



COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 13 JULY 2021
6PM**

Committee meeting

Attendees Residents			
	JJ	RA	
	AP	RA & RSG	
Attendees External			
Sarah Phillpot	SP	Project Manager - Development	LB of Ealing
Laura Leung	LL	Hanwell Hub	LB of Ealing
Kelly Chapman	KL	Hanwell Hub	LB of Ealing
Paul Grant	PG	Hanwell Hub	LB of Ealing
Janet Edwards	JE	Senior consultant - Chaired the Meeting	PPCR
Catherine Michelet	CM	Consultant	PPCR

Apologies		
MS	RA & RSG, Chair	
JD	RSG	
AV	RA	
Cllr Carlo Lusuardi	Cleveland Ward Councillor	Ealing

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	JE welcomed all to the RA & RSG joint meeting. All attendees introduced themselves to JW who attended the meeting for a second time.	
1.2	Apologies as noted above. JD (RSG) emailed prior to the meeting advising she was hoping to join in the meeting.	

	SW (RA & RSG) sent his regards to everyone. He hasn't been able to join the meetings lately but is in regular contact with the Chair and receives a regular update.	
2.0	DECLARATION OF INTEREST (All)	
2.1	There were no declarations of interest.	
3.0	CODE OF CONDUCT (All)	
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	MINUTES OF LAST RA & RSG MEETING	All
4.1	Minutes of the last RA & RSG minutes, 8 June 2021, were agreed.	
4.2	Minutes of the last Hub Update meeting & Regen Update meeting dated 29 June were used as a point of reference to update the meeting.	
5.0	Hub Update – Estate Services	LL
5.1	Noticeboards Awaiting installation of the third noticeboard which will be located by Alton Court Harp Road corner and Copley Close under tree. Hub is waiting for panel legs to arrive. Asked Estate Services Team to get new legs. Once they get the legs they will install the noticeboard.	
5.2	Dropped curbs Cll CL got a response from Highways Team. They are sending one of their team to inspect the curbs with view to install the dropped curb. There is currently a funding issue; an assessment will be carried out. To be discussed at 14 September 2021 RA&RSG meeting. Item for Agenda.	LL CM

<p>5.3</p>	<p>Rubbish Bins location LL gave feedback from discussion regarding pop-up cones with Leigh Baldwin (LB), the Estate Services Manager. They had tried this solution before, the cones got moved aside by the residents. They are not going to get ahead with this solution.</p> <p>PG advised that – as a pilot - he has asked the senior caretaker to put dropped clamp place in position in front of the 8/9 bins areas to stop residents parking in front of the bins areas. If it works then PG will action this methods across other estates in the Borough. PG will feedback at the 10 August 2021 meeting.</p> <p>Doing soft testing to open all the underground parking to reuse the undercroft areas. It would greatly reduce the number of cars on the main road.</p> <p>SP advised that residents are aware that a viability review is underway. Currently awaiting for it to be signed off to see if it adds value for money. SP to report back.</p>	<p>PG</p> <p>SP</p>
<p>5.4</p>	<p>Estate Newsletter There will be an article in the newsletter re bin collection issues asking residents to stop parking in front of the bin areas.</p>	
<p>5.5</p>	<p>Abandoned cars Radnor Court's undercroft parking - 8 vehicles which are SORN, untaxed or unMOT and 1 motobikes. LL still hasn't heard from colleague who deal this area. LL to report at next meeting.</p>	<p>LL</p>
<p>5.6</p>	<p>Hub News Department meeting tomorrow. Hopefully will have an update by next meeting about future staff working arrangements - staff would like to carry on working as they are currently.</p>	
<p>5.7</p>	<p>Estate Inspections Estate inspections are not happening at the moment. Might be discussed at the departmental meeting on 14 July 2021.</p> <p>PG added that Barry, Fire Safety Department, sent him a list of issues that he picked up on going issues around the estate. Signage around the blocks, Shropshire playground issue highlighted by a tenant. PG is seeking to budget to repair it. Issue with pigeons' droppings - PG resolved the problem with netting and spikes.</p>	
<p>5.8</p>	<p>Temporary Community Centre LL has a set of keys in the office which MS came come to pick them up on Thursday.</p>	
<p>5.9</p>	<p>PPCR door-knocking We are looking for RA and RSG members to join PPCR to carry out a one day door-knocking exercise on the whole of Copley on Tuesday 17 August. The aim is to get approval to obtain funding</p>	

<p>5.10</p>	<p>for the multi games area (MUGA); water equipment for the sheltered blocks' garden; to recruit new RA and RSG members; and to seek expressions of interest to join in the Neighbourhood Watch scheme. We are looking to get as many RA&RSG members involved (for whatever time they can spare) to assist so that the whole estate can be covered in one day.</p> <p>CM to email RA & RSG members at the beginning of August to invite them to assist with the door-knocking.</p> <p>KC had indicated at the last Hub update meeting she would like to join the door-knocking to meet the residents</p> <p>Attendees had no questions.</p> <p>AOB Copley RA & RSG, Hub update and Regen update meeting notes are displayed on the new noticeboards once a month for residents who haven't access to the internet.</p> <p>Copley meeting minutes (RA & RSG meeting and Hub and Regen update meetings) are uploaded onto the PPCR blog every month for residents to read online: https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/minutes-of-meetings/</p>	<p>CM</p> <p>KC</p>
<p>6.0</p>	<p>Repairs KPIs</p>	<p>PG</p>
	<p>Please see KPIs document emailed by PG prior to the meeting and forwarded by PPCR.</p> <p style="text-align: center;">Key Performance Indicators Summary Report for Copley Residents Association 1 July 2021</p> <ul style="list-style-type: none"> • Number of jobs logged: 85 • Recalls as a percentage of Jobs Logged: 0% <p><i>No recalls logged in June. Successful operational liaison between Copley Surveyor and Gilmartins has led to swift, often same day, resolution to faults reported by residents. To ensure a clearer future picture, recall job code to be used when Gilmartins need to return to make good faults with workmanship or materials</i></p> <p>PG advised there is a dedicated Repair Team at Copley who work there all day. Any issue will be dealt with immediately. PG doesn't need to raise a recall order. Copley is treated differently that the other estates across the borough because it is an intervention estate it has a high level of issues around service supplies.</p>	

	<ul style="list-style-type: none"> WIP Jobs: 81 <i>Works in progress is a snapshot in time. Data correct 01/07/21</i> Number of WIP Out of Target: 31 Percentage of WIP Jobs Out of Target: 38.27% <i>Due to interface fault between contractor and client ICT systems, full data on out of target jobs was not obtainable. Both parties are working together to ensure interface issues are resolved.</i> Number of Appointments Missed (Contractor): 0 Number of Appointments missed of Jobs Completed (Contractor): 0% <i>Contractor attended all booked appointments in June</i> <ul style="list-style-type: none"> Number of Failed Post Inspections: 1 Percentage Failed Post Inspections: 2.56% <i>1 failed post inspection out of 39 total post inspections completed in June</i> <p>Attendees had no questions.</p>	
7.0	Regen Update	SP
7.1	Overview <u>Phase 3</u> - the regeneration of the Warwick Court block containing 18 existing units to be refurbished, and 3 new builds.	
7.2	<p>Engie returned to site at Warwick Court and work recommenced in June following the successful consultation and enforcement of the 18 tonnes restriction.</p> <p>A lot of work has been done around the super structure. They are pouring for the 1st floor slab. The frame of the new build continues from now until end of October.</p> <p>If you walk pass the hammerhead section the parapet wall has now be cut back and construction work has now commenced to take the staircase from pavement to block level. Refurbishment to all 18 existing social units have been completed 95% internally and it is just the construction of the lobby and stalls to go and that is interlaced with the staircase and the superstructure work. Completion circa September 2022 as previously reported.</p>	
7.3	<p>JJ lives next door to Warwick Court. Is the underground parking in this building going to be restored? SP to update on parking at Warwick Court at the next meeting.</p> <p>JJ wants to know if the old underground parking is going to be restore. SP will report back at next meeting.</p>	SP SP

	<p>The project Team is aware that parking is an issue across the whole of the Close. Due to the nature of regeneration work there are temporary parking restrictions and increase traffic with construction vehicles.</p> <p>7.4 As mentioned by PG earlier at the meeting the Project Team is carrying out a viability study to see how many spaces could be produced by bringing the undercroft parking into use and if the cost incurred is good value for money. The process of the scheme sign-off is currently underway and the PT hope to be able to report back on the findings and outcome in due course.</p> <p>7.5 Overview <u>Phase 6</u> - 201 new build units, tenure breakdown as follows-</p> <ul style="list-style-type: none"> • 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 <p>7.6 Build update: Block A structure is complete. Final floors are still receiving some brick work up to roof level. Internal 2nd fit out work are underway alongside decoration.</p> <p>Houses to the rear of the block, Block G and H, are externally complete and hard landscaping being completed alongside internal decoration.</p> <p>Block B external is also complete along with the brick work, solar panels are being mounted on the roof. Internal work is finishing up, and the communal hallway and client snagging inspections are commencing.</p> <p>Houses, Blocks I, E and F, overlooking the square, are externally complete with finishing work under way. These are at the back of Block B.</p> <p>Block C, externals are nearer completion with brick work completed on the roof area. Work internally slightly ahead of Block B.</p> <p>Works also underway in the courtyard square as we are excavation for underground drainage. Block D which was the final one to come down, superstructure work being completed. Brick work underway and internal setting work going on.</p> <p>Contractually handing over of Blocks B and C will now be occurring end of October/beginning of November. This is due to an agreed extension of time reported on Covid from Hills.</p>	
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7.7	<p>Show apartment is launched and waiting for residents. SP urge residents to go to the website www.CopleyhanwellW7.co.uk if you are interested to look at affordable home ownership options please make an appointment (Monday to Friday) with JLL online or go down to the Marketing Suite and have a look at the show apartment and to find out more information.</p>	
7.8	<p>Shop Waiting for formal sign off in writing following satisfactory FRA. Issues with Fire door and partition. SP asked Hills to formally assist Ravi. He is currently under license.</p> <p>Attendees had no questions</p>	
7.9	<p>Sales Update First legal completion, two weeks ago, of the Templeman Road house, the freeholder is now in situ. There is now a total of 14 reservations.</p>	
7.10	<p>Estate Newsletter Was expected to go out in July and is now expected in August. There will be a thorough update on Phase 7, Phase 3, and Phase 6. It will also include Hub updates and a PPCR's article. The newsletter will be distributed to all the Close residents.</p>	
7.11	<p>Overview Phase 7 - 337 units in total - 277 social rental units refurbished 3 social rental newbuild units 3 newbuild shared ownership units for sale 54 privately owned existing units – these units will benefit from works to communal areas and some service provision, but internals will not be refurbished.</p>	
7.12	<p>Phase 7 did have planning permission for a comprehensive for a refurbishment program including public realm. A feasibility exercise is underway to see it is still offer best value for money or to establish if other alternative such as demolition and rebuild would achieve better value for money in the long term. We were hoping to have this completed a while back but unfortunately the weight restriction of 18 tons and changes in the GLA guidance regarding funding meant that further work to the feasibility study is needed.</p>	
7.13	<p>A report went to Cabinet in May noting that further feasibility work was required. SP hopes to give a further update at the end of this year.</p> <p>Attendees had no questions.</p>	

7.14	<p>Working practices</p> <p>The Regen Team remains mostly working from home. Bi-weekly marketing and sale meeting on site. Weekly site visit from the Clerk of Work and construction director for weekly site inspections.</p> <p>Ealing Council haven't made any formal announcement going back to the office.</p> <p>A few weeks ago, we formally brought on board a third Clerk of Work, Darren, to help receive the 201 units on Phase 6 as well as Phase 3 works, and expect him to be an integral part of the Team.</p>	
8.0	Residents' Updates and Concerns	ALL
8.1	<p>JE asked the residents if they have any updates they would like to share or concerns they would like to raise.</p> <p>Attendees had no further questions.</p>	
9.0	PPCR Drop-in	PPCR
9.1	<p>PPCR virtual drop-in is continuing. The next one is on Tuesday 20 July, 5pm to 7pm on Zoom.</p> <p>Leaflets advertising dates will be distributed to all residents soon.</p>	
9.2	<p>There will be no drop-in in August as PPCR will be door-knocking that day. PPCR will capture residents' queries and concerns at the same time.</p> <p>If you know any residents with queries/concerns about the regeneration ask them to go on Zoom, same ID link as this meeting https://us02web.zoom.us/j/6750372171</p>	
10.0	Any Other Business	
10.1	<p>JE reminded everyone that PPCR runs monthly Zoom drop-ins, the 3rd Tuesday of the month, 5pm to 7pm.</p> <p>https://us02web.zoom.us/j/6750372171</p>	JE

	<p>It is a good opportunity if residents have any queries they can come and have a chat with us. We can refer any issues to either LL at the Hub or to SP at the Regen Team.</p> <p>JE asked the attendees in turn if they had AOB.</p> <p>10.2 AP asked for a letter to residents in her block (Gloucester Court) not to block the rubbish chute, especially with pizza box. AP wrote to LL to raise the issue. LL replied. LL suggested to put signs next to the rubbish chutes rather to write to everyone. IT is too late to include in the newsletter. AP is satisfied with LL suggestion.</p> <p>10.3 PG each year at Christmas reviews the repair budget. PG will carry out kitchen and bathroom replacement to Phase 7's blocks only, to ensure that the properties last a little bit longer until a decision is reached for Phase 7. He won't do any upgrade on Phase 5 as it is up and coming with the Regen Team.</p> <p>10.4 PPCR received a resident's email raising 5 queries/concerns. This email was forwarded to SP and MK.</p> <ul style="list-style-type: none"> • Heard that funding for Cheyne Path has been withdrawn. When will residents will be informed, what is happening, will they have to wait 6 years or more for anything to happen? <p>SP replied. This is not the case, everything is exactly as I stipulated for Phase 7, the resident was in receipt of a written update on a number of matter less than a month ago. SP emailed a copy of the update sent to Phase 7 residents. No funding has been withdrawn as such, as part of the wider issue it the load restriction of 18 tons and the secondary issue is that there has been a change in GLA funding guidance. The Regen Team doesn't necessarily think it is a stopper, they need to take into account the change in guidance to see what build proposal will produce the best value for money bearing the change in guidance in mind.</p> <ul style="list-style-type: none"> • The new build by the station is now advertised for sale. Has anyone in this group or the council thought about how this is making the estate – the new part and old part – with the exercise equipment you are planning and any play areas. <p>Phase 6 residents were updated. They were consulted to see what equipment they wanted to go into the Fitness Trail on Phase 6. The Regen Team wanted the residents to be included into the process. PPCR carried out a 3 months consultation in 2019 to see what pieces of equipment residents wanted to be included into the Fitness Trail and the Regen Team to get the parts that they envisaged. JE added that it was highlighted in the notes.</p>	All
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- What are you going to do about it – we already have had some issues with the kids from the new part at the bottom and the kids from the original estate – are you the council workers aware of this?

The RA and RSG are aware that there is a funding stream available and PPCR are currently organizing a door-knocking consultation to see if there is enough support for a MUGA for a successful bid for the funding to be secured.

- The Government have said they will not be asking people to work from home do you think we will get some inspections back or some staff back in the hub anytime soon?

This has been answered by LL and KC. There is a meeting tomorrow to discuss this issue once we hear back we will give you feedback. Residents will be advised of the working arrangements when it is known.

- Has anyone asked the residents how many people actually read the minutes?

We don't know. The minutes are displayed on the noticeboards every month and there are also on the Copley's blog and the link of the blog is on every set of minutes and all residents are aware, even those who are not part of the RA and RSG, it is clearly stated.

- Do we know what the residents want?

The point of the door-knocking consultation for the MUGA and for the sheltered blocks' watering equipment for their gardens, is also a way of talking to all residents about what they want on the estate. The door-knocking will capture this information.

- How many children live on the estate – what do they want?

This information will be captured as part of the door-knocking consultation.

- What is there for the youth to do on Copley?

Once we get the community Centre, and it is up and running, there are organizations like EASE who will be happy to start running activities. PPCR with the RA have been trying to get activities for the youth on Zoom. The Project Team and PG spend a lot of time and expense to ensure the provision of a temporary Community Centre and despite the pandemic, we have chosen to leave it in situ and continue to carry the costs so that as soon as you can you will be able to access the facilities whilst the Project Team is building a State of the Art brand new Community Centre on Phase 6 section of Copley Close. PPCR

PPCR

10.5	<p>will be talking to organizations like EASE, as they have done in the past. They are happy to deliver activities.</p> <p>PPCR will draft a response and send an answer to the resident queries and copy the Hub and the Regen Team.</p> <p>Attendees had no further questions.</p>	JE
11.0	DATE OF THE NEXT RA & RSG Zoom MEETING	ALL
11.1	TUESDAY 10 AUGUST 2021 @ 6pm	

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/>