



Copley Close Hanwell W7 Regeneration Steering Group Meeting

Community Centre, 39 Honiton Court, W7 1DT

**10 December 2024 – 6pm to 7pm
Minutes**

Attendees	
MS	RSG Chair - Chaired meeting
SW	RSG Member
AP	RSG Member
ME	RSG Member
MT	LBE– Copley Regeneration Project Manager Ph3 & Ph5 - Zoom
AD	LBE– Copley Regeneration Project Officer - Zoom
IL	Neighbourhood Team Leader - Zoom
JE	PPCR – part chaired meeting
CM	PPCR (minutes)
Apologies	
JM	RSG Member
NS	RSG Member
JS	RSG Member
BS	RSG Member

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NO.	AGENDA ITEM	ACTION
1.0	Introductions & Apologies	
1.1	Apologies as noted above.	
2.0	Declarations of Interest	
2.1	No declarations of interest.	RSG
3.0	Code of Conduct & Terms of Reference	

3.1	Meeting Code of Conduct is in operation.	
3.2	Please note copies of CoC and ToRs are available at every meeting. Please ask PPCR if you would like paper or e-mailed copies.	
4.0	Agree Minutes – RSG 12 November 2024	
4.1	Minutes were agreed.	
5.0	Minutes and Matters Arising	
5.1	None	
6.0	Regeneration Programme update	Actions
6.1	<p>6.1 - Phase 3 – MT update</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Overview</p> <p>Phase 3 involves the regeneration of the Warwick Court block</p> <ul style="list-style-type: none"> • 18 existing units to be refurbished • 3 new builds </div> <p>6.1.2 Warwick Court</p> <p>Completing post-contract work to Warwick Court by week ending 13/12/2024. All post-contract work certifications to Project team are due by end of next week. Ealing to sign building off to confirm it is safe to occupy. At that point Council will be able to move residents back homes. Some residents are booked to move second week of January. Council is keen to get residents back into their homes and to wrap-up Ph3.</p> <p>There were no questions.</p>	
6.2	6. 2 – Phase 5 - D-G blocks –	

Overview

5 blocks make up Phase 5: Denbigh Court, Devon Court, Dorset Court, Glamorgan Court and Gloucester Court. - 100 units in total - 65 units are tenanted; 35 are leaseholders.

- **Leasehold properties: minimal internal work will be carried out to.**
- **Social tenants: internal works will be included within the refurb.**

No update since November 2024 RSG meeting
Ealing are carrying out a viability study to determine the best way to complete the work to Ph5.

There were no questions.

6.3 - Phase 6 – MT update

Overview

Phase 6 – 201 new build units, tenure breakdown as follows-

- **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**
- **New management hub, community centre, adult fitness trail, playground and local shop are also being delivered as part of the phase 6 works.**

6.3.1 - End of Defect Work

Hill finalising the last items they are responsible for. Getting to the point where Hill are slowly wrapping items up. There are a few items left in the flats, Hills have booked the appointments and they should have all those completed before Christmas.

6.3.2 - Matlock Court, Honiton Court & Central Square Houses issue

With regards to the rain water, staining and the guttering in the town houses, Hill have attended to all the houses, they are all fixed but one. Working with resident to try and gain access to complete that item.

6.3.3 - Landscaping

All the trees that died are being replaced last week and this week. There has been new planting of edges, etc.

6.3.4 - Loddon Court external water tap

There is no update. Item was raised with the maintenance team to deal with. MT to chase

MT

6.3

<p>6.3.5 Closing mechanism at Loddon Court Door closer has been renewed by Hill. Need to activate power supply. Mechanism has been tested and fully working. Bringing door back into service this week. Getting key to electrical riser cupboard to turn power back on.</p> <p>6.3.6 - Energy Centre – Gas connection Wider-estate issue – Problem with Cadent who are not carrying out the work they are contracted to. Council escalated the matter and sent out solicitor letter. Need to pursue legal route against Cadent to make sure they carry out the work they were supposed to have done to provide gas to the Energy Centre. This issue also impacts Ph5 and Ph7.</p> <p>The energy centre provides the heating for Ph6 and Ph7 currently. Ph5 will also be connected to the energy centre, there is insufficient gas to support the boiler firing. Not enough gas supply provided by Cadent means that would not be able to connect Ph5 and the same goes for Ph7 if it were to be redeveloped with increased density. There would be an issue with the amount of heating generated. Gas supply need to fully meet the requirements of the energy centre so additional properties can be connected without any impact.</p> <p>The volume of gas supplied to the boiler house, Cadent carried out the calculations needed to increase the gas volume, Ealing payed for the work to be carried out, although the pipe works were increased to the mains; it is still not providing the gas volume that Cadent assured the Council it would provide. Cadent carried out the design, they carried out the calculations, Cadent instructed the Council what needed to be done to provide the correct volume of gas. The Council paid the bill and they are not getting the gas volume that Cadent said they were going to provide. There is either a fault in their design or a fault in their calculation. Cadent doesn't think that is the problem they are suggesting it is an Ealing issue. Cadent employed their own contractor to carry out the work. It is Cadent network and their design. It is frustrating to go down the legal route to argue the point. It could take 12 months to resolve.</p> <p>Just received a written response from Cadent which the Council will have to review and prepare a response and try to get Cadent to meet with Council.</p> <p>Council will have the same independent contractor they had through during the scheme who is familiar with the energy centre and know what the problem is. The issue will have a third-party perspective.</p> <p>6.3.7 - Local Shop The Lease was signed last week. If Ravi can organise a partial opening, he might be able to open the shop before Christmas, or shortly after the Christmas break.</p> <p>6.3.8 - Management Hub – IL update IL recruited a housing assistant, her name is Ayan Geedi.</p> <p>Still waiting for a few things to be resolved before the Hub team can move to the new location on Ph6. Unlikely to move before Christmas. Waiting on some deadlines to come back. Internet is working. There was an issue with the Air Conditioning unit. It is working now but it needs to be serviced. The</p>	<p>LBE/ Cadent</p> <p>Ravi</p> <p>IL/Hub</p>
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water dispensing unit is plumbed in but needs to be tested because it is drinking water.

Residents asked why it is taking such long time to move office.

There is a compliance side that was done for the hand-over but there is another side in terms of staff occupation. All the compliance items need to be ticked off. The fire alarm needs to be serviced. There are lots of small items that needs to be put into place before the officers can safely occupy the new Hub.

One of the doors in the back office is meant to stay closed but doesn't close properly - it is a safety feature, it has to engage the locking mechanism. Some of the issues will come under defects and some need to be dealt with by different contractors. That's to do with the compliance occupation, the other items will be put afterwards. There is a plan to have a kiosk desk at the front for residents who may not have a computer or internet at home and want to check their account, they can come and log in and a housing officer can guide them through the process. These can be installed once the officers occupy the new location.

One sign says, "Fire door keep shut" needed to be change to "Fire door keep locked" because the electrical cupboard is there. It is a quick change over of signs in theory. IL had a workaround with the Fire Officer last week and this is where these issues were picked-up. It had to be done to be compliant before the staff move. IL wanted the team to move before Christmas.

There is a new assistant Director who started a month ago, he walked around the Hub and he is keen to get the Hub staff to move into their new office as soon as possible. IL advised that the new AD's presence has helped in setting the motion and speeding things up especially on the compliance side.

6.3.9 - Community Centre Internet

No update. The issue will take a few months to be resolved out as it is a contract issue between BT Outreach and Ealing Council across the Borough. Issue was escalated at a senior level. AD asked for an update for next RSG meeting

6.3.10 - Two bins with cigarette container near E11 bus stops

This is an Estate Services issue. MT asked for information from Estate Services, MT had no feedback since June. Bins were out of stock at the time of placing the order. Estate Services are not responsive. MT to keep on chasing

Post meeting note:

11/12 - MT advised the bins are installed and sent 2 photos of the bins in situ.

Item can be closed.

There were no further resident questions.

6.4	<p>6.4 - Phase 7</p> <p>337 units in total -</p> <ul style="list-style-type: none"> • 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>6.4.1 - Ph7 is under-going its viability study. There is no update on Ph7 and not likely to be any update on Phase 7 for a significant amount of time.</p> <p>Similar to Ph5, Ealing carrying out a feasibility study to assess whether to carry out refurbishment or demolition with new build with increased density.</p> <p>6.4.2 – Highways works</p> <p>Residents meet with contractors who were due to carry out the re-surfacing work, it is now delayed. Highways are looking to rebook date for re-surfacing work, once it is completed Highways will be able to paint the yellow lines.</p> <p>A resident announced that there is a protest taking place outside Percival House and parking is one of the issue.</p>	
6.5	<p>6.5 – Undercroft work update</p> <p>140 parking spaces in total -</p> <ul style="list-style-type: none"> • To re-open safely 50% of the undercroft parking spaces, 140 parking spaces in total which were identified as good value for money. • Parking spaces will be hand-over in sections over a period of 12 months. • Once each of the undercrofts are completed, LB Ealing housing management team and landlord services will administrate the undercroft parking contract. <p>6.5.1 - There is no plan to progress the undercroft car park scheme. Ealing want to complete the viability review before spending any money they don't want to go spending millions of pounds converting the undercroft garages just to then demolish the blocks a few years later, if that is Ealing's chosen route. Until then the car park will remain sealed as they currently are.</p> <p>6.5.2 - Oxford Court and Monmouth Court undercroft – IL update It is put on hold. Undercroft will remain as it is with the gate open. The gates are not currently activated. All the residents that have made enquiries have been notified.</p>	

	<p>There is some work going on in the background. A report has been put together for the Directors to review the situation. Homeownership oversee the management contract of the parking spaces.</p> <p>RA Chair asked the Council to consider opening one or two undercrofts to alleviate the parking issue on Copley. To take down whatever is blocking access to the space so residents can park. Residents understand Health & Safety matter related to the re-opening of the undercroft but it would give residents an option.</p> <p>IL confirmed that the space need work to bring it to a basic safe level of use, e.g. lighting which would be quite costly. Homeownership Team are looking at various solutions and costings, looking at would it be feasible to bring the garages back in use for a period of time: would it be feasible to demolish them to create an open parking space? Homeownership are looking at this type of questions which the Directors will be reviewing to assess what may be feasible going way forwards.</p> <p>The Chair suggested another potential area, where the temporary Community Centre used to be at the top of Framfield Road /end area of Stafford Court, facing Warwick Court.</p> <p>MT explained that the portacabin was on a raised grass bank. It would not be feasible to take away all the soil to create a car park because there is a lot of drainage in that area that can't be adapted and the bank is too steep to allow cars to park on it.</p> <p>Right next to that space there is the emergency access for the rear of the blocks. The Chair advised that there is no access from that piece of land to the undercroft it is just a pathway.</p> <p>MT shared photos of the area under discussion. MT commented the area has a few mature trees. MT pointed to the emergency Fire path for a Fire vehicle to get to the back of the building should there be a fire there. MT pointed at the undercroft access that goes down to Stafford Court. The drains are running along where the Portacabin used to be. The draining channels cannot be disturbed.</p> <p>The Council has examined as many options as possible to find places where residents could park, there is limited amount of space on the estate. Waiting to get further advice from Ealing to find out how they want to move forward. Everything is on hold currently.</p>	
7.0	RSG Action Plan	Actions
7.1	<p>The Action Plan is setting the RSG objectives for the next 12 months.</p> <p><u>Monthly update is in blue.</u></p> <p>End of the Year Festive Event</p> <ul style="list-style-type: none"> • Tuesday 17th December 3pm to 6pm, at <u>Copley Community Centre, 39 Honiton Court, W7 1DT</u> 	

	<ul style="list-style-type: none"> ➤ Next Planning meeting (Zoom) – Monday 16 December, 3pm – Everyone is invited. ➤ Please contact Maxine: volunteers are needed to <ul style="list-style-type: none"> • put-up the Christmas decoration a day before the event • set-up and to clean and tidy at the end of the event • make sure the event runs smoothly <p>Jackie secured Hanwell Big Local funding for the Festive Event.</p> <ul style="list-style-type: none"> • Thank you, Jackie. <p>Music Workshops for Copley young people Community based workshops for young people, providing opportunities to make music, build skills, and foster confidence, well-being, and a sense of community.</p> <p>Martine, from Luminous charity, will be delivering 1.5-hour sessions during the school holidays. Sessions to be promoted by Martine at the Festive Event on 17/12/24.</p> <ul style="list-style-type: none"> • 17 February 2025, 1pm to 2:30pm • 18 April 2025, 1pm to 2:30pm • 27 May 2025, 1pm to 2:30pm • 13 September 2025 (at RA Fun Day) 	ALL
8.0	ANY OTHER BUSINESS (AOB)	ALL
	<p>1 - Sheltered Housing SW has a long-list of outstanding issues:</p> <p>Communal lighting issue: Lights are out in stairwell and in the garden It is a Health & Safety issue, it is dangerous for frail/vulnerable residents to use the dark stairwell. More lights are down since reporting the issue at a RA meeting.</p> <p>Break-in in one void flat. Perpetrators were arrested One lady was robbed. Two men knocked on her door, when she opened, they robbed her. The incident was reported to the Police.</p> <p>The Park Guards patrol and its dog have been patrolling outside the sheltered housing blocks since the incidents occurred.</p> <p>There is a flooding issue which is getting worse on the 1st floor landing</p> <p>Void properties issues: there are 11/12 empty properties. One flat has been empty for the last 6 years. IL explained that since Covid there is a back log with voids in turning around into lettable flats up to standards. Void Team are aware that voids attracts potential squatters who breaks into empty flats. Lettings are one of the Council's top priority to reduce the number of voids.</p>	

<p>IL asked if the issues have been reported and logged. The light issue has been reported by residents and SW. SW complained that the Council is giving the residents the run around between Council departments.</p> <p>IL encouraged residents to report repairs and to complaint to the Council if the work is not done to housing.environ.complaints@ealing.gov.uk It is better if the complaints are from the residents so they can get a response directly. In the new Hub there will be a digital kiosk to get residents online with support and assistance. The Hub officers will help vulnerable residents who struggle with getting through online services.</p> <p>2 - Christmas Tree for the Ph6 Square – AD update There is work going on in the Square. Need to get access to the electricity box to put up the tree by the end of the week. Otherwise the lights will have to be battery operated and someone will have to come to switch them on and off daily.</p> <p>3 - Electric Cars Charging Points Electric charging points outside Matlock Court. Can they be allocated to residents? Council services charger points can subscription be available to Copley residents.</p> <p>AD to get an update by next RSG meeting.</p> <p>Highways are going to be managing all the Electric points, they are also going to install new charging points across the estate. They will be active soon.</p> <p>4 - Disabled bay parking Where are the disable parking bay? Where the 6 are disabled parking bay – secured by Cllr RB going to be located?</p> <p>5 - Ealing Council & Pest Control service Residents haven't been made aware that Ealing won't be provided a full Pest Control service.</p> <p>MS reported she received phone call advising that Pest Control won't be coming out to do any forms of pest control, they gave her the details of two pest control company. Pest Control will only come out if there is a hole to fill.</p> <p>There is a serious Pharaoh Ants issue on the estate. All the flats will have to be treated at the same time for the treatment to be effective.</p> <p>IL confirmed that Ealing has stopped pest treatment with immediate effect. IL and his team have been told recently without prior indication. They will do pest control treatment to communal areas, if there are mice in the bins room or holes in the brick work in the communal area, they will still be carrying out treatment and proofing work in the communal areas. They won't do any treatment inside resident' homes. There might be some discretionary cases if residents are elderly or vulnerable. The Council would look at those cases and see if there is any assistance they can provide.</p> <p>A resident recalled she had to pay £280 in 2021 for one visit. Not everyone is willing to pay £280 for a treatment. The Council cannot have residents living in pest infested homes</p> <p>Residents want to know if the Council cannot provide with this service who can? Even if the Council fill the holes the ants will still come. Residents need to talk to</p>	<p>AD</p> <p>AD</p>
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	<p>someone who will be able to carry out the treatment to the flats that needs it at the same time.</p> <p>Pest control are working on communicating the news to residents. It was a quick decision and it happened suddenly. IL raised his concerns in re to block infestation. Some people may treat the infestation and some people may not and it will cause block infestation. It may be part of an enforcement issue for those not carrying out the work to their home resulting in an infestation. It is part of the residents' tenancy agreement to keep own home free of infestation.</p> <p>A resident with COPD condition has had to spray her home with Pharaoh ants' treatment she bought from the shops. It is interfering with her breathing. The resident has had to vacate the home for hours not to breathe the poison. IL think that the resident could be part of the discretionary cases as she would be considered vulnerable and be still considered for pest control treatment.</p> <p>The council is trying to draw a line. If residents can pay for private pest control treatment they should be doing that. Rather than a blanket everyone should get pest control treatment, there are restricting the criteria to whom can get the service. Vulnerable residents will be assisted.</p> <p>Resident is questioning the rational – It is not about who can afford the treatment, if someone can afford the treatment, it doesn't mean the neighbours can afford the treatment. If there are 5 flats infested and one resident can afford the treatment, what about the other 4 flats? The treatment needs to be carried out at the same time on all 5 flats to be successful.</p> <p>Looking at other London Council's website, IL noticed that a lot of them don't provide a pest control service. Not all councils provide the service. Looking at the legislation, Council are not required to provide a pest control service. It is not a statutory requirement.</p> <p>IL suggested that residents who want a more formal answer should speak to the pest control service and forward their objections to the complaint department about pest control to get a response.</p> <p>IL will ask for a Pest Control representation to attend the next RA meeting via Zoom.</p> <p>Meeting close.</p>	<p>IL Pest Control to attend 28/1/25 RA meeting</p>
9.0	DATE OF THE NEXT MEETING (ALL)	
9.1	<p>Next meetings:</p> <ul style="list-style-type: none"> • RSG Meeting – 14 January 2025 at 6pm, Community Centre, 39 Honiton Court, W7 1DT • RA Meeting – 28 January 2024 at 6pm, Community Centre, 39 Honiton Court, W7 1DT 	<p>ALL TO NOTE</p>

9.2

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
14 January 2025	21 January 2025	28 January 2025
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>