.2</b> | <b>Dropped curb by Alton Court</b><br>SP referred matter to Highways. The project team were planning to install dropped curbs later as it is part of Phase 5 programme. Mobility issues were raised. SP referred the issue to Highways to see if dropped curb can be moved forward. Hoping that Highways can take on the work. <b>SP</b> to chase up issue and give update at next RA &RSG meeting. | <b>SP</b>  |
| <b>5.3</b> | <b>Undercroft parking</b><br>Board meeting was cancelled last month. The Board expected to decide at meeting next week if and when undercroft parking to reopen. If the proposals are signed off, the work would take 9 to 12 months to complete. <b>SP</b> to give an update at next RA & RSG.   | <b>SP</b>  |
| <b>5.4</b> | <b>Estate Newsletter</b><br>Quinton was on site last week drafting additional comms pieces, collating new articles. Don't know when the new edition of the newsletter will be circulated. <b>SP</b> to email copy to PPCR<br><br>Moving forward RA&RSG meetings to be included in the newsletter editions. To add item to the Agenda as a standing item.  | <b>SP</b>  |

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| 5.5  | <p><b>Abandoned cars</b><br/>All the cars and motorbikes that were reported abandoned previously have been removed. <b>KC</b> going on site tomorrow to check if there are any new abandoned vehicles.</p>  | <b>KC</b>        |
| 5.6  | <p><b>HUB – Working from home</b><br/>Ealing working guidelines: still working from home. There hasn't been any confirmation from Council about re-opening the office in October yet. Further news at next Hub update meeting on 26 October.</p>  |                  |
| 5.7  | <p><b>Estate Inspections</b><br/>The council have not gone back to full estate inspections. Estate Service to pick up any health and safety issues ad hoc estate inspections. These are monthly inspections.</p>  |                  |
| 5.8  | <p><b>Temporary Community Centre<br/>Basketball Hoop – Storage issue</b><br/><b>MS</b> to liaise with <b>Chris</b> at Hill re storing the basketball hoop at TCC until completing of Phase 6. Need to measure the equipment. <b>MS</b> think it is too large to fit inside the TCC. Hill to transport the hoop with a cherry picker from their site to the TCC.</p>   | <b>MS/Hill</b>   |
| 5.9  | <p><b>Wifi issue</b><br/>There is no wifi at the TCC. Installing wifi was at the top of the list of the RA requirements when the council was looking for alternative spaces for the RA and RSG to hold meetings and events – void flat on Cheyne Walk. Wifi has fallen off the agenda. <b>SP</b> affirmed that there is no budget issue to get a wifi box or a dongle. <b>SP</b> to do an internal journal transfer to <b>KZ</b> once she confirms cost. Project Team to pay for the wifi. <b>MS</b> to discuss with <b>KZ</b>.</p> | <b>MS/KZ/SP</b>  |
| 5.10 | <p><b>Nicer Neighbourhood Funding Application</b><br/>Application has been forwarded to management by <b>KZ</b>. <b>RA</b> is waiting for decision. <b>MS</b> to ask <b>KZ</b> when <b>RA</b> might be advised of the decision.</p>   | <b>MS/KZ</b>     |
| 5.11 | <p><b>Resident Engagement Funding Form (RET) - Annual Grant Application</b> – Pots of funding for social activities<br/><b>MS</b> applied for the RET annual grant asking RET to fund Ease activities - which were asked for by residents at 17 August door-knocking. <b>MB</b> drafted proposal to run activities &amp; initiatives at Copley Community Centre. Waiting to hear if application is successful. <b>MS</b> to ask <b>KZ</b> when <b>RA</b> might be advised of the decision.</p>                                      | <b>MS/KZ</b>     |
| 5.12 | <p><b>KPIs</b><br/>KPI's – 2<sup>nd</sup> quarter (July to September) were not ready. KPIs to be discussed at the November meeting.</p>   | <b>Navros/KC</b> |

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| <p><b>5.13</b></p> <p><b>5.14</b></p>                 | <p><b>AOB</b><br/> <b>Hub Services/Staffing</b><br/> LL has now left the Hub. KC to cover the whole of Copley Close, re tenancy management. Joe Cameron to assist with rent matters.</p> <p><b>Food recycling bins</b><br/> MS advised that residents received their own individual green food recycling bins. They were left outside residents' door last week. KC was not aware that LB of Ealing were going to provide Copley Close residents with this facility. MS highlighted that the recycling bins are going to smell as the flat's temperature is very warm.</p>   |                  |
| <p><b>6.0</b></p>                                     | <p><b>Regen Update</b></p>   | <p><b>SP</b></p> |
| <p><b>6.1</b></p> <p><b>6.2</b></p> <p><b>6.3</b></p> | <p>Regen catch-up meeting minutes 1 October to be finalized. SP</p> <p><b>Overview</b><br/> <u><b>Phase 3 - the regeneration of the Warwick Court block containing 18 existing units to be refurbished, and 3 new builds.</b></u></p> <p>Works is continuing on elements of the superstructure including staircase walls. Hoping Engie would finish work relating to and adjacent to the tunnelling track that require monitoring by the end of October. SP to extend tunnel track monitoring until December. Having reviewed the programme there are no change to the September 2022 deadline for completion.</p> <p><b>Engie monthly newsletter distribution</b><br/> Site Manager Kasim hand-delivered Engie September edition of the newsletter. The issue re missing some addresses when distributing the newsletter to decanted residents has been rectified from this month onwards.</p> <p><b>Overview</b><br/> <u><b>Phase 6 - 201 new build units, tenure breakdown as follows-</b></u></p> <ul style="list-style-type: none"> <li>• <b>Social London Affordable Rent (LAR) Houses – 26/Apartments - 59</b></li> <li>• <b>Shared ownership units for sale - 33</b></li> <li>• <b>Intermediate Rent – 35 (BL block)</b></li> <li>• <b>Private Sale - House – 1/Apartments – 47</b></li> <li>• <b>New management hub, community centre, adult fitness trail, playground and local shop are also being delivered as part of phase 6 works.</b></li> </ul> | <p><b>SP</b></p> |

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| 6.4 | <p>Amazing progress on site. Snagging units. SP's team was on site last week. Units are spectacular. Having to really look hard for flaws. Regen Team is very proud of end product. On track for first section hand-over on 25<sup>th</sup> October of social units and private sales units. Working through repairs compliance, housing management hand-over work.</p> <p>Next completion hand-over, due 17 January 2022, and last completion hand-over due May 2022.</p>  |    |
| 6.5 | <p><b>Sales Update</b><br/> JLL achieved 60% sales rep. There is now a total of 25 reservations on the open market sales with Help to Buy available. Last week formally launched the sale of 33 shared ownership units. Both products are advertised online. SP encouraged residents to go to the website, see the updated plot numbers of the shared ownership units. Please contact JLL if interested in shared ownership. JLL are based in the marketing suite and are answering enquiries and taking appointment for viewing.</p>               |    |
| 6.6 | <p><b>Show apartment Awards</b><br/> The Regen Team has been nominated for a number of Awards. So far, they have been highly commended on two occasions. Another six submissions in the pipeline, the next being 4<sup>th</sup> November, and one later in November. The Regen Team is excited and confident that Phase 6 product is worthy based on the residents viewing and feedback. Residents were very pleased with the finishing and size of the product. <b>SP</b> to give update at next meeting.</p>                                      | SP |
| 6.7 | <p><b>Shop News</b><br/> Ravi could not get a successful Fire Risk Assessment (FRA). SP asked Hill to step in and complete the work needed to get Ravi with an approved FRA. On track to get FRA next week. Hill highlighted other works that were done in the shop. SP to review those with the compliance team before signing off the fit-out details or if Hill would have to review them further. SP hopes shop able to open in November. It would be nice to have a shop open on the estate if we have go into lockdown again this winter.</p> |    |
| 6.8 | <p><b>New Community Centre</b><br/> The new community centre, within Block B, is on track for contractual completion on 29 May - contractual date for hand-over. SP is finalizing some fit-out details with landlord services team. Temporary community centre will remain in situ until the permanent community centre is ready for occupation – 1<sup>st</sup> or 2<sup>nd</sup> week in June 2022.</p>   |    |
| 6.9 | <p><b>Overview</b><br/> <b>Phase 7 - 337 units in total -</b><br/> <b>277 social rental units refurbished</b><br/> <b>3 social rental newbuild units</b></p>  |    |

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|      | <p><b>3 newbuild shared ownership units for sale</b><br/> <b>54 privately owned existing units – these units will benefit from works to communal areas and some service provision, but internals will not be refurbished.</b></p>  |                                   |
| 6.10 | <p>Option appraisal is still on-going by Gordon. <b>SP</b> to give update about direction of project by the end of the year.</p> <p><b>SP</b> to give update whether Regen Team can bring back the undercroft car parking on Phase 7 for parking purposes.</p>   | <p><b>SP</b></p> <p><b>SP</b></p> |
| 6.11 | <p><b>Working practices</b><br/> No guidelines were issued by the council about returning to work on site.</p> <p>Regen Team works more on site as they are doing more snagging, all on site at least one day a week. Clerk of Works and Construction director have more regular site presence and carry out weekly site inspections.</p>  |                                   |
| 6.12 | <p><b>RA &amp; RSG Meetings – Going forwards</b><br/> We had discussed and originally decided to maybe start the RSG meetings on site starting from November. In the absence of wider guidelines from Ealing, we are going to continue Zoom meetings until probably January 2022. To start face-to-face meetings once Ealing issued guidelines for returning to work on site.</p>  |                                   |
| 6.13 | <p><b>RA &amp; RSG Away Day – Saturday 2<sup>nd</sup> April 2022</b><br/> Holiday Inn London-West, 4 Portal Way, W3 6RT<br/> The Away Day, originally booked for 4<sup>th</sup> April 2020, was postponed 4 times because of Covid and lockdown.</p> <p>MS and PPCR to plan the day. SP is invited to the event. Day to follow similar structure to the previous Away Day (April 2019), looking at objectives going forward for both RA and RSG. Away Day is a good opportunity for residents to spend time away from the Close to discuss initiatives. JE to work on timed Agenda so residents are aware what the event will be covering. The event ends with lunch. Residents gave good feedback of the last event. Item for discussion in January Agenda.</p> |                                   |
| 7.0  | <b>Residents' Updates and Concerns</b>   | <b>ALL</b>                        |
| 7.1  | JE asked the residents if they have any updates they would like to share or concerns they would like to raise.   |                                   |
| 7.2  | <b>Pharaoh Ants – Gloucester Court</b>   |                                   |

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|     | <p>AP advised of ants' infestation in her block. AP emailed LL in July to notify the Hub about the issue. AP paid £228 for the pest control treatment. AP found out that two of her neighbours had the same issue since May. They notified the Council. AP's flat was treated on 9<sup>th</sup> September. AP advised that all the flats affected have to be treated at the same time. There are currently 7 flats affected including AP's flat. AP asked for the council to write to the affected residents to notify them the Hub is organizing pest control treatment. AP advised that flats need a minimum of 3 treatments to get rid of the ants. MS had the same issue. Her flat was treated was every 2 weeks and pest control done 6 treatments.</p> <p>MS advised that AP as a leaseholder is entitled to have the 1<sup>st</sup> treatment for paid for by the Council.</p> <p>LL gave AP pest control telephone number to contact. AP reported that she had to wait 27 minutes the 1<sup>st</sup> time she rang and 17 minutes the 2<sup>nd</sup> time she called the number and no one answer the phone. AP wants the council to contact Pest Control on Gloucester Court's resident behalf.</p> <p>AP ants are coming from the ceiling and in the corridors from the light fixings.</p> <p>AP gave the address of the 6 neighbours concerned. KC remarked that no one in Gloucester Court contacted the Hub about the issue. There is no record apart from AP's email to LL. <b>KC</b> to inform pest control that it is treatment is needed urgently as the issue started in May and to keep AP informed by email.</p> |    |
| 7.3 | <p><b>Bins issue – Pembroke Court</b><br/>Smelly bins under resident's windows. Concern raised by AV-MK responded by email.</p>  |    |
| 7.4 | <p><b>Tree maintenance – Paddington Court</b><br/>Trees outside MS window blocking view and daylight. MS has to switch on kitchen's light all day long. Trees used to be cut back every year. <b>KC</b> to found out whether Estate Services are responsible for tree maintenance and raise issue.</p>   | KC |
| 7.5 | <p><b>Play areas -</b> Item discussed at RA &amp;RSG meeting 14/09<br/>Repairing and maintaining the 3 play areas on the Close. <b>PG</b> aiming to sort out issue by the end of October.</p>  | PG |
| 8.0 | <b>EASE update</b>   | MB |
| 8.1 | <p>Since the end of lockdown, there has been a steep increase need for Ease services, Ease are stretched to capacity. There</p>  |    |

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| 8.2  | <p>are only 3 full-time staff and 4 part-time staff. There are gaps in funding stream.</p> <p>When EASE re-opened between March and June, Ease services were very slow to start off with. Now demand for activities has really picked-up.</p> <p>Advertising EASE services and activities - Shazia Jameel, Hanwell Big Local administrator, emails PPCR who forward email to RA &amp; RSG group for info and for further dissemination to neighbours, local family and local friends.</p> <p><b>Woodland area update</b></p> <p>Ease is aware that the woodland is a forest of nettles. The woodland hasn't been maintained for a year. Ease have always employed external horticulture people to look after the woodland. Ease are now aiming to employ people in-house to have more control of the service. Looking forward to removing nettles permanently is underway. MB is hoping to have the woodland free of nettles by spring and ready for the community to use.</p> <p>JE suggested to advertise for volunteers in the new year. <b>CM</b> to put item on February 2022 Agenda.</p> | CM |
| 9.0  | <b>PPCR Drop-in</b>  |    |
|      | <p><b>PPCR Virtual Resident Regeneration Advice drop-in session</b></p> <p>Next one is Tuesday 19 October, 5pm to 7pm<br/>Zoom link <a href="https://us02web.zoom.us/j/6750372171">https://us02web.zoom.us/j/6750372171</a></p> <p>PPCR drop-in are the 3<sup>rd</sup> Tuesday of the month.</p> <p>Residents who have any issues or questions can join the drop-in or they can ring or email PPCR.</p> <p>Dates to the end of the 2021 year:</p> <ul style="list-style-type: none"> <li>• Tuesday 16 November, 5pm to 7pm</li> <li>• Tuesday 21 December, 5pm to 7pm</li> </ul>   |    |
| 10.0 | <b>Any Other Business</b>  |    |
| 10.1 | There was no other business.   |    |



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| 11.0 | <b>DATE OF THE NEXT RA &amp; RSG Zoom MEETING</b> | <b>ALL</b> |
| 11.1 | <b>TUESDAY 9 NOVEMBER 2021 @ 6pm</b>              |            |

**Copies of these meeting notes will be placed on the noticeboard outside the Community Centre on Copley Estate. The notes can also be found on the link below:**

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