



## COPLEY CLOSE Resident Association COMMITTEE MEETING

**TUESDAY 24 JUNE 2025 – 6 PM TO 7 PM**

### MINUTES

Attendees Residents			
	MS	RA & RSG Chair	Constituency
	NS	RA & RSG	Constituency
	AM	Leaseholder	
	SW	RA	
	JS	RA	
Attendees External			
Nik Ozegovic	NO	Senior Repairs Surveyor - <a href="#">Zoom</a>	LB Ealing
Owen Dowley	OD	Repairs Surveyor - <a href="#">Zoom</a>	
Cllr Rima Baaklini	Cllr RB	Ward Councillor - <a href="#">Zoom</a>	
Diane Robinson	DR(W)	Housing Officer - <a href="#">Zoom</a>	
Anamika Desai	AD	Regeneration Officer - <a href="#">Zoom</a>	
Janet Edwards	JE	Senior Consultant	PPCR
Lurline Cumberbatch	LC	Consultant - Minutes	PPCR

Apologies		
CM	Consultant	PPCR

**ALL COPLEY MEETING NOTES ARE POSTED ON THE  
PPCR COPLEY WEBSITE – SEE QR CODE:**



1.0	WELCOME, INTRODUCTION & APOLOGIES (MS)	ACTION
1.1	MS welcomed all to the RA meeting.	
1.2	Apologies, as noted above	
2.0	DECLARATION OF INTEREST (All)	
2.1	There were no declarations of interest.	

<b>3.0</b>	<b>MEETING CODE OF CONDUCT (All)</b>	
3.1	Agreed – In place. It was noted that all present in person and on Zoom must observe the “one person to speak at a time” rule.	
<b>4.0</b>	<b>AGREE MINUTES OF RA 27 May 2025 (All)</b>	
4.1	The meeting date at the head of the minutes should read Tuesday, 27 May 2025, not Tuesday, 25 March 2025.	
4.2	DR (W) requested a correction in the minutes to state that she returned from a two-year secondment and not leave as stated in the minutes.	
4.3	NS requested that the title, RA Secretary, be removed from her name.	
<b>5.0</b>	<b>HUB UPDATE</b>	
5.1	There was no hub update.	
<b>6.0</b>	<b>Estate Service Delivery</b>	
<b>6.1</b>	<p><b>Estate Inspection</b></p> <p>During an estate inspection, long-standing repairs were flagged, dating back 2, 3, and 5 years. DR(W) will work with OD to investigate repairs and come up with an action plan.</p> <p>The plan will include identifying properties that are the source of leaks, which contribute to the growth of weeds from the brickwork. DR(W) will work alongside the planned works programme to address the problem, e.g., apply weed killer.</p> <p>DR(W) agreed to address the issue of moss growing in the cement, which is affecting the blocks. This will be done alongside tackling the problems of weeds and small trees. Additionally, some neglected "grey" areas have been identified, where further work is needed to determine the ownership of those pieces of land.</p> <p>Due to a fire in the Dorset Court bin store, a letter will be sent out to residents to cover the following issues:</p> <ul style="list-style-type: none"> <li>• To dispose of items appropriately, using the services provided by the Council</li> <li>• Do not leave rubbish outside the flat entrance door</li> <li>• To remove the door mats from outside the flat door, as it can be a trip hazard in an emergency, and it was also noted that some mats were soiled with fox/dog faeces</li> <li>• Some residents are throwing items from upper-floor balconies</li> </ul>	

	<ul style="list-style-type: none"> <li>• Balconies do not meet the health and safety rules. Many balconies are overcrowded with excessive items, which could prevent balconies from being a safe exit in the event of a fire.</li> <li>• Loddon Court communal door – The fault has been escalated to the appropriate people to request permission for the door to be turned off in an emergency. Due to the cost of the door and it being under warranty, it cannot be changed, but the Gate company is looking into possible solutions.</li> <li>• DR(W) will arrange to inspect the Luden Court door with residents and the ward Councillor.</li> <li>• An application will be made to the Nicer Neighbourhood fund to provide pigeon netting, as it is considered an improvement and not covered by repairs.</li> <li>• One RA member urged that something be done about the pigeons as a pushchair, stored on the balcony, was damaged by dropping. Also, previous attempts at dealing with ant infestation were unsuccessful.</li> </ul> <p>DR(W) stated that assistance with pest control is available to vulnerable residents who can provide documented evidence, e.g., for treating bed bugs, which are transferable and can live for twelve months until they get blood.</p> <p>Residents can contact DR(W), without an appointment, every Monday and Thursday, 10 am to 1 pm, for advice about pest control or other neighbourhood issues. DR(W) patrols the estate in the afternoons.</p> <p><b>Action:</b> DR(W) will publish the dates of the estate walkabouts for the next twelve months, and reminders will be sent out four weeks before the inspection date.</p> <p>Additionally, Cllr RB informed the meeting that funding will be available in September 2025 from the Your Town, Your Voice pot, which can be used to address the issues discussed.</p> <p>A resident inquired about examples of personal belongings that are allegedly blocking balconies, and DR(W) mentioned plant pots as one example.</p> <p><b>Television Aerial – Gloucester Court</b> – Further investigation is needed to determine the cause of the faulty communal aerial. The Hotbird and communal satellite dish will be inspected for faults, and the Asset Management Team will be asked to propose a solution.</p> <p>DR(W) stated that the long-term goal for Copley is for residents to receive good service from the Council and to be happy with their home; To sign up as many young people into apprenticeships; To get more volunteers delivering events in the community centre; and to provide IT sessions for older people.</p> <p>JS recommended to contact Michelle Bailey from EASE to enquire about events that can be held in the community centre, i.e., IT for older people and yoga.</p> <p>A comment was made about the need for WIFI in the community centre and monitoring the use of the electric charging bays. Currently, the bays are being used inappropriately.</p> <p>Fire extinguishers will be installed in the hub within a month.</p>	DR(W)
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	<p>Undercroft parking – The parking at Copley is being updated. Residents are urged to park appropriately.</p> <p>The food bin store at Gloucester Court was reported to require repair as it is wobbly and stiff to open.</p> <p>It was reported that loose concrete at Cheyney Path is a potential trip hazard.</p> <p><b>Action:</b> DR(W) will invite a representative from Asset Management to the next RA meeting, to be held on 29 July 2025 at 6 pm</p> <p><b>Action:</b> Nadiya sent photos of Central Square lighting to Francesca for action. JS will also raise the matter.</p> <p>JS requested that notice of roof work be given to residents, as during recent roof repairs, workers using a cherry picker had a view into the bedroom.</p>	<p><b>DR(W)</b></p> <p><b>JS</b></p>
<b>7.0</b>	<b>Repairs &amp; Maintenance</b>	
<b>7.1</b>	<p><b>KPIS</b></p> <p>Gilmartin's contract ended in October, and Waites has taken over day-to-day and out-of-hours.</p> <p>Owen is working with Waites and T Brown to resolve historical leaks.</p> <p><b>Drainage</b> – There is no update for drainage.</p> <p>OD stated that it is not possible to generate any meaningful KPI reports for the RA meeting.</p> <p><b>Estate Cleaning Update</b> – Neither Ceri Dovey nor Leigh Baldwin was present at the meeting to provide an update on estate cleaning. DR(W) confirmed that the estate cleaning staff were observed performing their duties. She will also obtain a copy of the cleaning schedule for the year.</p> <p><b>Smaller Chute Size</b> - The smaller chutes have caused the build-up of rubbish.</p> <p><b>Action:</b> Nik will talk to the Building Safety Team about the issue. Residents have started a petition requesting a letter asking that rubbish not be left near the chute.</p> <p>DR(W) confirmed that one chute, which was fitted incorrectly, has now been rectified. A letter will be sent to residents requesting that recycling be practiced, and not to use BBQs on the balconies.</p> <p><b>Action:</b> In response to a member's request, DR(W) will contact Waste Management for a solution to the waste issues.</p>	<p><b>DR(W)</b></p> <p><b>NO</b></p> <p><b>DR(W)</b></p>

	<p><b>Loddon Court power door</b> – Any issues should be reported to Ealing repair team, if issues not resolved, residents should use the online complaint form to lodge formal complaint.</p>	
<b>8.0</b>	<b>RA Action Plan – June 2025</b>	<b>JE</b>
8.1	<p><b>Action Plan updates</b></p> <p><b>8.2 - Health Beauty Session - Nail Health</b></p> <p>Following a telephone meeting held between JE and Jacqueline Formena, a proposal was submitted for a taster nail health therapy session:</p> <p>£275.00 – two-hour session £20.00 – each plus a goody bag</p> <p>It is proposed to run a trial session, then seek funding to run a pamper day.</p> <p>NS recommended that Copley residents should attend the Carers pampering session, to be held at the Hanwell Community Centre on 9 July 2025</p> <p><b>8.3 – E-Newsletter – Spring Edition</b></p> <p><b>Action:</b> JS will be working on the Spring edition of the Copley newsletter.</p> <p><b>8.4 - Fun Day - Saturday 13 September, 1 pm-5 pm</b></p> <p>Copley Fun Day – Funding is still being sourced for the fun day</p> <p>Property House Helpline will be delivering a music and songwriting workshop.</p> <p><b>RA Away Day:</b> The RA away day will be held on 7 March 2026 at the Holiday Inn in Acton.</p> <p><b>Feedback</b></p> <p><b>Easter Egg Hunt</b> - Tuesday 15 April, 11:30 am-12:30 pm No further feedback is required from residents regarding the Easter Egg Hunt.</p> <p><b>Parking Meeting: Action:</b> JS will circulate the feedback collected from residents at the parking meeting held on 29 April.</p> <p><b>Action:</b> DR(W) will meet with SW on Thursday, 3 July 2025, to inspect faulty stairwell lights and the gate and to provide an update at the next RA meeting.</p>	<p><b>JS</b></p> <p><b>DR(W)</b></p> <p><b>DR(W)</b></p>

	<p><b>Action:</b> DR(W) should address in the residents' letter the issue of townhouse residents parking two cars in one space, which is causing damage to the grass verges</p>																												
<b>9.0</b>	<b>AOB (All)</b>																												
	<p>MS (Chair) requested that RA member(s) attend the New Housing Services Surgery Drop-in at Percival House, as she is unavailable to attend.</p> <p>RA members expressed appreciation for the initiatives and plans to improve housing services at Copley Close by DR(W).</p> <p>It was confirmed that the stairwell lights at Cardigan Court are faulty.</p> <p>DR(W) reiterated the opportunity for residents to attend the New Housing Services Drop-in at Percival House on 4 July to speak to senior managers directly about concerns.</p> <p>The chair thanked everyone for their attendance and closed the meeting at 19.20 hours.</p>																												
<b>10.0</b>	<b>DATE OF THE NEXT MEETING (ALL)</b>																												
<b>10.1</b>	<p>Date of the next RA meeting:</p> <ul style="list-style-type: none"> <li><b>Tuesday 29 July 2025, 6 pm, at the Community Centre</b></li> </ul> <table border="1"> <thead> <tr> <th colspan="3">2025 dates – For your diary</th></tr> <tr> <th>2nd Tuesday of the month</th><th>3rd Tuesday of the month</th><th>Last Tuesday of the month</th></tr> </thead> <tbody> <tr> <td><b>RSG</b></td><td><b>PPCR Drop-in</b></td><td><b>RA</b></td></tr> <tr> <td></td><td></td><td>29 July 2025</td></tr> <tr> <td>12 August 2025</td><td>19 August 2025</td><td><i>No RA Meeting in August</i></td></tr> <tr> <td>9 September 2025</td><td>16 September 2025</td><td>30 September 2025</td></tr> <tr> <td>14 October 2025</td><td>21 October 2025</td><td>28 October 2025</td></tr> <tr> <td>11 November 2025</td><td>18 November 2025</td><td>25 November 2025</td></tr> <tr> <td>9 December 2025</td><td>16 December 2025 - Drop-in followed by <b>End of Year Festivities</b></td><td><i>No RA meeting in December</i></td></tr> </tbody> </table>	2025 dates – For your diary			2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	<b>RSG</b>	<b>PPCR Drop-in</b>	<b>RA</b>			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 <b>End of Year Festivities</b>	<i>No RA meeting in December</i>	
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