



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

**Tuesday 26 July 2022 – 6PM TO 7PM  
MINUTES**

<b>Attendees Residents</b>			
	MS	RA & RSG Chair	Constituency
	FA	RA Treasurer	Co-optee
	JS	RA & RSG Committee member	Constituency
	JJ	RSG - Committee member	
<b>Attendees External</b>			
Kaneez Zaidi	KZ	Resident Involvement Team	LB of Ealing
Magda Kasprowicz	MK	Team Leader of Hanwell Hub – <a href="#">via Zoom</a>	LB of Ealing
Paul Grant	PG	Surveyor & Project Officer – <a href="#">via Zoom</a>	LB of Ealing
Janet Edwards	JE	Consultant	PPCR
Catherine Michelet	CM	Consultant (Copley RA Secretary) Minutes	PPCR

<b>Apologies</b>			
AP		RA & RSG Committee member	Constituency
JS		RA & RSG Committee member	Constituency
AV		RA Committee member	Constituency
JW		RA & RSG Vice- Chair	
GS		Observer (Ispwich Court)	
MB		Ease	Co-optee
Cllr. Ilayda Nijhar		Pitshanger Ward councillor	
Cllr. Ben Wesson		Pitshanger Ward councillor	
Cllr. Rima Baaklini		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/>

<b>1.0</b>	<b>WELCOME, INTRODUCTION &amp; APOLOGIES (MS)</b>	<b>ACTION</b>
1.1	MS welcomed all to the RA meeting	

1.2	Apologies as noted above	
<b>2.0</b>	<b>DECLARATION OF INTEREST (All)</b>	
2.1	There were no declarations of interest.	
<b>3.0</b>	<b>MEETING CODE OF CONDUCT (All)</b>	
3.1	Agreed – In place.	
<b>4.0</b>	<b>AGREE MINUTES OF RA &amp; RSG 28 June 2022 (All)</b>	
4.1	Minutes agreed	
<b>5.0</b>	<b>HUB UPDATE</b>	<b>MK</b>
	<p>Matters Arising from Minutes of 28/06/22 &amp; Hub Update</p> <p><b>5.1 – ASB issues</b>  All the ASB issues raised by residents at the last two RA meetings were actioned by the Hub and by the ASB team.</p> <p>Police and the Safer Communities Team are out every day where the residents have reported ASB.</p> <p>Please call 999 or 111 to report anonymously ASB and crime.</p> <p>Park Guards, a private security firm, are employed by Ealing Council to patrol the whole Borough, parks, Estates, streets, shopping centre, etc to deal with specific incidents reported by the the Safer Community team.</p> <p>Safer Communities Team contact details:  Telephone: 0208 825 5994  Email: <a href="mailto:Communitysafety@ealing.gov.uk">Communitysafety@ealing.gov.uk</a></p> <ul style="list-style-type: none"> <li>• An officer from the Safer Communities Team and four officers from the Metropolitan Police will attend 27 September RA meeting.</li> </ul>	

### **5.3 - Ants**

Residents have reported two types of ants on the Close, Pharaoh and Ghost ants - one type will need several treatments which could take place over a course of up to 9 months.

Pest control hasn't yet released the dates when they will start on the blocks treatment. When dates are known, Pest control will inform the residents and ask them to give access to the operatives. For the treatment to be effective operatives need access to **all** the properties. It will be an 6 to 8 week booking. To maximise residents participation Pest control are planning to do one block at a time. Pest control have gathered all the equipment and stock they need for the treatments.

Tenants won't be charged and leaseholders will be recharged.- leaseholders are billed via leaseholder charges

If residents have any pest issues e.g. cockroaches, mice, bed bugs, ants, ect; please report directly to Pest Control Monday to Friday 9am – 4:30pm on 0208 825 6644.

### **5.4 - Emergency Services Entrance**

AV reported at the June RA meeting that sometimes the contractors leave the gate open. MK has reminded contractors to lock the gate. This item can now be closed.

### **5.5 - Undercroft car parks**

There are 8 undercroft parking on the estate. To ease parking issues on the estate the council is planning a phased re-opening of half of the undercroft areas over a period of 12 months on half of the undercroft parking. The work will commence after once the contractors have been selected. The tendering process is due to start.

The work is planned to start in December 2022/January 2023.

Q: How much residents will be charged for using parking space?  
Business team to decide - no set figures have been agreed yet. It could be up to £500 a year.

### **5.6 - Phase 6 housing on Locata**

Hub received hand-over of the 85 social housing units. The Hub staff currently working through a fresh set of nominations and viewing booking - 65 completed sign-up and 20 left to do.

### **5.7 - Abandoned cars at Radnor Court**

The Environmental Health officer is in touch with the registered owners. It is a long process. MK asked for the lead in time to clear the undercroft parking area. On-going.

	<p><b>5.8 - Hub News</b> Residents can walk-in, they don't need an appointments Hub opening hours are: Mondays and Thursdays, 9am to 5pm. Hub phone line is: 0208 825 5387 – <u>Option 4</u></p> <p>Hub staff are busy with Phase 6 sign ups and viewings.</p> <p>Resident Newsletter (Council Newsletter) It will be out in August.</p> <p><b>5.9 - Estate Inspections</b> Estate Inspections scheduled on a quarterly basis by the Housing officers, Ealing repair service and the caretakers.</p> <p>Estate walkabout carried out by residents and councillors, lasting up to 3 to 4 hours have not yet been resumed. <b>MK</b> to advise when they will start again.</p> <p><b>5.10 - Quarterly KPIs</b></p> <p>5.10.1 - The person who can collate KPIs, Navros, is leaving. The training to get the satisfaction figures takes 2 weeks training. Navros to do a hand-over.</p> <p>At the May meeting the RA asked for the figures for next quarter of Repair KPIs should be under 2 separate headings, general repairs and Major Work. PG was tasked to investigate the reasons for dissatisfaction and to identify where possible in which block residents live. This item will have to wait until new person is trained and in post.</p> <p>5.10.2 - Estate Cleaning KPIs to be part of the quarterly KPIs. CM emailed CD and LB with the request, no response.</p>	<p><b>MK</b></p> <p><b>PG</b></p> <p><b>Estate Services (CD &amp; LB)</b></p>
<b>6.0</b>	<b>RA UPDATE</b>	<b>MS/All</b>
<b>6.1</b>	<p><b>6.1 - Ease – Youth activities and Stay &amp; Play – On-going</b></p> <p><b>Youth activities</b> – Last Monday of the month, 11-17 years olds 6:30pm to 8:30pm <b>Stay &amp; Play</b> – Last Thursday of the month, under 5's and their families – 1:00 to 2:30pm</p> <ul style="list-style-type: none"> <li>• These 2 activities are stopping during the summer months and will continue in September.</li> </ul>	

7.0	<b>Resident Involvement Team</b>	<b>KZ</b>
	<p><b>7.1 – Update</b></p> <p>7.1.1 Copley Close AGM – 26 September 2023, Kaneez advised that she is free to attend. Council to inform residents of the AGM 2 weeks in advance and invite all residents to attend AGM by letter. Council will be checking RA finances: treasurer to present RA financial report 2/3 weeks before the AGM.</p> <p>7.1.2 KZ role is to support RA and its committee members, to check RA governance/Constitution, to investigate complaints (<i>KZ hasn't received any complaints</i>), to scrutinize finances and to provide committee members with training to make sure members are effective. General RA meetings should be attended by the Neighbourhood Housing Officer or the Team Leader. KZ attends AGM only but if needed can attend RA meetings depending on what the issue is. KZ provided apologies for the November 2022 meeting but will confirm attendance for the February 2023 nearer the time.</p> <p><b>7.2 – Residents Training</b></p> <p>7.2.1 For courses to go-ahead, need to have 8 or more participants.</p> <p>Courses on the horizon: Committee meeting and running effective meetings. <b>KZ</b> to provide dates once other RA/committees are up and running.</p> <p>7.2.3 <b>JS</b> proposed to run <u>Fundraising &amp; Grant training</u>. She developed a course with her work with voluntary organizations.</p> <p>7.2.4 General training for residents <u>Photography</u>: September. Course at the Ealing London Photography, past the Police station. FA is interested <u>First Aid</u>: 21 September. Course is full, 12 persons booked to attend.</p> <p><b>KZ</b> to send photography training information in August. Information for the One Day First Aid will only be sent if there are cancellations from residents. So far no cancellations have been received and the workshop is fully booked.</p>	<p><b>KZ</b></p> <p><b>JS</b></p> <p><b>KZ to note</b></p> <p><b>KZ</b></p>
8.0	<b>RA ACTION PLAN</b>	<b>JE</b>
	<p><b>8.1</b> - The Action Plan – Updated July 2022 – was emailed to all committee members prior to the meeting.</p>	

<p>8.1.2 See point 3 RA and PPCR - <b>Door-knocking event</b> - DK was planned for 23 August, the date has now moved to Tuesday 4 October.</p> <p>To recruit new members and to integrate old and new blocks. The councillors said they would like to join and participate.</p> <p>✚ Please volunteer to join the door-knocking, we need 4 or 5 volunteers to represent and to promote the RA and RSG</p> <p>8.1.3 See point 6 Invite <b>Health &amp; Well-being provider</b> to hold session in the new community centre. On-going: contacted Cape Project and Solace Centre</p> <p>8.1.4 See point 7 <b>Copley Whistle</b> – RA Newsletter <b>JS</b> has agreed to draft the next edition of the RA newsletter to be ready and distributed by end of September/beginning of October in time for the door-knocking on the 4<sup>th</sup> October.</p> <p>✚ Please start to think about what you would like to see/read in the Newsletter. We will need your suggestions, information, photographs by the <u>end of August</u>.</p> <p>8.1.5 See point 8 <b>Food Bank</b> collection to re-start after Covid, 3 times annually: September, December 2022 and April 2023</p> <p>Next collection: Tuesday 20 September</p> <p>✚ Can you help collecting the generous residents' food donations to the drop-in points?</p> <p>Wednesday: Hanwell, St Mellitus Church W7 3BA, 10am - 12noon. Or at the warehouse behind the church from 10-4) St Mellitus Hall, 1 Church Rd Hanwell W7 3BB</p> <p>Further info can be found the website <a href="#">Locations - Ealing Foodbank</a></p> <p><b>JJ</b> volunteered for September.</p> <p>8.1.6 See point 10 <b>Funding</b> Annual Grant - KZ reminded the group that the RA need to send her the Resident Engagement Funding form asap. RA to apply for £1,300 to fund:</p> <p>RA running costs Copley Whistle newsletter – printing and distribution</p>	<p><b>RA/PPCR/Cllrs</b></p> <p><b>ALL</b></p> <p><b>JS</b></p> <p><b>ALL</b></p> <p><b>ALL</b></p> <p><b>JJ</b></p>
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	<p>Residents activities/events – launching new community centre Feb/March 2023)</p> <p>8.2 RA meeting - <b>Special invitees:</b></p> <p>KK &amp; the Safer Communities Team booked to attend 27 September RA meeting and to attend RA meetings regularly on a quarterly basis</p>	
<b>9.0</b>	<b>AOB (All)</b>	
	<p>9.1 Temporary Community Centre – Graffiti</p> <p>This issue was reported in June. PG explained that the matter will be dealt with Estate Services.</p> <p>9.2 Voice of the voluntary sector: ECN &amp; CIC</p> <p><b>JS</b> to do a presentation – Date: to be agreed</p> <p>Ealing Community Network became a <u>Community Interest Company</u> meaning it is no longer a project of an existing Ealing Charity</p> <p>ECN - Ensuring there is an inclusive, independent and ‘collective’ voice for the Community &amp; Voluntary Sector (C&amp;VS) in Ealing. CN’s primary role is to ensure that the community and voluntary sector in Ealing has a collective voice and an accountable and democratic consultative body, by which it can agree a collective view on key issues. It communicates these effectively and constructively to strategic partners and vice versa.</p>	<b>JS</b>
<b>10.0</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>30 August 2022</b>, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block).</li> </ul>	