



Copley Close Hanwell W7 Regeneration Steering Group Meeting

Community Centre, 39 Honiton Court, W7 1DT

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

Attendees	
MS	RSG Chair
NS	RSG Member
ME	RSG Member
JJ	RSG Member
JM	RSG Member - Zoom
MT	LBE– Copley Regeneration Project Manager Ph3 & Ph5 - Zoom
AD	LBE– Copley Regeneration Project Officer - Zoom
AG	LBE– Copley Regeneration Project Coordinator – Zoom
AT	LBE - Neighbourhood Officer, Hanwell Housing Hub - Zoom
JE	PPCR – Chaired meeting
CM	PPCR (minutes)
Apologies	
JS	RSG Member
SW	RSG Member
AP	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	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 14 January 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 Council moved in 8 families back home to Warwick Court from their decanted unit. These are mixture of leaseholders, the majority being tenants. The three new build properties are currently being advertised for social rent, once people are signed up for these properties the Council will move these residents in. Expecting to get the majority of people back home to Warwick Court by the end of February. Everyone should be home by the middle of March.</p> <p>There were no questions.</p>	

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.**

Ph5 is under-going a viability study

Very limited update for Ph5 and Ph7. Ealing Council is looking for a developer partner. The council would partner with a developer who will be responsible for building out the project. That's how far as they are at this current point. They haven't appointed anybody, they have not come to any decisions on the future of those 2 schemes. There is very limited information that the Regen Team can provide you on.

There is no current plan for Ph5. If Ph5 residents are looking to do work on their home they should continue onwards as necessary.

There were no questions.

6.3 6.3 - Phase 6 – MT update

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 - End of Defect Work

The Council has decided to give Hill an extension with regards to the end of defects. They have made considerable progress towards the end of January the council felt it is prudent to allow them to continue. The majority of the defects have now been completed. There are a few items that have arisen and Hill are working on those to complete as well. Council is confident Hill will have everything completed by the end of February, the Regen Team will then sign everything across to Ealing

With regards to specific items:

6.3.2 Power Door at Loddon Court

Hill have now installed the automatic closer. It is back in operation and at the time of inspection last month it was working fully. MT spoke to NS to confirm that the disabled fob reader that stand on the post outside the building that is only there for residents that are wheelchair users and therefore only certain flats are logged on to the system as being able to use that reader. The resident that was mentioned at the last meeting was not on the system at the time but we have now added them on so they should be able to use that external fob reader. Abled-body residents would use the main panel at the main entrance as per normal and that would work for them. The disabled fob reader would not work for abled-body residents or anybody who has not been registered on to the system as being disabled or in a wheelchair.

NS update

The inside door has been working perfectly fine and it locks now. The external door is still being temperamental, it may sound ridiculous for an external door but it looks like the external door is weather dependent, as it has been raining for the last couple of days it doesn't work properly. On dry and warmer days, it works fine. As it is an external door it should not behave like that.

MT advised NS to raise the issue through the Complaint service, if the door issue is not resolved within a couple of days of reporting the issue to the repair team, then the matter would need to be investigated further through the complaint process if necessary due to it be a reoccurring issue. It is no longer a Hill defect; Loddon Court was signed across to Ealing on completion of the defects period. Anything that breaks down is the responsibility of Ealing Repair Service. Residents can log the issue on the portal system.

It is considered an Emergency repair because it is security as an access door, if it is not resolved within 24 hours then you have the right to chase the repair and escalate the matter.

NS reported that the door locks works fine, the issue is with the automatic mechanism, residents must pull the door physically which is a problem for the disabled community of Loddon Court. MT advised that it may fall in a Category 2 which would be a 7 days repairs, if you emphasise that the block have many disabled residents and wheelchair users and that they cannot open the door, that should raise it to a Category 1 turn around.

6.3.3 – Town House: Matlock Court, Honiton Court & Central Square

With regards to the town houses Hill have attended all but bar one house. The reason for not attended that house is due to the residents not providing access. Hill attended all of the town houses that were affected as per the schedule, they carried out silicon mastic repairs, however the Regen Team are not content that it is a long-term solution; They don't want the Council to pick-up a reoccurring issue therefore they have tasked Hill to come back with a more robust solution with a minimum 10 to 15 year life expectancy similar to any other new roof. Hill are expected to complete the work by the end of February.

MT to feed back at the next RSG meeting what the solution was and that it has been completed.

NS

MT

6.3.4 – Landscaping

Landscaping is an on-going maintenance item that sits with Hill until July 2025. After July, the responsibility will be transferred to Ealings Estate Services Team; they would become responsible for the external maintenance and care for soft landscaping. There should not be any problems if Hill continue to maintain it with watering over the spring and summer months. In order to do that, they need to have access to the external water tap.

6.3.5 - External water tap

MT has escalated the matter, Ealing have now put the matter on the planned maintenance regime and they are resolving access with the contractor. T Brown should be able to access the tanks and get the taps back into service.

6.3.6 - Energy Centre – Gas connection

Cadent has increased the gas pressure. Regen Team must carry out a couple of checks within the energy centre to make sure we are 100% confident that there is nothing wrong with the system before we escalate the matter further with Cadent. There might be one item that requires the Regen Team attention – this needs to be resolved before we move forward with Cadent.

6.3.7 - Local Shop

Ravi signed his lease, he has re-stocked, he has full access to the unit and to the bin store. Ravi needed access to the bin store and he hadn't been granted access but the fob issue has now been resolved and he now can store all his waste material into the bin store.

NS update: Ravi had a soft opening a few days ago!

6.3.8 – Paving outside Shop and new Hub

The Regen Team has identified a problem with the paving outside the shop and the new management Hub. The Regen Team had a few plates laid outside the doors, some areas had some fencing around a couple of weeks ago. Hill is tasked with the responsibility of lifting all the paving and they are going to have to re-lay the sub base and the whole paving to the full extent outside to the whole area outside the shop and the new management Hub. The council will be providing access route to both units so that staff, visitors and the public still can attend, make purchases in the shop or access the Hub if the Team do move across soon. Those paving work should be completed within the next 2 weeks which ties in with the end of February. The RSG minutes suggest that the Hub are not moving until the end of February so that will be a good tie up, the paving would be all fully reinstated by the time the new Hub opens but we will give full access into the shop at all time during the shop opening hours.

6.3.9 – Central Square & Matlock Court's floodlights

NS reported that a spot light is not working. To whom should we report the issue? MT advised to report it to the Repair team via the Portal.

The Central Square lighting was put back into service quite recently, Hill did some remedial work whilst they were replanting the trees. MT confirmed that he saw that all the lights were fully working. If there are just one or two lights that are not working please report the issue to the repair link.

Ravi

<p>6.3.10 - Management Hub No official moving date yet. AD confirmed that the Hub are waiting for IL to come back from paternity leave this week. He will start scheduling the move.</p> <p>6.3.11 - Community Centre's Internet AD spoke to the manager, the BT issue hasn't been resolved, they are going to organise a dongle for the Community Centre. AD tried to get an update earlier in the week, AD to inform CM with feedback to inform the RSG and RA. The dongle will be for all the Community Centre users. Kaneez and Winnie who manage the Community Centre will manage the dongle. AD to find out all the details regarding when the dongle is ready, sign-up, passwords and storage. AD believes it will be through the booking system.</p> <p>6.3.12 – Ipswich Court issues Making good With regards to the glass signage that was removed and replaced with the luminescent Fire signage. The Regen Team have sent photos as evidence to the Building Safety Team to show that their contractors did remove the signage and they failed to make good the damage. The issue is now with the 2 Departments who are responsible for resolving that item, Homeownership who act as the freehold manager and Building Safety who instructed the work to make good the damage. If residents have no update on this item or see any of this remedial work carried out, Ipswich Court residents would need to follow it through with a Complaint. The complaint would need to be raised against the Building Safety team.</p> <p>External Courtyard Door This was an individual resident (AH) issue. Hill have confirmed that for whatever reason the job got closed out. The Regen Team raised the issue again with Hill. Hill have carried out the repairs and the resident has contacted them by emails to confirm that she is satisfied with the repairs.</p> <p>Because this happened the Regen Team have instigated an Audit. The Clerk of Works - Jim Mallon, will be attending properties, a 25% sample to review the work that Hill has carried out to make sure that the Regen Team is happy with the standard and that the residents are happy and willing to sign a sign-off sheet to say the work has been completed. That will be the final element that we can show as an audit trail that the work raised during the defect process, was attended by Hill and successfully remedied to the satisfaction of both Ealing and the residents.</p> <p>The Regen Team wrote to many residents or contacted them by phone in some instances to book appointments for Jim to attend. If he doesn't manage to get in some of the properties he may well cold-call on to other properties just to make sure comes close to achieving a 25% sample; which in the development is 50 flats, he will be seeing a very large proportion of units to make sure that the Regen Team is thoroughly satisfied with Hill performance. The appointments are starting next week, week commencing 18 February.</p> <p>MT advised that Jim Mallon, doesn't work for Ealing directly, so he doesn't have an Ealing ID. If residents have reservations about letting him into their homes, they are free to turn him away but in the first instance advise residents to contact Anamika,</p>	<p>IL/Hub</p> <p>ALL TO NOTE</p> <p>ALL TO NOTE</p>
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she can phone Jim on site in front of the resident to get verification process under way.

6.3.13 – Honiton Court’s Lifts issue

Lift issues are the responsibility of Building Safety Team who carry out the M&E maintenance. MT had requested a log on the number of times the lift was out of service both from Hill and from the Building Safety Team and neither responded. MT advised that if the lift car is not travelling up and down it doesn’t necessarily mean it is out of service, it could be that the door has been left open whilst someone is moving equipment or having a conversation etc so once the doors close then the car should move freely. In the lobby areas there would be a red light indicated that the lift was out of service and if that is the case the matter should be logged with the Repair link, so they can organise for the Building Safety to have the lift engineer attend. MT cannot comment on the number of times the lift goes out of service, if residents are finding that they are repeated issues, then residents should be raising a complaint.

Honiton Court and Ipswich Court, are private blocks, call out charges would be levied back to the leaseholders as a proportional share throughout the year. If residents feel they are not getting value for money or if there are excessive repeated calls out, Residents should escalate the situation, so everything can be investigated.

There were no questions.

6.4 6.4 - Phase 7

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.**

6.4.1 - Ph7 is under-going its viability study

Same as Ph5, it is all down to the viability study. It is a long drawn out process to select a suitable partner developer, the process to have to tender for the work, achieve prices, go to planning, architectural drawings, etc. It would be a long time before there are boots are on the ground in terms of contractors. Prior to this process there will be also a Ballot to assess if there is sufficient support to fully regenerate Ph7 in its entirety.

There were no questions.

6.5 6.5 – Highways Department

Highways informed the Regen Team that they will be doing joint repairs to the roadway alongside the tunnel. There are several expansion joints that are now beyond repair and they need to have attention from the Highways Department. Highways will close the road between 8am to 4pm for 4 consecutive days starting on 3rd March. All residents concerned will be contacted and letters will be send out.

ALL TO NOTE

The Regen Team wanted to advise the RSG ahead of the letter going out. There will be 4 joints repairs, one joint repaired for every day that the road is closed. The road will be open in the evenings. The road will be closed only during the working hours.

Resurfacing & Yellow Lines

The Regen Team doesn't have any update on when Highways are going to re-surface the road in its entirety, and there are no updates on the yellow lines or parking either.

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 no longer within the remit of the Regeneration Team. The Regen Team provided a report of what they planned to do to the Homeownership Team. The Homeownership team are looking to see if they can carry out some form of work or at least do a cost exercise to see what level of work could be achieved with regards to the undercrofts. They might propose cutting down the scheme from what is seen at Monmouth Court, removing the security gate, removing the CCTV cameras; it could be that they don't take down the garages themselves but only remove the garage doors and open those areas for residents to park; however, they will have to do some work in terms of opening staircases to provide secondary means of escape. The Regen Team does not know what the Homeownership Team plans are.

The Homeownership Team are going to carry out the assessment, and make recommendations to Ealing Contract's Board. Contract Board next meet mid-March. The Board will review the document if it gets passed to them in time, there might be some kind of decision to suggest a way forward. It doesn't mean that the Regen Team will be undertaking any of the work. The matter may sit with others entirely or it may revert back to the Regen team. At this point a decision is yet to be made about the future of the undercroft parking.

The earliest decision might be towards the end of March, if the documents are not submitted on time to make the contract board deadline which is a week or two before they meet, then it will be rolled to the next contracts board which will be in April.

There were no questions.

	<p>Loddon Court – Balcony doors During the meeting NS received WhatsApp message from two residents, who informed NS that Hill were supposed to come to fix their balcony doors. One resident said the balcony door never got fixed since the day they moved in. MT needs to have the specific flat addresses. NS to email addresses to MT to enable him to investigate the matter. MT confirmed that his team has a full list of properties that had end of defects inspections arranged and a number of those will be audited. If an item was reported during the defect period and not during one of our inspections then it is possible that may have slipped through the cracks; that is the reason why we are undertaking the Audit.</p> <p>Once NS provide the 2 addresses, MT will arrange for Jim Mallon to cold call on them or AD to book an appointment this week for next week when Jim is on site. It might be that those doors were working fine prior to the end of defects then it would transfer across to Ealing and the responsibility for repairs link. Each of those residents would have applied via a repair link for somebody to attend to look after their door. MT to go back to Hill to review if it was reported and if it was reported what the action was. If it was found that Hill never attended or if they did not complete the defect the Regen Team can asked Hill to carry the repair. Otherwise if it wasn't reported by the end of defects then it would have to reported to Repair link.</p> <p>Each building had a different end of defects period date:</p> <ul style="list-style-type: none"> • Loddon Court & Ipswich Court, defects would have needed to be reported before the 31st October 2023. • Matlock Court – End of defect period was 17 January 2024 • Honiton Court - End of defect period was 31 May 2024 <p>If anyone hadn't reported their defects or they hadn't had or requested an end of defect inspection, then that would fall to repair link.</p>	MT
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 3 musical instrument workshops during the school holidays:</p> <ol style="list-style-type: none"> 1. Tuesday 18 February 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"> • NS to take photo of leaflet to promote workshop with Her WhatsApp Group. MS will be putting the poster up in the blocks tomorrow 	

	<ul style="list-style-type: none"> • Please promote the workshop to your neighbours and Copley friends if they have children aged 12 to 18 years. <p>It is a musical instrument workshops which will be delivered through headphone so they won't cause any noise disturbance.</p> <p>That is one of the objectives that was raised at the RA & RSG Away Day last year, so that is an achievement.</p> <p>7.3 - RSG & RA Away Day (2025) – Page 5</p> <p>The Away Day is going to be delayed to later on in the year to give the RSG and the RA an opportunity to deliver some of the initiatives and activities that were discussed at the Away Day last year. PPCR will arrange the event and will confirm a date once known. The Chair advised that the Away Day won't happen next month there wasn't much achieved last year, i.e. there were no Easter activities, there was no Fun Day etc. This year at music instrument workshop will be delivered by Luminous starting in Feb, there will be some Easter activities, the Fun day and the end of the year festive event. There will be a number of achievements met by the RA and the RSG.</p> <p>7.4 - Fun day planning meeting – Page 3</p> <p>CM to send calendar invite to all RA & RSG members. Anyone who wants to be involved in the planning of the community event, please attend, it is on Zoom.</p> <ul style="list-style-type: none"> • Tuesday 15th April, 2pm on Zoom <p>7.5 - RSG Members Training & Development – Page 5</p> <p>Individual Review Meeting - 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 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> <p>CM emailed RSG members asking them their preferred method for taking part in the review in person or via Zoom. The 1-2-1 review will take place between February and April</p>	<p>ALL</p> <p>ALL</p> <p>ALL</p>
<p>8.0</p>	<p>ANY OTHER BUSINESS (AOB)</p>	<p>ALL</p>
	<p>RA issues</p> <p>8.1 - Electric Cars Charging Points Electric charging points outside Matlock Court. Can they be allocated to residents or a subscription be available to Copley residents?</p> <p>AD to get an update by next RA meeting.</p> <p>8.2 - Disabled bay parking</p>	<p>AD</p>

- **RA Meeting – 25 February 2024 at 6pm**, Community Centre, 39 Honiton Court, W7 1DT

9.2

2025 dates – For your diary

2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month
RSG	PPCR Drop-in	RA
	18 February 2025	25 February 2025
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	25 November 2025
9 December 2025	16 December 2025 - Drop-in followed by End of Year Festivities	<i>No RA meeting in December</i>