



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

Community Centre, 39 Honiton Court, W7 1DT

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

| Attendees | |
|------------------|---|
| MS | RSG Chair - - Chaired meeting |
| JM | RSG Member - Zoom |
| AP | RSG Member |
| NV | RSG Member |
| ME | RSG Member |
| | |
| SP | LBE – Regeneration Manager - Zoom |
| MT | LBE– Copley Regeneration Project Manager Ph3 & Ph5 - Zoom |
| AD | LBE– Copley Regeneration Project Officer - Zoom |
| JE | PPCR |
| CM | PPCR (minutes) |
| | |
| Apologies | |
| JS | RSG Member |
| BS | RSG Member |
| IL | Neighbourhood Team Leader – Hanwell |

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 | |

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| 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 8 October 2024 | |
| 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</p> <p>MT updated - Successful practical completion achieves - Warwick Court is now in Ealing's possession. Ealing can now carry out the work they planned to do - the undercroft tarmacking and lines marking are under way. The remedial work to the electrics is on-going, the leaseholders are invited back home to carry out their electrics connections. All these items should be completed by the 29 November. Pending internal sign off procedures with Ealing, Ealing would be expect to commence moving residents back home within January 2025.</p> <p>Ealing have spoken to the removal company, there is no capacity to move people home before Christmas. Some leaseholders may want to carry out their own home move.</p> <p>Ealing is expecting to start decanting residents back home in January 2025.</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.**

SP updated - Ealing is looking to carry out a viability study on Ph5. Ealing has asked a new company, Inner Circle, to undertake the study. Inner Circle are a property development arm, they will give Ealing advice on what would be the best economical options. Until this viability study is completed there is no further progress on Ph5. Ealing doesn't anticipate that there will be any works commenced on Ph5 for at least 18 months to 2 years based on how long the viability and options appraisal review will take. This is alongside with an additional commission that Inner Circle are undertaking on Ealing's behalf.

Residents vented their frustration at the length of time it is taking. Leaseholders cannot sell their properties, or redecorate the flat or buy new furniture. Residents have to wait for even more years. It is not acceptable or fair on Ph5 residents.

Ealing must carry out this approach, to do a viability and options appraisal to ensure that the refurbishment plan is still viable and they still represent the best value for money and that there is no alternative option that might represent better value for money.

Please note there are no demolition notices on the Ph5 blocks there is nothing preventing leaseholders to sell their properties. Some flats are being sold on Ph7 and SP team had to supply estimates on how much we would think any associated future work could take as part of this completion. If leaseholders are interested in selling their flat get in touch with Homeownership, they would liaise with the Regeneration Team who will provide any information required for the legal completion. The planning permission at the moment only details refurbishment, it would be an estimated cost to how much it will be at this stage. This information enables the legal sale. SP understand the residents' frustration. For the value for money perspective, Ealing must carry out viability study.

Residents remarked that there were project managers over the years and we are going through the process again. Is it because the previous companies that were employed did not do a proper job?

Over the last few years, the costs of completing refurbishment, the costs of different specifications and the ultimately viability that will inform the scheme has meant that a vast proportion has meant not only on Copley but across the Borough had had to be subject to viability reviews. The costs of building up and doing works now compared to 2 or 3 years ago has gone up by 20%. It is definitely not a failure on

Neunie Associates behalf or on CS behalf, it is due to how the wider economic picture has changed. For this reason, Ealing need to do a viability review. With refurbishment it is not income regenerated it is insuring that anything Ealing are committed to doing; and able to complete and if it is not viable what are the alternatives? Ealing has got to do the assessment.

Residents believe it was the fault was on Ealing Council site. Ealing employ contractor to do the job for 4 or 5 years and then Ealing change the contactors; and then Ealing has go through the same process again.

It is not a new development that Ealing are taking over, Ealing are not replacing Neunie Associates, even if Neunie Associates were still on board, Ph5 would still be subject to viability review. They completed all the Stage 4 designs, the designs will for a big part of the viability review, as Ealing has almost work up to the finish stage. In comparison to other options, from the time that exercise started to the time that it finished, the wider economic picture is really different. In terms of Ealing and public finances, even in the last 12 months the costs have risen proportionally and it is anticipated they will over the next year. It is a must do, to make sure this option still balances in terms of what it would cost to deliver now to versus to what it would have costed in Neunie Associates' time; and what alternative option is better, more costs effective and deliver better value for money and Ealing must consider those alternative options.

Residents don't understand why Ealing must carry out another review, why can the Council carry out the viability review while still going on with the refurbishment?

There is no way Ealing can go into contract without knowing if there is a more costs effective route of delivery, or what are those inflated costs and ensuring and seeking additional budget for these costs. Ealing understand residents' frustration.

It is will take 18 to 24 months to conclude. Works will not commence before that period. It is because the wider-economic picture has changed.

Residents remarked the frustration that is not about value for money it is about that Ealing did not proceed with the refurbishment at the time. Ealing Council did not do the job when they were supposed to do it. It is about lack of respect to residents living on Ph5.

SP apologised that residents feel this way, the economic cost of delivering the phase has changed over the last 18 to 24 months, that was not the case in 2011/12. No one could have predicted the number of the circumstances that have occurred over the last 5 years. The cost of delivery has changed need to be properly considered.

There were no other resident questions.

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| <p>6.3</p> | <p>6.3 - Phase 6 – MT update</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Overview</p> <p>Phase 6 – 201 new build units, tenure breakdown as follows-</p> <ul style="list-style-type: none"> • 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. </div> <p>6.3.1 - End of Defect Work MT updated - Still working with Hill to get through the end of defects. Ealing closed out a number of items successfully. Progressing through the final items. Tree planting happening at the end of November, closure is expected for December. Ealing’s Clerk of Works, Jim Mallon, will be visiting residents within Bordars Road and Honiton Court to visually inspect the works that Hill will have done to close out the defects within specific flats.</p> <p>6.3.2 - Matlock Court, Honiton Court & Central Square Houses issue With regards to the rain water and guttering issues in the town houses, Ealing has provided Hill with a completed set of photographic evidence of the properties that have been affected and Hill are reviewing how best to deal with these issues with their sub-contractors.</p> <p>6.3.3 - Landscaping With regard with landscaping, it will be completed at the end of November / beginning of December in line with the planting season.</p> <p>6.3.4 - Loddon Court external water tap The issue has been passed across to the Safety Team who are responsible for the maintenance in the plant room. There are a couple of issues that are affecting the tank and supply to the external water taps. Ealing are chasing them to get the issues resolved.</p> <p>6.3.5 Closing mechanism at Loddon Court MT wrote to the contract administrator, Potters Rapper, and to Hill with the view of withholding the sum of money required to carry out the work by Ealing’s contractor. Finalising the paperwork necessary to make sure all parties are in agreement, and to move forward with Ealing’ own contractor to carrying out the repair. It is unacceptable that Hill has taken so long when it relates to a security matter. Once the contractor is on board, then we will be able to have the door mechanism fitted.</p> <p>6.3.6 - Energy Centre – Gas connection The issue potentially affects ph5 and potentially affects Ph7. Therefore, there are viability studies going on. Ealing wrote to Cadent formally and awaiting their response to the letter. Cadent should provide a set amount of gas for the energy centre to work and that would have allowed for future additional properties to be connected. The gas supply</p> | <p>MT/Hill</p> <p>Safety Team</p> <p>Cadent</p> |
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| <p>6.4</p> | <p>is below what is required to add Ph5 to the energy centre, if there are properties built on Ph7 it wouldn't allow for them to be connected either. Ealing is pushing for the issue to be resolved by Cadent. Utility companies are difficult to deal with and operate on their own timelines.</p> <p>6.3.7 - Local Shop The lease will be fully finalized within the next couple of weeks. The shop-keeper will be Ravi. He was thinking about opening before Christmas. The signing off the lease is being delayed by a week or two so might put the Christmas opening in jeopardy but Ravi wants to open by Christmas to start his business up and running again.</p> <p>6.3.8 - Management Hub – The building is up and running, it is a matter to organise the move across. The Internet falls out of the Project Team responsibility. MT confirmed the Internet is working at the Hub office. The internet is not yet organised for the community centre.</p> <p>6.3.9 - Community Centre Internet The installation of the internet was supposed to get done at the same times in both the Hub and the community centre. The issue also concerns 6 other Ealing sites. Ealing are sorting out these issues. The delay is due to contract issues.</p> <p>MS asked if there is a known timescale. The issue will take sometimes to be resolved. It has been escalated at senior management level, they are trying to find a resolution.</p> <p>6.3.10 - Two bins with cigarette container near E11 bus stops MT to continue chasing Estate Service Team. The order was placed in June 2024. The last comment was that the bins were out of stock. Ealing was hoping that the bins will be in stock and installed. MT will continue to pursue the matter to investigate why there is a delay.</p> <p>There were no further resident questions.</p> <p>6.4 - Phase 7</p> <div style="border: 1px solid black; padding: 5px;"> <p>337 units in total -</p> <ul style="list-style-type: none"> • 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. </div> <p>6.4.1 - Ph7 is under-going its viability study. There is no update on Ph7 and not likely to be any update on Phase 7 for a significant amount of time.</p> | <p>Ravi</p> <p>IL/Hub</p> <p>AD</p> <p>MT/Estate services</p> |
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There is no plan to progress the undercroft car park scheme. Ealing want to complete the viability review before spending any money they don't want to go spending millions of pounds converting the undercroft garages just to then demolish the blocks a few years later, if that is Ealing's chosen route. Until then the car park will remain sealed as they currently are.

6.4.2 – Update from Highways Department

Yellow line marking will affect one side of the road for Ph7. The dates that were noted down last months have slightly slipped. A letter will be circulated to the residents advising them of the timeline of when resurfacing will commence – around the last week of November; line markings of the yellow lines will be done, and then parking restrictions will be enforced.

- Enforcement is anticipated from the 2nd December.

Highways have asked Ealing to circulate the letter on their behalf.

A letter from Ealing on behalf of Highways will be sent to ALL Copley Close residents in the next week re **Advance Notice of carriageway surfacing works Copley Close Hanwell**

Extract from the letter:

Phase 1 - Surfacing works

Surfacing works will take place as follows: 25 & 26 November 2024 (weather permitted), from am to 5pm (or when works are complete)

Information notices and no parking cones will be set out before surfacing works commence.

All access to and parking within the work area will be suspended during surfacing works.

Please ensure that you move your vehicle if no parking cones are set out in the street.

Emergency access will not be affected but local traffic and buses will be diverted.

Phase 2 - Line Makings

We have previously informed residents that an Officer's Decision has been made to authorise implementation of double yellow lines along the east side of Copley Close, these markings will be implemented during carriageway resurfacing works.

We understand that there are objections, but we must stress that they are required for safety reasons, to reduce the weight placed on the bridge structure, they are being introduced where footway parking is not permitted.

Phase 3 – Joint repairs

Repairs to x3 carriageway expansion joints are planned as follows:

- 27th ~ 29th November for up to 3 days (provided weather permits)
- from 8am to 5pm (or when works are complete)

Phase 3 works will require full road closure, but parking suspension is only needed around the location of the works. Please avoid parking where you see the no parking cones.

Get in touch

If you require any further information or have any concerns as a result of the actual works taking place, require special deliveries, disabled access during the works, or if you think your car has been moved please contact Murrill Construction Ltd on 020 8578 4275.

Copley Close Surfacing Summary

- There will be no through route for up to 5 days to all traffic between 8am - 5pm
- expected surfacing dates are 25th to 29th November (these dates are subject to acceptable weather)
- Emergency access will not be affected at any time
- Local buses will be on diversion
- All parking will be suspended during surfacing works (25th / 26th)
- Localised parking suspensions (27th to 29th)

6.5

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.**

6.5.1 - Oxford Court and Monmouth Court undercroft

The works have now been completed. All the systems have been tested and operational. The car park has been left open for the time being to allow the consultation and transfer of the new key fob system. The management company will be reaching out to residents. They will be asking those who do not wish to enter into a new agreement to have their vehicles cleared from the undercroft by the end of November.

Any residents who are interested in any spare spaces will be asked to enter into contract with the managing agent, will be signed up and they will be given an electronic key fob, a remote control, to press and open the vehicle's gate to come and go in one's car from the undercroft. There will no longer be a touch column, the column was the cause of vehicle collisions or vandalism Ealing has changed the equipment over from the RF fob system.

Homeownership will have the service up and running by the beginning of December. One of the officer at the Homeownership Team is dealing with parking and management companies. She will be in touch with the residents to get the parking management organised.

MT confirmed that the empty spaces offered to the wider Copley community.

| 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>End of the Year Festive Event</p> <ul style="list-style-type: none"> • Tuesday 17th December 3pm to 6pm, at <u>Copley Community Centre, 39 Honiton Court, W7 1DT</u> <p>It will be a comprehensive festive event to make-up for not holding a Fun Day this year. A planning meeting took place yesterday, with RA members, AD and PPCR</p> <p>We costed the event. The Regen Team is donating £2,500 and remaining costs are going to be met by the RA from the funding the RA obtained from the Resident Involvement Team.</p> <p>The RA give their thanks to the Project Team for their kind donation.</p> <p>Fun activities, face painting, hot food and refreshments. MB, from Ease, is organizing games.</p> <ul style="list-style-type: none"> ➤ Next Planning meeting (Zoom) – Monday 25 November, 3pm – Everyone is invited. <p>Event will be promoted with a leaflet which will be affixed to each block. The event was also advertised in the E-Newsletter.</p> <ul style="list-style-type: none"> ❖ It will be a great event! <p>E-Newsletter #02</p> <p>The 2nd edition of the E-Newsletter was emailed by Jackie to residents.</p> <ul style="list-style-type: none"> • Thank you, Jackie. <p>Music & Mental Health Workshop for Copley young people</p> <p>Community based workshops for young people, providing opportunities to make music, build skills, and foster confidence, well-being, and a sense of community. The RA got funding for the workshop sessions to be delivered by Mind. It is on hold now. The officer who was going to deliver the session has left Mind and is now working for another Charity, Luminous.</p> <ul style="list-style-type: none"> • MS to get confirmation by the funder for the sessions to be delivered by the new charity and delivered by the same officer. <p>The RA are aiming for the session to start in January 2025.</p> <p>RA & RSG Skills Audit questionnaire</p> <p>PPCR circulated the skills audit questionnaire at the end of the Summer. Five members returned their completed questionnaires. If you have completed the form,</p> | ALL |

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| | <p>please do it and sent it back to CM. We want to start getting the activities up and running and we want to tap into the RA & RSG's skills.</p> <p>If you have any experience or skills you would like to volunteer to help us to set-up the new activities would be most welcome.</p> <ul style="list-style-type: none"> ➤ Please get in touch with CM. | ALL |
| 8.0 | ANY OTHER BUSINESS (AOB) | ALL |
| | <p>Recruiting Neighbourhood Housing Officer After last RA meeting, IL advised in an email he recruited a housing assistant, her name is Ayan Geedi.</p> <p>Christmas Tree for the Ph6 Square</p> <ul style="list-style-type: none"> • MS confirmed Cllr BW is getting a Christmas tree for the Community Centre. • The Project Team will be funding the Christmas tree for the Square. AD to liaise with Council department who organise the Christmas trees need to place and the tree securely. <p>MS explained the traditionally the Christmas tree is placed outside the Hub every year. AD to liaise with IL to find out who is the best person to liaise with re Christmas tree.</p> <p>Electric Cars Charging Points BS wanted an update on the electric charging points outside Matlock Court. Can they be allocated to residents? There was a discussion a while back about opening the charger points to wider use, making the subscription available to Copley residents.</p> <p>SP advised the matter of the Council Emergency Services' charger points is best addressed at a RA meeting. The question needs to be asked to the associated council services officer whether they wish to permit residents to use one of their electric vehicle's charging point. They are the people who can authorise the use for residents.</p> <ul style="list-style-type: none"> • SP to email the Council Emergency Services and copy in the Hub. AD to give update at next meeting. <p>Disabled bay parking NS wanted an update about the location of the disable parking bay. NS confirmed that Blue Badge holders can park wherever they want. Cllr RB confirmed at the last RA meeting that she managed to secure 6 disabled parking spaces. MS confirmed that one of them is at the bottom of the Copley Close, next to Alton Court, where the Enterprise Car Club have parking spaces.</p> <ul style="list-style-type: none"> • NS to take this issue to the next RA meeting. <p>Meeting close.</p> | <p style="text-align: center;">AD/IL</p> <p style="text-align: center;">SP/AD</p> <p style="text-align: center;">NS/RA</p> |

| 9.0 | DATE OF THE NEXT MEETING (ALL) | | | | | | | | | | | | | | |
|--------------------------|---|---------------------------|--------------------|--------------------------|--------------------------|---------------------------|------------|---------------------|-----------|--|------------------|------------------|------------------|------------------|--|
| 9.1 | <p>Next meetings:</p> <ul style="list-style-type: none"> • RSG Meeting – 10 December 2024 at 6pm, Community Centre, 39 Honiton Court, W7 1DT • RA Meeting – 26 November 2024 at 6pm, Community Centre, 39 Honiton Court, W7 1DT | | ALL TO NOTE | | | | | | | | | | | | |
| 9.2 | <p style="text-align: center; background-color: #00b050; color: white; padding: 5px;">2024 dates – For your diary</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">2nd Tuesday of the month</th> <th style="width: 33%;">3rd Tuesday of the month</th> <th style="width: 33%;">Last Tuesday of the month</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; color: purple;">RSG</td> <td style="text-align: center; color: green;">PPCR Drop-in</td> <td style="text-align: center; color: blue;">RA</td> </tr> <tr> <td></td> <td style="text-align: center;">19 November 2024</td> <td style="text-align: center;">26 November 2024</td> </tr> <tr> <td style="text-align: center;">10 December 2024</td> <td style="text-align: center;">17 December 2024</td> <td></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 November 2024 | 26 November 2024 | 10 December 2024 | 17 December 2024 | |
| 2nd Tuesday of the month | 3rd Tuesday of the month | Last Tuesday of the month | | | | | | | | | | | | | |
| RSG | PPCR Drop-in | RA | | | | | | | | | | | | | |
| | 19 November 2024 | 26 November 2024 | | | | | | | | | | | | | |
| 10 December 2024 | 17 December 2024 | | | | | | | | | | | | | | |