



## COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 8 MARCH 2022  
6PM**

### Committee meeting

<b>Attendees Residents</b>			
	MS	RA & RSG, Chair	
	JW	RA & RSG, RA temporary Vice-Chair	
	JD	RSG	
	JJ	RA	
	AP	RA & RSG	
	JS	RA & RSG	
	DM	Observer	
<b>Attendees External</b>			
Paul Grant	PG	Hanwell Hub	LB of Ealing
Leigh Baldwin	LB	Caretaker Manager	LB of Ealing
Ceri Dovey	C	Estate Service Manager	LB of Ealing
Sarah Phillpot	SP	Project Manager - Development	LB of Ealing
Janet Edwards	JE	Senior consultant - Chaired the Meeting	PPCR
Catherine Michelet	CM	consultant – Minutes	PPCR

<b>Apologies</b>			
Michelle Bailey		RA & RSG cooptee	
Cllr Carlo Lusuardi		Cleveland Councillor	LB
Magda Kasprowicz		Hanwell Hub	LB of Ealing

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	JE welcomed all to the RA & RSG joint meeting.  Attendees introduced themselves	
1.2	Apologies as noted above.	
2.0	<b>DECLARATION OF INTEREST (All)</b>	

2.1	There were no declarations of interest.	
3.0	<b>CODE OF CONDUCT (All)</b>	
3.1	Please observe the Code of Conduct and allow everyone to speak.	
3.2	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.	
4.0	<b>MINUTES OF LAST RA &amp; RSG MEETING</b>	<b>All</b>
4.1	Minutes of the last RA & RSG minutes, 8 February 2022, were agreed.	
5.0	<b>Hub Update – Estate Services</b>	<b>JE</b>
5.1	<p>MK briefed JE prior to the meeting with the update</p> <p>Update from the Hub Update meeting 25 February</p> <p><b>Pharaoh Ants – Gloucester Court</b> The council agreed that Pest control will be treating a number of blocks - a number of the blocks have been infested. Pest control are sorting out dates and they are going to contact residents to let them know when the treatment is going to happen.</p> <p>AP is very satisfied with this progress. The ants' situation is much better in AP's flat. Someone came on Thursday and they are coming again on 17 March to check. If there are new ants they would be coming from other flats.</p>	
5.2	<p><b>Emergency Services Entrance</b> (by the nursery) Multi agencies are looking at the issue - Fire safety Team and emergencies services (Fire Brigade, Ambulances and Police). All the locks across the borough to be on the same system to enable the fire brigade to gain access.</p> <p>MK advised that the matter is now with Fire officer who is hopefully going to purchase the locks.</p>	

<p><b>5.3</b></p> <p><b>5.4</b></p>	<p><b>Abandoned vehicles</b> Radnor Court undercroft carpark. one car in the corner that has been there for years and 2 motorcycles. The matter has been passed to the Enviromental Health officer. The vehicles are definitely abandoned. The officer is arranging the appropriate notices to have them removed.</p> <p><b>HUB News</b> The Hub is open on Mondays and Thursdays, 9am to 5pm. Hub will be back to normal days/hours sometime in April.  There were no questions from residents.</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>6.3</b></p> <p><b>6.4</b></p>	<p>Update from the Regen Update meeting 22 February</p> <p><b>Overview</b> <b><u>Phase 3</u> - the regeneration of the Warwick Court block containing 18 existing units to be refurbished, and 3 new builds.</b></p> <p>Still on track for practical completion September 2022. All Network Rail activities were complete and the tunnel track monitoring stopped 11 February. Engie are progressing: first and second fixes mechanically in the plant room, looking to progress roof of the new build element, in the process of finalizing steel frames so they can complete block work and insulation for the new build. Making slow and steady progress.</p> <p>Question from homeowner resident who was decanted from Warwick Court while regen work. When will she be allowed to move back to her flat?  Warwick Court will be completed in late September it would require internal hand-over and acceptance of occupation by LB Ealing landlord services and Homeownership Team. In practice it takes about 6 weeks get that item done. Occupation mid-November it would depend on the hand-over process that will follow the completion.  It is worth noting that a ECIR was done in each of the leaseholder units, if she was one of the individual that received the report noting down that are various areas of work that the leaseholder needs to do. The resident will have to get an</p>	

	<p>electrician in to do those before she can connect up her electric to our new supply. Leaseholders are responsible for ensuring internal wiring and electrics are kept up to date. It is a requirement for all leaseholders. The condition report was issued 12/18 months ago soon after Engie got to site. This was discussed at length at the Leaseholder workshops in February 2020. She might be one of the leaseholder those report says everything is fine and to get your electrician to connect without issue.</p>	
<p><b>6.5</b></p>	<p><b>Overview</b>  <b>Phase 6 - 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> <li>• <b>New management hub, community centre, adult fitness trail, playground and local shop are also being delivered as part of phase 6 works.</b></li> </ul> <p>Phase 6 remains on track for the entire site to now PC circa mid/end April 2022. Main Hills’ team will be leaving site in the next 6/8 weeks as we PC on the final block of the reaming social houses.</p> <p>To date we have PC the first two sectional completion which are blocks B, C, E and F. Second sectional completion done a few ago for blocks A, I and G. Remaining block D and 15/20 social rented homes, completion for end of April still on track.</p>	
<p><b>6.6</b></p>	<p><b>Sales update</b>  No formal update. In the last 4 weeks achieved another 4/5 reservations. Out of the Help-to-Buy block we now have circa only 4 units that are unreserved. Out of a total of 47 we have a total of 42/43 reserved, there are only now 4/5 available.</p> <p>Now primarily available shared ownership units which are in Block D. JLL retain a full-time presence on site if you are interested in Help-to-Buy or shared ownership. Please make an appointment with them and they will take you to the new show home and give you information on sales you might be interested in.</p>	
<p><b>6.7</b></p>	<p><b>Shop update</b>  As a project team we have made the decision on the basis that a shop is fundamental to the Close to now instruct Hill to strip everything that Ravi put up and to complete the fit-out ourselves</p>	

	<p>so get a compliance fit-out. We instructed Hills about a one week ago. It will take about 15 to 16 weeks. Hills to provide all compliance document to sanction opening.</p> <p><b>6.8 Temporary community centre</b> Rental is in place until 31 august. SP to revert back to PG to extend the rental. The permanent community centre is not complete yet. It will be complete in terms of shell and core for hand-over with the rest of the site end of April. The fit-out process will take approx 24 to 26 weeks and will probably be completed by September/October.</p> <p><b>6.9 WiFi to temporary community centre</b> JE asked SP to respond to email requesting confirmation that SP will pay the monthly contract cost of the WiFi Hub. SP agreed.</p> <p><b>6.10 Overview</b> <b>Phase 7 - 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><b>6.11</b> SP to put something into writing soon to update residents.</p> <p>Gordon Cooper has furnished SP last week with an update. SP is currently under resourced. In practice looking to put options to cabinet during the Autumn period. Based on the report going to cabinet – Cabinet will choose the preferred option. If their preferred option remains refurb we will be progressing with refurb. If the preferred option is demolition and new build, there will be resident engagement consultation, followed by a resident ballot to get resident backing.</p> <p>No questions from residents.</p>	
7.0	<b>KPIs – Quarter 3</b>	<b>PG</b>
7.1	<p><b>KPIs</b> Before the re-structure, there was a designated manager who used to do the KPIs for all the departments across the whole of Ealing. Since the re-structure, Navros is now the compliance manager and still do the KPIs. He is the only person who is allowed to compile the KPIs.</p>	

<p>7.2</p> <p>7.3</p>	<p>Navros Chandos was unable to send Quarter 3 KPIS due to illness.</p> <p>Gilmartin is the main contractor for Copley Close, separate from MCP the main contractor for the Borough. Gilmartin are performing at a very high rate. Gilmartin repair team has 5 permanent staff based at Copley. They are able to attend to all the reported repairs and emergency repairs here and there. There is quicker response rate. 85% of repairs go to Gilmartin.</p> <p>PG hasn't received any KPIs since before Christmas.</p> <p>JE asked for Quarter 4 KPIs to be presented at the 26 April meeting. PG will request this from Navros.</p> <p>MS asked if Gilmartin cover communal lighting in the corridor. PG advised that communal lighting is covered by a department called ERS, managed by a department called Mechanical Engineering (MNE). LB covers the Estate Service which comprises caretaking and cleaning. There was last night a power cut due to SSE, main grid supplier for the whole of Copley, cutting through a main core cable which affected the new Energy Centre there was loss of heating and hot water all night. MS confirm that proper services weren't resumed until this morning. When the power goes down it put the whole system out of synchronisation. Had to bring specialist to re-tune the whole system. T. Brown are the electric contractors for the whole of Ealing apart from the Energy Centre. MS thanked PG for sorting out the issue quickly last night.</p> <p><b>7.3</b></p> <p><b>Phase 7 update</b></p> <p>Phase 7 is the next regeneration phase once Phase 6 is completed. PG reported his team is instigating a bathroom and kitchen programme for the phase. Eighty flats out of 800 has had a new bathroom and kitchen and the programme will be on-going.</p>	<p><b>NC/PG</b></p>
<p>8.0</p>	<p><b>Estate Services – Presentation, Q &amp; A</b></p>	<p><b>CD &amp; LB</b></p>
<p>8.1</p>	<ul style="list-style-type: none"> <li>• Please see full presentation attached with final Minutes.</li> </ul> <p><b>Estate Services – The services we provide &amp; how they are delivered</b></p> <ol style="list-style-type: none"> <li>1. The Team <ul style="list-style-type: none"> <li>○ 2 managers (CD &amp; LB) split between the East and the West of the Borough. One vacant post at the moment</li> </ul> </li> </ol>	

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|  | <ol style="list-style-type: none"> <li>2. Who do we link with? <ul style="list-style-type: none"> <li>○ Greener Ealing is the main link- dealing with Grounds maintenance, street cleansing &amp; waste operations</li> </ul> </li> <li>3. Estate services <ul style="list-style-type: none"> <li>○ Deals with 10,000 properties every week</li> <li>○ Fleet of 20 vehicles to get cleaners to and from sites Jet-washer equipment, window cleaning equipment, bulk vehicle to collect fly-tipping</li> </ul> </li> <li>4. Caretaking &amp; Cleaning</li> <li>5. How we monitor Caretaking &amp; Cleaning <ul style="list-style-type: none"> <li>○ Block inspections carried out senior caretakers, councillors and Hub</li> <li>○ Independent telephone Satisfaction surveys</li> </ul> </li> <li>6. External Contracts <ul style="list-style-type: none"> <li>○ Mostly done by Greener Ealing</li> <li>○ Graffiti removal is provided by MPM</li> <li>○ Maintenance of trees is done by an external contractor in terms of the work but in-house in terms of the inspection</li> <li>○ Window cleaning of high-rise up to 6-floor is done in-house, above is done once a year by abseiling</li> <li>○ Annual bin cleaning programme being put into place for all the refuse bins</li> </ul> </li> <li>7. Grounds maintenance volumes</li> <li>8. Communal trees on estates <ul style="list-style-type: none"> <li>○ 3 years schedule programme. Tree officers go out to look at the trees on all the estates on a round robin over a 3 years period. Each tree is done every third year.</li> <li>○ Database of trees maintained by the tree service, when trees are inspected, which work has been carried out, everything has been done in line with the council street strategy published online on the council website advise what we do prune for and what we don't prune for<br/>A lot of the complaints we get is for work outside the Council policy, things like blocking light, dropping leaves unto the areas below, birds dropping from trees. It is treated as part of nature. We do schedule and reactive work like after a storm and clearing programme</li> </ul> </li> <li>9. How we monitor external contracts</li> <li>10. Future Developments <ul style="list-style-type: none"> <li>○ Estate greening - call for more fruit trees across the Borough, it is good for clean air</li> <li>○ Training &amp; development for caretaking staff – we were not able to do that during the Covid lockdown period. It is a priority</li> <li>○ More mechanized floor cleaning</li> <li>○ GE developing systems for recording both street cleansing and grounds maintenance work on the</li> </ul> </li> </ol> |  |
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<p>8.2</p>	<p>cloud to record details of residents commented where it hasn't been done</p> <ul style="list-style-type: none"> <li>○ To increase roll-out Food Waste collection on estates. It has been done on Copley a few months ago.</li> </ul> <p>LB is Estate Services Manager for the whole borough. He is covering for someone currently.</p> <p>Questions for Leigh B.  MS commented that the annual bin cleaning is not enough for Copley. There should be done more frequently, especially in summer, when it gets hot, they smell and attract flies. There is a cost implication. LB commented that residents should bag their rubbish correctly. It is one of the main causes. It is when residents dump things down the chutes that when bins get really grotty. Cleaning the bins is time consuming, it takes a special truck to jet clean them. We will look at increasing the frequency but it is about costs, it cost residents. We are trialling the roll out.</p> <p>MS reported that it has been 5-weeks that there is no communal light in her corridor. She reported it numerous times. It has been fixed. It works and then it doesn't. There has been no light whatsoever for the last 5 weeks.  It is a repair issue. The sensors are tripping. LB and PG agreed to chase up the repair.</p> <p>DM asked what is the council sustainability policy re use of plastic bin bags. The Council is asking residents to buy plastic bin bags and throwing them down the chutes when we are trying to move away from plastic. What are we doing in terms of reducing the use of plastic? How about disposing of food waste that doesn't require the use of plastic bags?  LB explained that food waste bins have been on Copley for a few months now. CD highlighted that they have rolled out food waste bins across Copley where ever we can put them not too close to residents' windows but within walking distance from entrances. You should have received the individual caddy. Residents should put their food waste into the caddy and dispose of it in the food waste bin so there is nothing going into the refuse. They are also recycling bins. The council is asking residents not to put plastic bins in the recycling bins but to separate the recycling waste. The Council's been asking residents for years. The council is asking residents to do the same with food waste now. The facilities are there.</p> <p>DM is asking for a food waste disposal bin for the sheltered blocks area.  The bins rooms in the sheltered block are tiny. There is only one bin in each room. Thinking about putting one in the car park at</p>	
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8.3	<p>the back end. It doesn't fit in the grounds of the sheltered scheme itself. CD to visit and speak with Constance, the sheltered scheme manager.</p> <p>DM suggested to start with one bin and see if residents will use it, and to locate it next to the recycling bin.</p> <p>CD to meet with MD at the sheltered block in the next few days.</p> <p>There are no more questions for CD and for LB.</p> <p>JE thanked them both for attending. LB &amp; CD are happy to come back in a few months if residents have further questions or if an update is needed.</p>	CD/MD
9.0	<b>RA Membership</b>	MS
9.1	<ul style="list-style-type: none"> <li>• Temporary cover to Vice-Chair role</li> </ul> <p>MS announce that JW will cover the vacant position of Vice-Chair of the RA. MS and attendees welcomed JW as Vice-Chair.</p> <p>JE added that JW will cover this role until the next AGM in 2023. The RA is still looking for a secretary. If anyone is interested please inform MS.</p>	
10.0	<b>Residents' Updates and Concerns</b>	ALL
10.1	<ul style="list-style-type: none"> <li>• <b>Gardening-shed for Sheltered blocks</b></li> </ul> <p>DM lives in one of the sheltered block.</p> <p>There are a few keen resident gardeners at the sheltered block. It started about 2 years ago. They have taken responsibility for certain areas of the garden and put a lot of effort in. Constance, the sheltered block manager has been very supportive. The group has accumulated lots of garden tools and need somewhere secure to store them. The keen gardener bought their own tools they bought their own flowers, plants and some bushes and our own time. Given all the work we have done, it would be a good contribution if the council could support the initiative.</p> <p>PG has been approached by Constance.</p>	DM

<p><b>10.2</b></p>	<p>DM emailed garden shed specifications and photo prior to the meeting. Width: 2.01m; length:1.21m; side height:1.60m; ridge height:1.76m.</p> <p>The online metal garden shed is called Pro shed from a company called Dancover, 2.43m2; looking at £390 plus delivery</p> <p>A good location for it would be at the back of Buckingham Court, there is no grass or trees and it would not be in anybody way. The shed is a flat pack and the gardeners would need assistance to put it together if the Council and the RA agrees with the purchase.</p> <p>MS affirmed that the RA will apply for funding and to keep DM updated. The decision will be transmitted asap.</p> <p>DM thanked everyone for inviting him and for listening to his request.</p> <p>PG is happy for his team to install it.</p> <p>Post-meeting note: <i>SP agreed to fund the garden shed. PG to be in touch with DM with the details</i></p> <p>MS has a question for PG re sheltered scheme. Is there anything in the pipeline to refurbish inside the flats?</p> <p>PG confirmed the sheltered flats have been refurbished about 10 years ago, they had new shower rooms, new bathrooms, new kitchen, new windows, and decoration. PG is looking to maintain the standard of the flats on Copley until the beginning of Phase 7. to do a decoration program internally for each flat. PG received a quote today for the communal hallways and thought it was a lot of money. Constance to prioritize 20 flats to be decorated this year. PG will start in April when the new budget kicks in.</p> <p>JE asked the residents if they had any updates they would like to share or concerns they would like to raise.</p> <p>JS asked as well as the shop is there a commercial unit for a cafe? As it is currently proposed the commercial spaces on Phase 6 will be a shop unit, a new management HUB, a new community centre, and a base for 24-hour council services.</p> <p>JJ asked when the new community centre will be up and running? The temporary community centre will remain open until the permanent centre is ready for the residents. Under contract, the new community centre was only core and shell, that core and</p>	<p><b>SP/PG/DM</b></p>
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	<p>shell will be hand-over with the rest of Phase 6 hand-over at the end of April. We are now looking for a contract for the internal fit-out which will take about 26 weeks. It is likely it will be ready for occupation in October 2022.</p> <p>No more questions from residents.</p>	
<b>11.0</b>	<b>PPCR Drop-in</b>	
<b>11.1</b>	<p><b>PPCR Virtual Resident Regeneration Advice drop-in session</b></p> <ul style="list-style-type: none"> <li>• Next one is Tuesday 15 March, 5pm to 7pm Zoom link <a href="https://us02web.zoom.us/j/6750372171">https://us02web.zoom.us/j/6750372171</a></li> <li>• PPCR drop-in are the third Tuesday of the month. From April PPCR will be back on site.</li> </ul> <p>JE reminded the attendees to talk to neighbours and other residents, and advise them that if they have any issues or questions on regeneration or housing management to join the drop-in on the <b>third Tuesday of the month</b> or to call/email PPCR at any time.</p> <p>PPCR will forward residents query/issues to the appropriate officer.</p>	<b>ALL</b>
<b>12.0</b>	<b>AOB</b>	<b>ALL</b>
<b>12.1</b>	<p><b>RA &amp; RSG meetings – From April onwards</b> <b>Zoom &amp; on site</b> at the <b>Temporary Community Centre</b> Stafford Court (end of the block), Framfield Road, Copley Close W7 1QJ</p> <ul style="list-style-type: none"> <li>• <b>RSG meetings</b> – on <b>Zoom</b> – 2<sup>nd</sup> Tuesday of the month</li> <li>• PPCR Drop-ins – <b>on site</b> -3<sup>rd</sup> Tuesday of the month</li> <li>• RA meetings – <b>on site</b> – last Tuesday of the month</li> </ul> <p>CM to send calender invites to the RA and RSG meeting from April to members.</p>	<b>CM</b>
<b>12.2</b>	<p><b>RA &amp; RSG Away Day</b>, at Holiday Inn, 4 Portal Way, W3 6RT (North Acton)</p> <p>Saturday 2 April, 9:30am-1:30pm</p>	

	<p>Programme ends at 12:45pm it is followed by free Lunch</p> <ul style="list-style-type: none"> <li>• Interested members to notify CM. Please advise if need transport and if you have any dietary requirements.</li> <li>• JE encourage residents to respond and attend the event, a great opportunity to celebrate both the RA and the RSG achievements which have been many.</li> </ul>	<b>ALL</b>
<b>13.0</b>	<b>DATE OF THE NEXT RA &amp; RSG Zoom MEETING</b>	<b>ALL</b>
<b>13.1</b>	<p><b>DATE OF THE NEXT RA AT <u>TEMPORARY COMMUNITY CENTRE</u>: TUESDAY 26 APRIL 2022 @ 6pm</b></p> <p><b>DATE OF THE NEXT RSG <b>ZOOM</b> MEETING: TUESDAY 12 APRIL 2022 @ 6pm</b></p>	

**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/>