



**COPLEY CLOSE Resident Association  
COMMITTEE MEETING  
Temporary Community Centre, Stafford Court (end of block)**

**TUESDAY 27 SEPTEMBER 2022 – 6PM TO 7PM**

**MINUTES**

| <b>Attendees Residents</b> |    |  |              |
|----------------------------|----|--|--------------|
|                            | MS | RA & RSG Chair   | Constituency |
|                            | JJ | RSG - Committee member                                   | Constituency |
|                            | AP | RA & RSG - Committee member - <a href="#">– via Zoom</a> | Constituency |
|                            |    |  |              |
| <b>Attendees External</b>  |    |  |              |
| Magda Kasprowicz           | MK | Team Leader of Hanwell Hub – <a href="#">via Zoom</a>    | LB of Ealing |
| Claire Sherwin             | CS | Neighbourhood Housing Officer – <a href="#">via Zoom</a> | LB of Ealing |
|                            |    |  |              |
| Cllr. Rima Baaklini        |    | Pitshanger Ward councillor                               |              |
|                            |    |  |              |
| Janet Edwards              | JE | Consultant – <a href="#">via Zoom</a>                    | PPCR         |
| Catherine Michelet         | CM | Consultant (Copley RA Secretary)<br>Minutes              | PPCR         |

| <b>Apologies</b>    |  |                            |              |
|---------------------|--|----------------------------|--------------|
| JW                  |  |                            |              |
| JS                  |  |                            |              |
| AV                  |  |                            |              |
| MB                  |  |                            |              |
| FA-A                |  |                            |              |
| JD                  |  |                            |              |
| Paul Grant          |  | Surveyor & Project Officer | LB of Ealing |
| Cllr. Ben Wesson    |  | Pitshanger Ward councillor |              |
| Cllr. Ilayda Nijhar |  | Pitshanger Ward councillor |              |

**ALL COPLEY MEETING NOTES ARE POSTED ON THE PPCR COPLEY BLOG – SEE LINK BELOW:**

<https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/minutes-of-meetings/>

| 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.  |        |
| 3.0 | MEETING CODE OF CONDUCT (All)  |        |
| 3.1 | Agreed – In place.   |        |
| 4.0 | AGREE MINUTES OF RA 30 August 2022 (All)   |        |
| 4.1 | Minutes agreed   |        |
| 5.0 | HUB UPDATE   | MK     |
| 5.1 | <p>Matters Arising from Minutes of 30/08/22 &amp; Hub Update</p> <p>Advised by MK that future HUB staff meeting attendance will be as follows:</p> <ul style="list-style-type: none"> <li>• Claire Sherwin, Neighbourhood Housing Officer, will be attending all RA meetings.</li> <li>• Magda Kasprowicz, Team Leader of Hanwell Hub will be attending all RSG meetings.</li> </ul> <p><b>5.1 – ASB issues</b></p> <p>Due to unforeseen circumstances KK is not attending the RA meeting. There were no Safer Community Team’s officers available to attend in place of KK at short notice. The RA is disappointed as KK and SCT attendance to this meeting was planned and agreed since July 2022.</p> |        |

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|                   | <p>Crime and ASB are under reported on Copley Close. Only 3 residents reported crime to the police in the last 3 months. Police aren't aware of some the issues on the estate. For this reason the Police hadn't allocated any resources for Copley Close estate. There are some historical trust issues between the residents and the Police.</p> <ul style="list-style-type: none"> <li>• How to report crime and ASB – Please see page 4 of the Whistle Newsletter</li> </ul> <p>Park Guards Patrol, patrol specific hot spots based on intelligence and reporting.</p> <p>Cllr RB is aware that residents don't report crime or ASB as they are wary of potential repercussions. Cllr RB recommend Crime Stopper, residents can report crime anonymously but they are not the Police. Details included in the Whistle newsletter (page 4) and in the forthcoming Council newsletter.</p> |  |
| <p><b>5.2</b></p> | <p><b>5.2 - Ants</b></p> <p>No new update on when blocks treatment will take place. MK has not heard from Rick B. from Pest control.</p> <p>Any pest issues (coackroaches, mice, bed bugs, ants, ect) please report directly to Pest Control Monday to Friday 9am – 4:30pm on 0208 825 6644.</p> <p>AP reported that her and her neighbour ants disappeared in December 2021.</p>  |  |
| <p><b>5.3</b></p> | <p><b>5.3 – Copley Newsletter</b></p> <p>The Council newsletter has been postponed. MS and Councillor had their photo taken. The newsletter will introduce new faces on the estate, the new councillor and the contractors.</p>  |  |
| <p><b>5.4</b></p> | <p><b>5.4 - Abandoned cars in undercroft parking</b></p> <p>Morris, the Environmental Crime officer, is the officer appointed by the Council. He gets information from DVLA on registered vehicles status and the details of the registered keepers. 6-8 week turnaround time.</p> <p>He place stickers on the reported cars. Lots of stickers have been removed. Some vehicles are SORN (Statutory Off the Road Notification), vehicles can't be SORN on private land.</p> <p>MK asked for the lead in time to clear the undercroft parking area. On-going.</p>   |  |

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| <p><b>5.5</b></p> <p><b>5.6</b></p> <p><b>5.7</b></p> <p><b>5.8</b></p> | <p><b>5.5 Undercroft Parking</b><br/> Monmouth Court undercroft car park. The new scheme to start on the 1st November.<br/> Secure Parking Storage (SPS) has taken over the management of the car park. Kelly will be invited to the October meeting to give an overview.</p> <p><b>5.6 - Quarterly KPIs</b><br/> Repairs KPIs are collated by Ras Assiaw.</p> <p>The KPIs looked at 2 aspects of the repair service over a period of 10 months – March to December:</p> <ul style="list-style-type: none"> <li>• Work was completed right first time</li> <li>• Overall satisfaction on this occasion</li> </ul> <p>Estate Cleaning &amp; Ground Maintenance KPIs have been requested. Ceri Dovey is the contact for Estate services</p> <p>Gas Safety KPIs have been requested too. <b>GP</b> is the contact for gas serving.</p> <p>Cllr RB commented she while doing the door-knocking and talking to residents, residents mentioned that their kitchen and/or bathroom were old and needed replacing.</p> <p>MS explained that PG has obtained a budget for such a purpose for Phase 7 (9 blocks). Most of the fitting/fixtures and material reached their expiring dates. PG is fitting a yearly quota of new kitchen and bathroom and toilet. It is a good will gesture from the Council as Copley is regenerated.</p> <p><b>5.7 - Estate Inspections and Estate Walkabout</b><br/> Estate walkabout, carried out by residents and councillors lasting up to 3 to 4 hours, will re-start very soon. <b>MK</b> to advise.</p> <p>Estate inspections scheduled on a quarterly basis by the Housing officers, Ealing repair service and the caretakers are taking place.</p> <p><b>5.8 Hub News</b><br/> Sharon Lycette, temp (3 to 6 months) team leader to support Magda. Sharon manages two Cuckoo patches.</p> | <p><b>CD</b></p> <p><b>GP</b></p> <p><b>MK</b></p> |
| <p><b>6.0</b></p>   | <p><b>Resident Newsletter – The Whistle</b></p>  | <p><b>MS/All</b></p>                               |
| <p><b>6.1</b></p>   | <p><b>The Whistle - Issue 2</b></p>  |  |

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|            | <p><b>Resident suggestions</b><br/> JS was in charge of the RA newsletter, collating all the information and art work and did the editing of the final version.</p> <p>The newsletter will be hand-delivered by the end of September to all residents. Spare copies will be used as an ice-breaker to introduce the RA and RSG at the 4<sup>th</sup> October door-knocking to the residents.</p> <p>RA Chair very happy with the Newsletter and thanks JS for her work on this.</p>   |   |
| <b>7.0</b> | <b>RA Action Plan – August 2022</b>   | <b>JE</b>                                     |
|            | <p>The Action Plan is <b>updated</b> monthly <b>in blue</b> and emailed to all members prior to the meeting.</p> <p><b>Point 6</b><br/> <b>Door-knocking</b><br/> Tuesday 4<sup>th</sup> October, 10:30am-12:30pm &amp; 1:30pm-3:30pm<br/> Lunch break, lunch provided by PPCR</p> <p>Door-knocking team:<br/> PPCR: 4; RA &amp; RSG volunteers; Hub: 2; Councillors: 2</p> <ul style="list-style-type: none"> <li>➤ Please volunteer to join the door-knocking day, we need 4 or 5 residents to represent and to promote the RA and RSG</li> </ul> <p><b>Point 6</b><br/> MS and JE met with KS and JC from Ealing Youth on 20<sup>th</sup> September to deliver youth activities from January 2023. Proposal to be drafted by October/November</p> <p><b>Point 7</b><br/> <b>Funding</b><br/> MS to send formal email the three Councillors, outlining the purpose, what event or activity does the RA wants the funding for, costing the elements of event/activity. Cllr RB to forward request to the right channels to agree and to release funds.</p> <p><b>Point 9</b><br/> <b>Food Bank – Partnership between Copley RA and Ealing Food Bank</b><br/> The scheme is back on after a break due to Covid.</p> <p>Councillors donated generously. JJ delivered the items to the warehouse at St Mellitus Hall, W7 3BB.</p> | <p><b>ALL</b></p> <p><b>MS/JE/Cllr RB</b></p> |

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|            | Next food bank collection: 20 <sup>th</sup> December 2022 and 21 <sup>st</sup> March 2023  |   |
| <b>8.0</b> | <b>AOB (All)</b>   |   |
|            | <p><b>8.1 - Bin Issues</b></p> <p>Cllr Ben Wesson to give update at next meeting.</p> <p><b>8.2 – Councillors door-knocking</b></p> <p>Councillors door-knocked Saturday 3<sup>rd</sup> September to introduce themselves to residents, and to find out the issues and concerns of residents living on Copley.</p> <p>Councillors d-k on Cheyne Path. They will talk to residents in the other part of Copley at later date. Residents reported the following issues: drug dealing, drug addicts, ASB, Fly-tipping.</p> <p>Residents don't feel included in the RA. MS replied that in the recent past the RA invited residents who said were interested to join at the last RA/RSG door-knocking. Residents came to one meeting and never again or they did not come to any meeting although they were invited every month for several months before the RA stopped the invitations.</p> <p>Cllr RB and Cllr BW to join the RA &amp; RSG at the 4<sup>th</sup> October door-knocking.</p> | <p><b>Cllr BW</b></p> <p><b>Cllrs</b></p> |
| <b>9.0</b> | <b>DATE OF THE NEXT MEETING (ALL)</b>  |   |
|            | <p>Date of the next RA meeting:</p> <ul style="list-style-type: none"> <li>• <b>25 October 2022</b>, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block).</li> </ul>  |   |