



COPLEY CLOSE Resident Association COMMITTEE MEETING

TUESDAY 28 JANUARY 2025 – 6PM TO 7PM

MINUTES

Attendees Residents			
	MS	RA & RSG Chair	Constituency
	JS	RA & RSG Vice-Chair	Constituency
	JM	RA & RSG - RA Secretary	Constituency
	SW	RA & RSG - Committee member	Constituency
	NS	RA & RSG - Committee member - Zoom	Constituency
	AP	RA & RSG - Committee member	Constituency
	HH	Observer - Zoom	
Attendees External			
Adeyinka Tonde	AT	Neighbourhood Officer, Hanwell Housing Hub - Zoom	LB Ealing
Nik Ozegovic	NO	Interim Senior Building Repairs Surveyor - Zoom	LB Ealing
Leigh Baldwin		Estate Service Manager (Caretaking) East Area - Zoom	LB Ealing
Cllr Ben Wesson	CB	Ward Councillor for Pitshanger	Pitshanger
Janet Edwards	JE	Senior Consultant	PPCR
Catherine Michelet	CM	Consultant	PPCR
Apologies			
Anamika Desai		Regeneration officer	LB Ealing

**ALL COPLEY MEETING NOTES ARE POSTED ON THE
PPCR COPLEY WEBSITE – SEE QR CODE:**



1.0	WELCOME, INTRODUCTION & APOLOGIES (MS)	ACTION
1.1	MS welcomed all to the RA meeting.	
1.2	<p>The chair welcomed and addressed the observer <i>'as observer, you will be observing how a RA meeting is conducted. You won't be able to participate and ask questions. If you are interested in joining Copley Close Residents' Association, you will need to be invited to attend three consecutive meetings as a Resident Observer only. At the third meeting Resident Observers will be formally invited to join the RA as a General Member.'</i></p> <p>Apologies as noted above</p>	

1.3		
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 26 November 2024 (All)	
4.1	Minutes agreed.	
5.0	HUB UPDATE	AT
	<p>5.1 - Copley Hub – Staffing Recruiting of trainee housing officers to cover Copley Close patch IL interviewed candidates circa November & December 2024. Some candidates were shortlisted. Recruitment will continue when IL when he comes back mid-February.</p> <p>5.2 - New Hub Office - Opening Date On hold until IL comes back from leave mid-February.</p> <p>5.3 - Quarterly Estate Walkabout IL to give an update when he comes back mid-February. In the meantime, AT will ask the management team if they have a rota for Copley Close. Normally the Council set-up they a schedule for the whole year.</p> <p>Cllr BW asked the Housing Management to make this item a priority. Nothing is happening between the meetings. Cllr BW advised that the walkabout inspections are normally quaterly. Cllr BW wants to get the dates as soon as possible in the Ward Councillor’s diaries. The dates should be also in the residents diary. It is really important that we get the walkabout re-instated as soon as possible. As an elected member there is no confidence that issues are actioned from the previous walkabout. Please make that a priority for the residents.</p> <p>AT confirmed that the procedure is for Housing officer to send invitation to the Ward councillors, resident representatives and estate services and all the team member that are required to attend.</p> <p>5.4 - Monmouth Court & Oxford Court Undercroft Parking – Cllr BW update The situation remains the same. The Councillors wrote to Parking to Highways and to Housing asking what is the plan for the undercrofts. The Councillors made</p>	AT

representation to the Council as it is felt that the proposed charge is far too high. The Council are now reviewing the information. The Councillors haven't been provided with a time scale. Cllr BW will write again to ask again for an update when the council is expecting to open the undercrofts.

5.5 - Quarterly KPIs

MS asked AT when is the RA going to get quarterly KPIs figures again.

Quarterly KPIs performance info to RA for:

- Repairs
- Estate Cleaning
- Grounds maintenance

IL was going to find out who is responsible to get quarterly Key Performance Indicators data. JE asked AT to raise the issue to get an update.

AT

5.6 - Pest Control

Pest control need to come and sort out the Pharaoh ants issue. Cllr RB asked AP to email her the flats number concerned with the issue. Unfortunately AP only got 1 flat number although it is a communal problem.

Cllr BW is also trying to help residents with this issue. Pest Control asked to be provided with an example. JS reported that there were a few people who had pest control issues after workmen came in and caused damage to a wall. After that they had mice and ants. In the past a whole block was riddled with bed bugs. No one wants to admit they have bed bugs. This is a problem.

Cllr BW think the Council's new policy is now solely a service provided to residents in sheltered blocks or residents with vulnerability.

MS asked if the policy applies to Pharaoh ants. JS explained the Council haven't done a quality impact assessment and how it affects residents.

AP said it is fine for people who live in detached house but not for people who lives in block of flats. AP joined the RA in 2012/2013 and was enthusiastic. She truly believed that the RA could change the poor services. It has been so many years, it looks like we are hopeless against the Council. She feel patronised and belittled and not respected by the Council. The RA should be stronger and the council ought to be more accountable to the residents and to the RA.

5.7 - Next Steps

JE asked LB & NO if they can attend some of the RA monthly meetings, last Tuesday of every month. If there are issues concerning your service it would be good if you could attend so RA members can ask questions directly to you.

LB is happy to attend if it is regarding Estate Services.

NO is happy to come to the RA meetings and give repairs update. NO attended other residents meetings and Sheltered Forum about the repair service. NO is happy to participate and try to move issues forward. NO is aware of the frustration that residents are going through and the pain about believing that Ealing doesn't care. They are 100s of people at Percival House that do care about residents. Sometimes

	<p>the policies and the procedures and the way the service is set up may not be working to everyone way of thinking but bear with us we have moved on quite a lot on the repair team. If you think I could make a difference I would like to come to your meetings. NO is happy to spend some times talking about the repairs that are affecting your block and your estate.</p> <p>CM to sent invite to NO for the RA monthly meetings and to LB on a quarterly basis.</p> <p>MS asked for LB and NO for what they exactly are responsible for so the RA can and what question the RA can ask. When you send me the invite I'll drop you line describing what I am responsible for at the Repairs Team in Ealing.</p> <p>LB commented he is always on Copley Close estate.</p>	<p>CM</p> <p>NO</p> <p>LB</p>
<p>6.0</p>	<p>Estate Service Delivery</p>	<p>LE</p>
	<p>Leigh Baldwin is one of the Estate Services Manager. He looks after half the Borough's council estate. He deals mainly with the caretakers. He has certain specialism e.g. with staff and CCTV which is has lots of experience over the years.</p> <p>6.1 - Schedule of Cleaning</p> <p>All blocks within the Borough are cleaned on a once a week basis. There are lots of blocks the cleaners must to revisit due to rubbish issues, etc.</p> <ul style="list-style-type: none"> • Loddon Court cleaning schedule <p>NS asked what is the remit of the Loddon Court cleaner? The cleaner comes in regularly and mop the floor. Residents wants to know how about cleaning the doors and the skirting boards, etc.</p> <p>Can you indicate what the cleaners are supposed to clean? LB made a note and will find out information.</p> <p>Residents wants this detailed information for all the blocks on Copley. Before the team used to put up the schedules up in the blocks and on the placards. Over the years many got taken down and vandalized. LB is going to ask for the cleaning schedules -with a short description of the type of cleaning taking place- in placards to be put up again.</p> <p>LB commented that some people have a misconception of what caretaker do. Residents think they do everything.</p> <p>Residents understand that they are limits on what they can do.</p> <p>Caretaker do 2 or 3 blocks of different sizes a day. They would go through their entire patch in a week. Some blocks needed more attention than other and caretakers will have to go back more time as they are aware that there are issues there. Some blocks need to be cleaned every 2 days because they know there are people in those blocks leaving rubbish, leaving bulk of rubbish. The way it should work is once a week but they end up going more times than we should.</p> <p>If there is a schedule of cleaning at the bottom of each block it would make thing easier, residents would not have expectation.</p>	<p>LB</p> <p>LB</p> <p>LB/Building Team</p>

<p>Caretakers on Copley have been there for many years, the Council want the residents to get to know their caretakers and develop a relationship.</p> <p>When it comes to rubbish it is a Breach of Tenancy. If residents don't dispose of rubbish in a correct manner i.e. put it in a chute or a bin it is breaching tenancy agreement. Last week a caretaker spent over one hour bringing things down from the block and putting it outside because someone left it.</p> <ul style="list-style-type: none"> Bulk Rubbish Is there a regular collection of larger items? This estate has got lots of residents who haven't got lots of money and £15 an item is expensive. LB thinks it is £20 for 4 items. The council has a bulk collection which is people fly-tipping. If residents haven't got a car or access to a car or get a car close to their block because there is no parking anywhere. The Council is creating more problems. The issues escalate, the Council is not using common sense. <p>MS commented that the cleaners don't want to mop the corridors.</p> <p>Cllr BW asked is there a bulky item collection that takes place further on the Estate or is that just fly-tipping? Who needs to be contacted? It is LB's Bulk Team who collect fly-tipping items. Cllr BW needs to contact Street Services. LB explained the Council has 4 Bulk Teams which are divided into areas, they have a schedule so they can get around everywhere. Some areas have a lot of more bulk than others. Huge amount! It is classed as illegal fly-tipping.</p> <p>Cllr BW asked what is the way forward? Every time he drives by there are always bulk items. He thought there was a bulk collection.</p> <p>Tenants are paying £45 a week in Services Charges. JS has only 1 radiator working. The services are getting worse and worse and the residents are expected to pay more and more.</p> <p>MS commented that she is ashamed about where she lives, it is dirty. The residents are left to rot. It is not fair.</p> <p>6.2 - Update on the Cheyne Path chutes Leigh Baldwin doesn't deal with the rubbish chutes. However, it has become of nightmare for the caretakers. People are leaving rubbish by the chutes.</p> <p>MS asked do you know who authorized the replacement of chutes by smaller ones. They have been out of services since September 2024.</p> <p>LB doesn't know who authorized the replacement. It caused a lot problem for his team.</p> <p>Is there a plan to sort out the issue? LB doesn't know if the Council is going to remove them or change them back. LB will contact Building Safety team to see what they want to do. It caused a lot of problems.</p> <p>No one know what happened one day they chute were replaced and no one knows who did it.</p> <p>Is it why the Service Charges have gone up by £35?</p>	<p>Cllr BW/ Street Services</p> <p>LB</p>
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	<p>The service charges have gone up in January and it is not even April (start of Financial Year). We are paying for services that we are not even receiving it.</p> <p>LB wants an answer to this issue. He was helping clearing the chutes over the Christmas period. Whoever did replace the chutes did not think about the implications.</p> <p>It is a Health & Safety risk with rubbish all over the place. LB was a caretaker many years ago and he never experienced such an issue. The Council have replaced the chutes on some of the estates and they are facing the same issues.</p>	
7.0	Repairs & Maintenance	NO
	<p>Nik Ozegovic is the Senior survey at Ealing. He is Interim Senior Building Repairs Surveyor, until the Council recruit full time staff. He looks after a team of 6 surveyors. There are 3 vacant positions in the surveyor team. We are at 50% down on the number of surveyors there should be on the team.</p> <p>7.1 - Gloucester Court – Blockage in the Sewage AP confirmed that it doesn't smell anymore but JS said it is still smelly. AP did not see anyone doing any work to the sewage.</p> <p>Contractors have been on Copley on many occasions to clear drains and sewage, blocked manholes. It is a regular occurrence. Residents keep on throwing wet wipes, nappies and cooking oil that congeal and goes into fat. These causes blockages. Blockages causes smell. Contractors are constantly out on Copley and across Ealing. The Council has got a Drainage company that works 24/7. They are inundated with calls.</p> <p>The Drainage contractors have been out to Gloucester Court they cleared the last remaining source of the blockage, there will be a period when there is no smell. Unfortunately, lots of residents throw things down the toilet that they shouldn't. The Council can only do their best to sorted out the issues, when residents report such issue the contractors are out sorting out the blockage as fast as they can.</p> <p>JS asked if the smell issue is not coming from the state of the pipes. The Council is dealing with Victorian pipes, Copley is not that old but the issue is it doesn't matter how old or how new the pipes are it is the fact that some residents are throwing things down the toilet that they shouldn't. If the Council can identify the residents the Council can advise them how to dispose of nappies, wet wipes and oil. It is the responsibility of the Housing Team Council to act. If the council notice anything wrong with the pipes they carry out remedial work and change sections of pipes.</p> <p>JS will do an article about not to thrown things down the toilet to reduce the blockages in the next RA Newsletter.</p> <p>AP reiterated her question: Was the issue at Gloucester Court dealt with? NO confirmed that it has. MS that was all we wanted to know.</p> <p>7.2 - Outstanding Repairs procedure MS reported there is a lot of confusion on the estate. Things are not as they should</p>	<p>JS</p>

be. Residents have been told to report and complain if repairs are not being done. Is there a process that can be put in place so residents don't need to get to this stage? Residents tend to report their outstanding repairs to RA members because nothing gets done otherwise. Is there anything that can be rectified before it gets to this point?

Gilmartin was the repairs & maintenance contractor for Copley. If they are not performing we would like residents to complain about that. Residents should contact the repair call center to get an update on the status of their reported repairs before residents make a complaint given the chance of the Council to address the outstanding repair.

7.3 - Paddington Court - Radiators noise

MS gives an example: Sunday and Monday nights have been a nightmare, no one could sleep, the issue has been reported by several Paddington residents. You could hear the radiators outside. A lot of residents on the same floor as MS have not slept for 2 nights because of the horrendous noise. Why do residents have to keep on chasing weeks after weeks for something to be sorted out and we are in the same situation now. The issue was again reported on Sunday, the resident was told the contractor will be there by 12 o'clock. No one turned up and the noise is still there.

The old blocks like Paddington Court are dealt by TBrown, Paddington is under the district heating system. That is the commercial team. NO is not responsible for TBrown. He can liaise with the Building Safety Team who manage TBrown commercial. NO doesn't manage District Heating.

7.4 - Cheyne Path - Hot water & Heating

For the last 2 weeks residents had to report their heating not working. Every week-end for the last 2 or 3 weeks it happens according reports on the WhatsApp group. JS heating is not working on Gloucester Court and she is paying £45 a week for heating on average. She only got 1 radiator working. TBrown need to be contacted.

AP asked why is the repair service so poor, is it because it is a lack of training, a lack of personnel, lack of management. As a leaseholder, she pays for the management fees and the service charge; but nothing is happening. Residents are patronized.

JS added that BS' roof is still leaking -Matlock Court Houses. Every time it rains it leaves water mark inside. It was supposed to be repaired by Hills.

MS asked the Council to put residents first. We need to ask these questions because the members around this table speak for the whole estate. We are not asking for much.

NO understand the residents. NO is attending the meeting this evening as a representative of the Repair Team which deals with day-to-day repairs. Issues re the district heating & the central heating system are not part of NO remit. NO will take the issue forward and he will speak to the Team which deals with TBrown and that it is part of the service. Let them answer these questions: why residents are still getting issues around the noise and around radiators not working. NO doesn't want to raise any expectation that he can do something about it whilst it is not his part of remit.

Regarding staffing levels, a number of surveyors who were dealing with repairs at Copley Close started and left within a short period of time. NO considered some of the issues and he had to pull some contractors from other areas because Gilmartin contract ended last November. The tendering process and the re-appointing of contractor seat with a different team. There are some issues about contractual obligations that needs to be

**Building
Safety
Team/
TBrown**

TBrown

	<p>dealt with. The Council is aware that there are leaks, roof leaking, the Council is trying to sort out the issues. NO is down 3 surveyors currently the repair team is stretched. We are doing what we can with the resources we have currently. Hopefully we can move forward and get the issues that have been plaguing the residents on those blocks for some time resolved.</p> <p>NO came this evening to listen to residents and is trying to improve the service that his team provides to residents at Copley that they have experienced for a long time we are aware of that.</p> <p>7.5 - Loddon Court – Heating Issue NS question. We had heating issues in the past couple of weeks. Can you please take this issues to a higher level of management? Each time we raise an issue at the repair call centre, the person in charge of dispatching contractors, we normally get sent TBrown. They have no idea what to do. Residents gets the round and round.</p> <p>There are issues around the new energy centre since it has been developed and handed over to Ealing. TBrown build the block they are still responsible for the plant in the new boiler house. The Council is trying to resolve some issues around. NO to take this issue forward to the team who are responsible for it to put out some communication to residents to explained what is the situation and how they best they are going to resolve the situation.</p> <p>One of the Loddon Court resident was asked to call Higgins & Days. NO explained that it is his understanding that the new plant room hasn't been formally handed over to Ealing Council. There are several gas companies and boiler engineers dealing with it.</p> <p>Loddon Court residents have issue with the repair call centre log the repair, they are not aware of what is going on. Can that be sorted? Can they direct residents who to contact.</p>	
8.0	RA Action Plan – January 2025	JE
	<p>8.1 - Action Plan updates</p> <p>The Action Plan is updated monthly in blue and emailed to all members prior to the meeting.</p> <p>8.2 – End of Year Festivities (2024) Really successful festive event on the 17th December. The event was organized by the RA and the RSG. The event was attended by 77 adults and children. It was fabulous. There was a free raffle and everyone had a good time. Thank you to RA and RSG members.</p> <p>MS was really pleased, thank you to all the volunteers who gave their time to decorate the Community Centre and organized the goody bags and clean after the event. Thank you to Sarah and the Regen Project Team for funding to cover most of the festive event.</p> <p>The next Festive Event will be Tuesday 16 December 2025.</p>	JE

	<p>8.3 - Music workshops The RA has gone into partnership with Luminous who are a Health & Well-being charity. They are going to start delivering instrument workshops for 11 to 19 years old. Posters will be going up at the beginning of next month. The sessions will be during the school holidays:</p> <ul style="list-style-type: none"> • Tuesday 18 February • Tuesday 15 April • Tuesday 20 May • and Saturday 13 September (at the Fun Day). <p>8.4 – RA E-Newsletter (Winter Volume) Copies of the draft E-Newsletter have been circulated prior to this meeting by JS to RA & RSG members for their comments. The section about parking must be revised as there is update. Cllr BW suggested to invite someone from the Council to come to the next RA meeting to talk about parking specifically. This is the approach will need to take to hold the council into account. It might be a combination of 2 or 3 officers those remit is parking.</p> <p>8.5 – RA & RSG Away Day Saturday 29 March 2025, 9.30am to 1pm, followed by a free lunch At the HOLIDAY INN London-West, 4 Portal Way (A40), London W3 6RT</p> <ul style="list-style-type: none"> • Please contact CM to confirm your attendance, if you need a taxi and if you have any dietary issues by Friday <u>14 March 2025</u> 	<p>Cllr BW</p> <p>All</p>
<p>9.0</p>	<p>AOB (All)</p>	
	<p>9.1 – Sheltered Blocks SW advised there is a meeting tomorrow at the Sheltered Blocks.</p> <p>9.2 - AGM It is the responsibility of the Resident Involvement Team. Winnifred and Kaneez are part of the Resident Involvement Team.</p> <p>JS commented that the RA need to have some event to engage with the residents and get more people to join the RA. There are different ways in getting involved, some people don't want to come to meetings. Some people are good at knocking on doors other are good at admin and designing posters. We need to show that there are different ways of getting involved. This might be a good time. There are a lot of people who are frustrated but can't come to the meetings. Maybe if we have an AGM we can galvanize some of that momentum.</p> <p>What I do not like about what we are experiencing is that, nothing is effective, there is a lot of movement but nothing is happening.</p> <p>That's because the RA is divided that is a big problem. AP is outraged that nothing is happening on the repairs side - we are coming to the meetings, we hear from residents about long list of outstanding repairs and other housing issues, that residents have to wait for repairs for months.</p>	

One of the reason residents established a Resident Association is not to have issues like that, AP often feel ignored or patronised. The more of us that are active and connected we are stronger as a group.

JS is going to do the survey in the next couple of weeks and she is going to encourage as many residents to take part in the Copley Close & Cheyne Path residents survey. Each time I talk to a resident I always ask them to come to a meeting. There are ways that we can expend how we reach to residents.

If we had fresh blood it would refresh the group. MS highlighted that she has also been trying to recruit new members. The issue is to make them stay in the group. At the moment MS is trying to recruit someone from the Somalian community.

Sometimes they don't get invited back commented JS, and when we invite them back they don't come. Residents who attended the last RA meeting were invited back to this RA meeting.

AP would like to see a bigger group. Cllr BW believes that the group has to demonstrate progress more than anything. He doesn't think that a bigger group would achieve more outcomes – the RA needs to make the Council accountable.

10.0 DATE OF THE NEXT MEETING (ALL)

10.1 Date of the next RA meeting:

- **Tuesday 25 February 2025, 6pm, at the Community Centre**

2025 dates – For your diary

2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month
RSG	PPCR Drop-in	RA
11 February 2025	18 February 2025	25 February 2025
11 March 2025	18 March 2025	25 March 2025
8 April 2025	15 April 2025	29 April 2025
13 May 2025	20 May 2025	27 May 2025
10 June 2025	17 June 2025	24 June 2025
8 July 2025	15 July 2025	29 July 2025
12 August 2025	19 August 2025	<i>No RA Meeting in August</i>
9 September 2025	16 September 2025	30 September 2025
14 October 2025	21 October 2025	28 October 2025
11 November 2025	18 November 2025	25 November 2025

	9 December 2025	16 December 2025 - Drop-in followed by End of Year Festivities	<i>No RA meeting in December</i>	
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