



## COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 13 APRIL 2021  
6PM**

### Committee meeting

<b>Attendees Residents</b>			
	MS	RA & RSG Chair	
	AP	RA & RSG	
	JD	RSG	
	BB	RSG (late)	
	AV	RA	
	VS	Observer	
	NO	Nursery, Observer (late)	
	JW	Observer – Left after a few minutes	
<b>Attendees External</b>			
Sarah Phillpot	SP	Project Manager - Development	LB of Ealing
Kelly Chapman	KL	Hanwell Hub	LB of Ealing
Cllr Linda Burke	LB	Cleveland Ward Councillor	Ealing
Cllr Carlo Luarsi	CL	Cleveland Ward Councillor	Ealing
Janet Edwards	JE	Senior consultant - Chaired the Meeting	PPCR
Catherine Michelet	CM	Consultant	PPCR

<b>Apologies</b>		
Laura Leung	Hanwell Hub	LB of Ealing

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	JE welcomed all to the joint RA & RSG joint meeting. MS asked the attendees to introduce themselves. JE welcomed one observer from the nursery.	
1.2	Apologies as noted above.	

<b>2.0</b>	<b>DECLARATION OF INTEREST (All)</b>	
<b>2.1</b>	There were no declarations of interest.	
<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, 9 March 2021, were agreed.	
<b>4.2</b>	Minutes of the last Hub Update meeting & Regen Update meeting dated 30 March were used as a point of reference to update the meeting.	
<b>5.0</b>	<b>Hub Update – Estate Services</b>	<b>KC</b>
<b>5.1</b>	<p><b>Neighbourhood Watch Initiative – JE</b>  A leaflet was distributed to all the residents on 12 March to get expression of interest. It is a great opportunity for residents to come together to be part of this initiative. PPCR will circulate the leaflets again in the nearer future in the hope to get interest from residents. It is a good way to keep up-to-date with what is happening locally re ASB and crime. It would be good to have a resident to feed back to the RA &amp; RSG meetings.</p> <p>No one had expressed any interest so far. When we are door-knocking at the end of June/July there will be another opportunity to deliver the leaflets and have a chat with residents at the same time. KC highlighted that residents might be more inclined to come forwards as Covid restrictions will be relaxed by then.</p>	
<b>5.2</b>	<p><b>Hub News</b>  Staff continue to work from home. No changes. IL last day at the Copley Hub is on Friday 16 April. He is moving to the Acton Hub as Team Leader. MK to return as Team Leader from Monday 19 April.</p>	

<p><b>5.3</b></p>	<p><b>Notice Boards</b></p> <p>Two noticeboards (out of 3) have been installed. LL checked them today. MS collected the noticeboard keys from LL today. MS believes that there is still one noticeboard that needs to be installed by Alton Court. MS asked <b>KC</b> to check the exact location of the 3<sup>rd</sup> noticeboard.</p> <p><b>MS</b> to ensure that the Copley RA &amp; RSG, Hub update and Regen update meeting notes will be displayed on the new noticeboards once a month for residents who haven't access to the internet.</p> <p>Copley meeting minutes are uploaded onto the PPCR blog every month for residents to read online:  <a href="https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/minutes-of-meetings/">https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/minutes-of-meetings/</a></p>	<p><b>KC</b></p> <p><b>MS</b></p>																																													
<p><b>5.4</b></p>	<p><b>Repairs KPIS</b></p> <p>LL emailed KPIs to PPCR prior to the meeting. KPIs are shared on the screen.</p> <table border="1" data-bbox="331 936 1249 1977"> <thead> <tr> <th></th> <th>Description</th> <th>MLAP</th> <th>Target</th> <th>Mar-21</th> </tr> </thead> <tbody> <tr> <td>KPI 01</td> <td>Customer satisfaction</td> <td>88%</td> <td>90%</td> <td>100.00%</td> </tr> <tr> <td>KPI 02</td> <td>Failures from post inspections</td> <td>88%</td> <td>90%</td> <td>100.00%</td> </tr> <tr> <td>KPI 03</td> <td>Completion on time (ROU)</td> <td>88%</td> <td>90%</td> <td>94%</td> </tr> <tr> <td>KPI 04</td> <td>Contractors missed appointments</td> <td>5%</td> <td>4%</td> <td>0.00%</td> </tr> <tr> <td>KPI 05</td> <td>First time fix</td> <td>80%</td> <td>85%</td> <td>92.98%</td> </tr> <tr> <td>KPI 06</td> <td>Recalls</td> <td>85%</td> <td>90%</td> <td>100.00%</td> </tr> <tr> <td>KPI 07 &amp; 7A</td> <td>Appointments kept</td> <td>90%</td> <td>95%</td> <td>100.0%</td> </tr> <tr> <td>KPI 08</td> <td>Upheld complaints against contractor all stages</td> <td>1</td> <td>1</td> <td>0.00%</td> </tr> </tbody> </table>		Description	MLAP	Target	Mar-21	KPI 01	Customer satisfaction	88%	90%	100.00%	KPI 02	Failures from post inspections	88%	90%	100.00%	KPI 03	Completion on time (ROU)	88%	90%	94%	KPI 04	Contractors missed appointments	5%	4%	0.00%	KPI 05	First time fix	80%	85%	92.98%	KPI 06	Recalls	85%	90%	100.00%	KPI 07 & 7A	Appointments kept	90%	95%	100.0%	KPI 08	Upheld complaints against contractor all stages	1	1	0.00%	
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<p><b>5.5</b></p>	<p>Paul G hasn't received any repairs stats this week. The last repairs stats were received by email at the Hub at the end of March.</p> <p>JE questioned the KPIs shown on the screen. Prior to Covid Malti used to provide the RA with full suite of KPIs. <b>CM</b> to look up KPIs sent by MV in the past. MV used to give an explanation as to why a target was not achieved if that was the case. It is good practice for the officer in charge of delivering the KPIs stats to comment and give a reason to what caused the variation. Residents would be interested why a target hasn't been achieved.</p>	<p><b>CM</b></p>
<p><b>5.6</b></p>	<p>The repairs stats shown in the table are March 2021 stats and not the last quarter KPIs the RA &amp; RSG requested. SP reported that the officer who used to be in charge of collating the KPIs had moved. The March stats were collated by Gilmartin the repair contractor on Copley Close. MS clarified that Jake left his post and he will be replaced by Claudia. Claudia is undergoing 2 weeks training before starting.</p>	
<p><b>5.7</b></p>	<p>JE asked for Quarter 1 (2021/2022) KPIs to be discussed at the RA &amp; RSG July meeting. <b>CM</b> to email LL &amp; KC with areas of KPIs needed for discussion.</p> <p>Attendees had no questions.</p>	<p><b>CM</b></p>
<p><b>5.8</b></p>	<p><b>Dropped curb</b> Further to AV email and video, LL is awaiting a reply from Highways whether they would consider installing them on the turning which AV identified. LL is liaising with AV by email to keep her updated.</p>	
<p><b>5.9</b></p>	<p><b>Rubbish bins</b> Further to AV raising this issue at the last meeting and sending subsequent video to the Hub, LL discussed issue with Estate Service Manager to see if there are any alternative methods that they can adopt to ensure the bins are not been blocked by parked cars/vehicles when they are to be collected by the refuse service trucks. The Estate Service manager is asking residents to suggest possible working solutions. She would investigate whether they are feasible working alternative going forwards.</p> <p>AV explained that the second issue is that the bins are located under resident windows all day. The caretakers put the bins out on Monday morning for collection Tuesday afternoon. The bins are under the resident windows at all time. Once the bins are emptied the caretakers place the bins back under the windows. As the weather gets warmer the bins get smellier. Residents cannot open their windows because of the smell. KC reiterated for residents to suggest alternative solutions for the Estate Service manager to look into and to take into consideration.</p>	

<p><b>5.10</b></p> <p><b>5.11</b></p> <p><b>5.12</b></p>	<p>SP asked if anyone at the Hub had done a recce of the Close to look for a few centralized points, central locations to move all the bins into for a few hours where they can be collected from. The ES manager looked at alternative methods and they could not come up with any alternatives. SP asked if there are maybe 3 points along the Close where the bins could be relocated on Mondays awaiting collection. SP added that there might be some safety issues to consider. The bins location is a hot spot for cars blocking the bins in. <b>KC</b> to ask LL if centralized points were discussed with Estate Services manager.</p> <p>Nina from the nursery joined the meeting. She introduced herself. She wanted to know if residents had any comments re the nursery, if they want to change any of the nursery practices. Nina emphasized that the nursery wants to be part of the Copley Close community.</p> <p>MS enquired whether it is possible to put the bins where the Mini is parked, just at the entrance to the car park, there is a little raised bit there. MS asked if the caretaker could put the bins on that side instead - where the Mini is parked – away from AV’s and her neighbour’s windows. Someone should ask the resident to move the Mini or to signal the car to Parking enforcement. The Mini shouldn’t be parked there. <b>KC</b> to report to LL &amp; ES manager.</p> <p>SP reported that it is worth noting that from a practical standpoint it is easier to ensure that the bins are left wherever they are taken out from on the Monday we should postpone for as long as possible - if anyone done a refurb and they had a skip outside you will have a black spot - people will start leaving their rubbish next to it. Residents don’t want it to become a flying-tipping hot spot. The key of this being a success - and not becoming a flying-tipping hotspot - is wherever the bins are relocated to it will be for a very short period of time, hours not a day or so. The last thing Copley wants is for this issue to become a bigger problem than what we started with.</p>	<p><b>KC</b></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>Overview</b>  <b>Phase 3 - the regeneration of the Warwick Court block containing 18 existing units to be refurbished, and 3 new builds.</b></p> <p>The 18 tonnes weight restriction is now permanent. It came into force on the 25 March. The Regen Team has re-started the proceeding with Engie, the principle contractor and Calford</p>	

	<p>Seaden, the contract administrator. Looking at the programme with the view to re-mobilize soon, no date has been agreed yet, as not satisfied with all the elements of the programme. SP hopes to give indication by next meeting.</p> <p>In the process to work out build-up methods. Need to solidify the dates and get Network Rail approval for the various activities that will impact the tunnel.</p> <p>Attendees had no questions.</p>	
<p><b>6.3</b></p>	<p><b>Overview</b>  <b><u>Phase 6</u> - 201 new build units, tenure breakdown as follows-</b></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> </ul>	
<p><b>6.4</b></p>	<p>Block M - Hoping to accept hand-over of the site circa end of April/early May, it is the 4 bed house on Templeman Road. This will be the first completion on Phase 6. GLL is now taking bookings, if you are interested in visiting the property, people can go and see it. It is a beautiful property. JE encouraged attendees to visit the Copley website - <a href="http://www.CopleyhanwellW7.co.uk">www.CopleyhanwellW7.co.uk</a></p>	
<p><b>6.5</b></p>	<p>Hills are on track with the contractual program, they are making excellent progress.</p> <p>They are still completing elements of 1<sup>st</sup> and 2<sup>nd</sup> fixes on all blocks with the exception of block D. Block D was the last block demolished, it includes the old community centre and the shop.</p>	
<p><b>6.6</b></p>	<p>Hills are half-way through the super structure being completed.</p> <p><b>Sales</b>  SP was on site 2 weeks ago. Expected to complete the new show homes, which is within Phase 6, in about 4 week time. Everyone will be able to go on site to see the show home. Residents can (physically) visit. GLL are in the Marketing Suite, Monday to Friday, taking appointments and bookings, in a Covid safe way. Make an appointment, contact them through the website, and if you have any questions about the scheme, or if you are interested in visiting the units they are stunning.</p>	
<p><b>6.7</b></p>	<p><b>Shop</b>  There is nothing preventing Ravi from being operational by the end of April in terms of compliance. The Regen Team will give Ravi another 2 week after that date to do the stocking. Ravi should be able to open the shop around mid-May.</p>	

<p>6.8</p>	<p>Attendees had no questions.</p> <p><b>Overview</b>  <b><u>Phase 7</u> - 337 units in total -</b>  <b>277 social rental units refurbished</b>  <b>3 social rental newbuild units</b>  <b>3 newbuild shared ownership units for sale</b>  <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>	
<p>6.9</p>	<p>Everything remains as it is for Phase 7. There is an update due to go to Cabinet in May noting further feasibility work which needs to occur as a result of the new weight restriction that affects the length of the tunnel structure on Copley Close and the changes in the GLA funding. SP hopes to give a further update in 6 months.</p>	
<p>6.10</p>	<p>Attendees had no questions.</p> <p><b>Nicer Neighbourhood – Funding application</b>  <b>MUGA</b>  One of the proposal put forward by residents was the MUGA (Multi-Use Games Area) and other equipment. Once PPCR can go back on site, around the end June/July, we will be carrying out an estate-wide consultation, led by PPCR, to get evidence that residents approve the proposals put forward by the RA/RSG. JE encourages RA &amp; RSG members to take part in the door-knocking.</p> <p>CL sought clarification and asked if volunteered RA and RSG committee members are envisaged to knock on resident doors to ask for their views on the RA &amp; RSG proposal. JE explained that the RA/RSG need to gather evidence in favour of the equipment proposals to show evidence of consultation approval from the wider Copley estate which is a requirement of the NN application criteria.</p> <p>The door-knocking will be also used to recruit new RA and RSG members and seek expressions of interest from residents on the Neighbourhood Watch Initiative.</p> <p>Basket-ball / football court – MUGA - salvaged  Further to MS query at the last update meeting enquiring what happened to the existing sport equipment on Phase 6 before the demolition. SP reported that Hills had the foresight to save the basket-ball / football court even though no one asked them to. Hills had kept it. The MUGA is still there to be utilised should there be evidence for a desire for a MUGA elsewhere on the close.</p>	

	Attendees had no further questions.	
<b>7.0</b>	<b>RA Events</b>	<b>MS &amp; JE</b>
<b>7.1</b>	<p><b>Zoom Quiz event for all residents</b> – Tuesday 25 May, 7pm to 8pm</p> <p>1<sup>st</sup> Prize: £30 Co-op shopping vouchers  2<sup>nd</sup> Prize: £20 Co-op shopping vouchers  3<sup>rd</sup> Prize: £10 Co-op shopping vouchers</p> <p>There are only 20 places, 1<sup>st</sup> come 1<sup>st</sup> serve basis. The deadline for booking a place on the Quiz is Monday 24 May, 5pm.</p> <p>JE is facilitating the event. It is a general knowledge quiz. LL, KC and CM will be judging the event, looking for the 1<sup>st</sup> participant raising their hands up with the correct answer.</p>	
<b>7.2</b>	<p><b>Youth event</b> – Tuesday 1 June  Event facilitated by BelEve – same as 17 February event – which was very successful and well attended.</p> <ul style="list-style-type: none"> <li>• <b>8-11s</b> – 11am to 12:30pm - Arts &amp; Craft and Name the Disney Film quiz</li> <li>• <b>12-15s</b> – 1pm to 2:30pm – Surprise quiz and Guess the song</li> </ul> <p>The deadline for booking a place for the Youth Event is Friday 28 May, 5pm. There are only 20 places per session, on the 1<sup>st</sup> come 1<sup>st</sup> serve basis.</p>	
<b>7.3</b>	<p><b>Advertising the Events</b>  <b>CM</b> to email both leaflets to committee members nearer the event. JE suggested committee members – if they have access to a printer - to print the leaflet and display it in their block entrance and to talk to their neighbours and friends living on the estate.</p>	<b>CM</b>
<b>7.4</b>	CL enquired why the youth event don't include 16 and 17 years old. MS replied that the RA tried to include these age groups in the past and there was no take-up. No youth were interested.	
<b>7.5</b>	AV asked whether the RA intended to organise a Fun Day this year. Usually organising such an event start around April and it hasn't been possible due to Covid restrictions. MS affirmed that there will be one estate fun event next year.	
<b>8.0</b>		<b>ALL</b>



	<b>Residents' Updates and Concerns</b>	
<b>8.1</b>	<p><b>Kitchen Repairs and Maintenance</b>  AV raised a question about the poor quality of the refurbishment of her kitchen which was done at the beginning of the lockdown.</p> <p>The material the contractors used to do the cabinet and the flooring were of poor quality. AV doesn't want the contractors to come and replace the flooring. The cabinet doors need to be replaced again. AV commented that residents are paying for the repairs and maintenance. The contractors made a mess and it took them longer to do the job. They planned to complete the job in 3 days and it took 6 days. AV had to hand them her keys as she could not take more time off work. <b>AV</b> to send a video and email to KC. <b>KC</b> to discuss issue with PG.</p>	<b>AV/KC</b>
<b>9.0</b>	<b>Any Other Business</b>	
<b>9.1</b>	JE asked the attendees in turn if they had AOB. There was none.	
<b>10.0</b>	<b>DATE OF THE NEXT RA &amp; RSG Zoom MEETING</b>	<b>ALL</b>
<b>10.1</b>	<b>TUESDAY 11 MAY 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/>