



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

Community Centre, 39 Honiton Court, Copley Close W7 1DT

**9 January 2024 – 6.00pm to 7.30pm
Minutes**

Attendees	
MS	RSG Chair - Chaired meeting
SW	RSG Member
AP	RSG Member
NS	RSG Member
JM	RSG Member
AP	Observer
SK	Observer
ME	Observer
SD	Observer – Via Zoom
MT	LBE–Project Manager for Phase, representing Project Team for update– Via Zoom
RK	LBE– Copley Regeneration Project Coordinator – Via Zoom
JE	PPCR
CM	PPCR (minutes)
Apologies	
JS	RSG Member
BS	RSG Member
JJ	RSG Member

ALL COPLEY MEETING MINUTES ARE POSTED ON THE PPCR COPLEY BLOG – 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	<p>6.1 - Phase 3</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 Finally nearing completion of contracted works with Equans. Some of the issues that were previously raised by Building Control are resolved. There were a few issues related to drainage and Building Control confirmed they are accepting drainage work. Project team are carrying out due diligence to make sure that everything is working as it should do. Testing and commissioning of the M&E systems booked for 11/01. If all of the systems are working as intended we will be able to progress to practical completion. This will dictate when Equans will be leaving the site.</p>	

The project team will then contact social housing resident to ask them to move back to their homes. The project team wrote to leaseholders and explained that they should be contacting their electricians to carry out the work in February before they can move to their original home. Leaseholders were also asked to make themselves available for inspection by Ealing Clerk of Works to make sure they are satisfied with the condition of their property ahead of their own contractor carrying out electrical work. Leaseholders are asked to book appointments with RK. This work won't delay the social residents in moving back to Warwick Court. Social residents can move back in as soon as the block is ready and accepted for hand-over by Ealing.

The project team will be carrying out a package of work post-contract, including car park re-surfacing, decoration of the undercroft area, and construction of the caretaker welfare area.

6.1.2 RA items are stored in the Stafford Court undercroft parking area: snooker table and a metal cabinet. Items need to be moved to the community centre.

Action: MS wants to be present when access is next available, to label items.

MS

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.**

6.2.1 Indicative Timeline:

Denbigh Court and Devon Court - estimated start Summer 2024. It will take about 12 months to complete the work. Once the work is completed residents will move back to their primary home. Dorset Court and Glamorgan Court - estimated start Summer 2025; Gloucester Court – estimated start Summer 2026.

6.2.2 MT & RK hosted successful 1-2-1 appointments with Denbigh Court and Devon Court residents, 75% attending. Focusing on these 2 blocks as they are the first 2 blocks to be decanted. MT is going to put together an information pack with all the questions and answers which were raised, a Q&A, which will be circulated to the remainder of the blocks - Dorset Court, Glamorgan Court and Gloucester Court- to keep residents informed. The Q&A will hopefully answer any questions residents may have.

6.2.3 There is a pre-contract element which needs to be carried out: the installation of the new heating pipe work, which will run from the new energy centre beneath the chimney through the back of Phase 6 development down to Phase 5 blocks. The work needs to be commissioned, installed, tested, and proved to be fully working before we can consider providing the blocks to the main contractor who will be carrying out the internal of the flat, the communal works and external

landscaping. The heating contract needs to be completed in its entirety before we can commence on the rest of the work to the blocks. If there are any delays with the heating contract, delays in procuring it, or the installation over runs that will see the decanting of residents moved back slightly. The decanting will be happening circa May/June period and maybe subject to changes dependent on the delivery of the heating contract.

6.2.4 Consultation Meetings

February 2024

Leaseholders only evening meeting consultation is planned for February. Project Team will be answering questions relating to Section 20 notification. Notification letter to leaseholders will be going out later this month. Homeownership will be attending the meeting. They will be sending out the 1st notice. The 1st notice doesn't include costs, but it will identify what the works are, what works are re-chargeable and works are not re-chargeable, and how the works are going to be tendered. There will be lots of information for leaseholders to digest. Leaseholders will be invited to the February evening session to discuss further with the Homeownership and Project team.

March 2024

March evening meeting consultation will be a follow-up session on decanting. As we get closer to that period we will be inviting residents of Denbigh Court and Devon Court, to have an open discussion with everybody present about decanting.

6.2.5 Question from leaseholders – Hasn't the first stage of S20 not already happened?

The evening meetings were the consultation's element; however, Ealing must issue a formal legal notice to Ph5 leaseholders, this has not yet happened. All the information which was orally related to leaseholders at the evening meetings will be used by the Homeownership team to compile S20 document which will be posted to all Ph5 leaseholders.

Leaseholders will have 30 days to give their feedback and comments.

There are no 1-2-1 session planned however MT will share the Q&A which will be distributed to all the households. If the leaseholders have further questions after consulting the Q&A/info pack MT proposes to book meetings or telephone calls to answer specific questions that leaseholders may still have.

Question from leaseholder – When are residents going to have a home visit as discussed at the first evening meeting, 14/09/23, to have someone come in to have a look at the flat to show and explain to the residents how the work is going to be.

Home visits will go ahead – we are not at this stage just yet. First, we want to share as much information with residents, once we get to the second S20 notice where we do have costs, and we have a contractor on board, then we would invite the contractor Resident Liaison officer (RLO) and a representative from Ealing to visit residents at home to answer their questions plus carry out a survey of the property. Closer to residents' home move we will carry out a pre-condition survey where there will be a photographic and a video recording of the property condition and it will be recorded in written format as well. This will become the benchmark, if anything deviates from that original benchmark we will be looking to the contractor

to put it right; e.g. if we took a photograph of your tiled floor and when you returned home and found out it was cracked or broken we would have the photographic evidence before and after to prove that it was the contractors fault and we would hold them responsible for replacing the floor.

Leaseholders commented that the Homeownership team can be slow in replying or provide unsatisfactory response to their questions. Leaseholders would like MT to be more involved updating leaseholders as the Homeownership team replied that they could not help regarding some of the questions. Also, the Homeownership team auto-reply state that they might take up to 21 days to respond.

MT will answer as many questions as he can and ask for Homeownership to supplement answers when needs be. Homeownership will be answering leaseholders' questions at the February evening meeting. Maybe not all the information has been disseminated across their team. The team manager, MP, is very knowledgeable and very helpful and would answer questions but until they have finalised the documentation for the initial notice Homeownership may have some questions themselves. Christmas break would have caused a few delays.

Action: MT contact MP this week to find out if there is any information he requires to produce satisfaction response to leaseholder questions.

6.2.6 A resident asked for confirmation that the one-to-one meetings will continue all the way through to May 2026. Does that still stand?

We are targeting Denbigh Court and Devon Court residents as they are going to be moved first. We could share the information with residents living in Dorset, Glamorgan and Gloucester but Gloucester residents won't move out until March 2026. Information can be forgotten in that period. It is better for the project team to concentrate on the first 2 blocks; when time gets closer to the next set of blocks, Dorset Court and Glamorgan Court, the same process will be undertaken. Evening sessions will be planned all the way through the scheme for the next 2 to 2.5 years. Residents haven't missed the one and only chance to have one-to-one session.

MT

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 Commercial units

There are a few issues with the commercial units. There are some delays in getting the internet.

6.4.1 Tunnel assessment update – The final report had been issued. It is a lengthy document to go through the information it contains. There are some repairs work required to the tunnel structure and the road which will be undertaken by the Highway Department. Needs to get information from Ealing regarding work time scales.

6.4.2 Ph7 Blocks – Ealing is looking at a package of works to the properties whilst awaiting further news on the future of Ph7 development. There are going to be some delays whilst the Council determines the future of Ph7. There will be a process of balloting the wider community regarding how Ph7 may be carried out, whether it will be a simple refurbishment or whether it will be demolition with full regeneration. As a result, the work is expected to be pushed back by potentially 5 to 7 years depending on how the process works. The Project Team will work with the Asset & Investment Team to come up with a sustainability package. Meeting with Asset Team to determine what that package of work will consist of. It is anticipated to be kitchen, bathroom and high risk/safety work that might be required.

6.4.3 Repairs and Maintenance News - PG, the surveyor who deals with repairs and maintenance dedicated to Copley Close, is leaving. Ealing has decided to bring repairs and maintenance back in house. Ealing own surveyor will be taking over from PG. We haven't yet been told of the hand-over process. The new person may not attend the RA meetings so there might be issues in terms of communication about items that have been raised in the RA meetings. MT will be attending RSG meeting and the Housing Team will be attending the RA meetings. How repairs are raised and updated in these meetings is still to be determined.

Residents wanted to know when they will get informed about the change. MT advised that the information is held by the repairs and maintenance department. We don't have this information yet need to get contact names/contact details to pass that information across.

If residents want to raise a repair or request an inspection the process. Residents to call the dedicated repair line if they want to repair (not call the Hub). Residents can raise repairs either via the phone line 0800 181 744 from a landline or 0208 825 5682 with a mobile or using the resident portal (online).

The Housing Team could advise further as a first point of call on how request an inspection or if you have a defect.

How the repairs will be managed – This is to be decided by the repairs and maintenance department.

<p>6.5</p>	<p>6.5 – Undercroft work update</p> <p>140 parking spaces in total -</p> <ul style="list-style-type: none"> • 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. <p>Working with new managers within Ealing. Tender process for the Employer Agent and for the Quantity Surveyor position completed. Waiting to hear from Ealing who is going to manage the contract. Next steps: going out to tender the work to a contractor, procuring the contract, appointing the contractor and getting the work undertaken.</p> <p>6.6 – Castle Bar Park train station The train station refurbishment scheme was not deemed viable. Resident queried the decision. The station need to be accessible to all Copley residents, it needs to be upgraded and maintained. Other people living the other side of the line use the station too. SP is in favour for Network Rail to refurbish the station, SP asked MT contact Network Rail to find out how to progress.</p> <p>Council don't have any jurisdiction over Network Rail stations and platforms. There were preliminary conversations whether the council could put money towards modernising the station. There are no fixed plans to improve the station currently.</p> <p>Action: MT to contact Denis at Network Rail to get a contact point.</p>	<p>MT</p>
<p>7.0</p>	<p>RSG Action Plan</p>	<p>Actions</p>
<p>7.1</p>	<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 2, page 2 MIND sessions, at the Community Centre. MIND sessions will be reviewed after March.</p> <p>All sessions are confidential.</p> <ul style="list-style-type: none"> • 16 January 2024 - Health & Wellbeing: 12.30 to 1.30pm Workshop; 1.30 to 2.30pm drop-in session 	<p>JE</p>

	<ul style="list-style-type: none"> • 20 February 2024 - Crisis Prevention: 12.30 to 1.30pm Workshop; 1.30 to 2.30pm drop-in session • 19 March 2024 - Awareness of Mental Health: 12.30 to 1.30pm Workshop; 1.30 to 2.30pm drop-in session <p>Point 3, page 2 EASE sessions at the Community Centre January to June 2024 – EASE sessions will be reviewed after June.</p> <ul style="list-style-type: none"> • Stay & Play for the under 5s (for parents & carers with a child/ren under 5 who live on Copley Close)- Last Thursday of every month (Term Time only, 1pm to 2:30pm) Starting 25 January • Youth Group, for 11-19 years olds (up to 25 if you have SEND) and live on Copley Close - Last Monday of the Month (Term Time only, 6.30pm to 8.30pm) Starting 29 January <p>Point 5, page 4</p> <ul style="list-style-type: none"> • Copley Fun Day – Saturday 7th September, planning meetings will start April/May • Festive Drop-in – Tuesday 17 December <p>Point 7, page 5 – RA & RSG Members Training & Development</p> <ul style="list-style-type: none"> • Tuesday 5 March 2024 at 6pm-8pm; Committee training to the RA Committee (Chair, Vice Chair, Secretary & Treasurer) & the RSG Committee (Chair & Vice Chair) • Tuesday 23 April 2024 at 6pm-8pm; Running an Effective Resident Group <p>Point 9, page 5 – RA & RSG Away Day- Saturday 2 March 2024</p> <p>Away Day - Holidays Inn, London West, 4 Portal Way, Gypsy Corner, W3 6RT- Event, 9:30am to 12:45, followed by a hot lunch. Ends at 1:30pm. The aim of the day is to get together, to acknowledge and celebrate the RA & RSG 2022-24 achievements and to set objectives for the year ahead. The Action Plans monitor progress against the RA & RSG objectives. Sarah and Ritika will be attending the Away Day.</p> <ul style="list-style-type: none"> ➤ Residents need to CONFIRM their attendance by the 13 February 2024. Residents need to advice of their food requirements in advance. Please call or email Catherine 0800 317 066 or info@ppcr.org.uk • Taxis will be organized to take residents to the venue and back to Copley Close. 	
8.0	ANY OTHER BUSINESS (AOB)	
	Residents reported issues – Update	ALL

<p>8.1 Littering issue - Issue next to bus stop and train station: people hanging around waiting for bus/train, throwing cigarette butts and general litter.</p> <p>If the litter is on pavement level there won't be a charge to the residents. If the litter is on the estate area - not the main highway - there will be a charge to the residents. It was agreed that if it was on the street level it was acceptable.</p> <p>Bin location - To get an idea of what is representative from all RSG members and to ask Estate Service team to sign up Action: MT to circulate a plan to NS Action: NS to consult with RSG consensus re location of new bin</p> <p>8.2 Food recycling issue Schedule- Spindle weekly collection for the new builds as they are specifically designed with capacity for storage Older blocks especially Ph7 food bin don't have the capacity to hold enough rubbish therefore they get 2 weekly collections</p> <p>Residents re-iterate that in the summer month food recycling bins are smelly and would need to be empty more frequently and/or washed. Action: Keep item in agenda- contact Greener Ealing and Estate Services <u>prior to summer months</u></p> <p>8.3 Link for refuse collections Report a missed refuse collection: https://www.ealing.gov.uk/info/201167/ The collection link is not currently working for Phase 6. RK got contact details and chase them before Christmas to find out when it is going to be updated. No feedback yet, RK to chase Action: RK to follow-up</p> <p>8.4 Cornwall Court's gate to Darlington Court Outstanding. Cornwall Court's gate opening into Darlington Court not working potential ASB issues. Update: Three residents bought a chain and padlock, they have a key each. Resident took action because Ealing hadn't resolved the issue.</p> <p>8.5 Gloucester Court – Scaffolding Scaffolding since mid-October. AP has been working from home for weeks and hasn't seen any worker nobody has done any work since day 1. Why it is still up? Leaseholders will be asked to pay for the scaffolding and the management fee. Who is managing the process?</p> <p>Usually there is an initial charge included within the works and then it would be subject to an extended charge on a weekly basis if it was deemed necessary. Scaffolders are notorious for leaving their equipment in place until they ready to collect it and moving on to another job. It may be that it is not being paid for by Ealing and it has been requested to remove it but the scaffolding contractor is happy to leave the scaffolding erected until it is needed for another job.</p> <p>If no one is working on the scaffolding leaseholders are well within their right to question any kind of recharge with the Homeownership team.</p>	<p>MT/NS</p> <p>RK</p>
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