



COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 11 MAY 2021
6PM**

Committee meeting

Attendees Residents			
	AP	RA & RSG	
	AV	RA	
	JJ	RA	
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
Janet Edwards	JE	Senior consultant - Chaired the Meeting	PPCR
Catherine Michelet	CM	Consultant	PPCR

Apologies		
MS	RA & RSG Chair	LB of Ealing
JD	RSG	
Cllr Carlo Lusuardi	Cleveland Ward Councillor	Ealing

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	JE welcomed all to the joint RA & RSG joint meeting.	
1.2	Apologies as noted above.	
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, 13 April 2021, were agreed.	
4.2	Minutes of the last Hub Update meeting & Regen Update meeting dated 30 March were used as a point of reference to update the meeting.	
5.0	Hub Update – Estate Services	LL
5.1	Noticeboards – JE The third noticeboard was found by Higgins it was in the Hub’s storage cupboard which Higgins are using as an office. Estate Services will install it by Alton Court at the corner under where the road bear left by the tree – as agreed with MS – where everyone walking by can see it.	
5.2	Dropped curbs LL is still waiting for a response from Highways. Cllr LB and Cll CL are helping out with this issue and they are liaising with Highways. LL to do a chase up	LL
5.3	Rubbish Bins At the last Hub update meeting (27 April), MS suggested as a solution to the issue of smelly bins being placed under resident windows - that the rubbish bins be placed at the corner of Monmouth car park using the bay where the Mini was parked. LL put forward MS suggestion to the Estate Service manager and is waiting to hear back from him. SP asked for clarification, there was a recce of alternative sites done and there were no identifiable collection points of anywhere else along that road that were identifiable during that survey. LL advised that there is a steep slope in that bay and the caretakers would not be able to push the bins up the slope once	LL

	<p>they are full to the point where they are collected. The Estate Service manager is going to investigate and come back to LL.</p>	
5.4	<p>AV raised the issue last year. She cannot open her windows. The caretakers put the bins out on Monday morning and the bins are there until Tuesday afternoon when they are collected. Why can't the bins stay inside until the collection day?</p> <p>AP commented that the council needs to resolve the issue as residents cannot open their windows due to the smelly bins and attracting flies in the summer. Residents cannot enjoy living on the Close under such conditions.</p>	MS
5.5	<p>SP clarified that there are two issues? One is that there are frequent missed collections because cars are parked in the area where the bins are supposed to be collected – This was a problem 2 weeks ago. Two, bins are taken out of the bin shed way too long before the bins are collected. What is the issue? Do we know why the bins are taken out of the shed before?</p> <p>LL explained that when the bins are full the caretakers need to rotate the bins, sometimes they need to put the bins out because they need to clear the blockages. LL suggested to invite the Estate Service manager, Leigh Baldwin, to the next meeting.</p> <p>SP wanted to know why can't the caretakers put the bins back into the shed once they cleared the blockages and rotated the bins. If EMY can collect them and pull them out themselves, that would solve the smell problem.</p>	LB to attend 08/06 meeting
5.6	<p>LL spoke to Highways and advised that Highways said they will patrol Copley Close but they won't ticket any turn off to the park car or any turn off. AV commented that Highways were around for 2/3 days and issued tickets. The cars disappeared for a while but car owners parked their cars in the same spots as soon as Highways are not around anymore. LL asked if AV saw Highways issuing tickets to cars parked in the turn off. AV saw Highways issuing tickets to cars parked next to the rubbish store under her flat.</p> <p>SP advised that if it isn't Highways land jurisdiction, there are temporary traffic restrictions that may be available to utilise on housing owned land to temporarily enforce traffic restrictions when they are experiencing problems. SP asked LL to raise the issue with the Head of Highways and to have a detailed meeting with him as he knows all potential course of actions.</p>	LL/Highways
5.7	<p>AV reported abandoned cars in the undercroft parking in Radnor Court. There are 16 bays and they are 8 abandoned cars/motorbikes. AV have reported this issue lots of time. LL asked AV to send her photos and/or registration numbers who will look into the matter.</p>	AV/LL

5.8

Repairs KPIS

LL emailed KPIS to PPCR prior to the meeting. KPIS were shared on screen. It is the most up-to-date document.

Gilmartin Day-to-Day Repairs job analysis for March 2021

Financial Year 2020-21	Stage	Jobs: In/Out of Target	Jobs
	6	In target	90
	6	Out of Target	48
	6 Total		138
	90	In target	5
	90 Total		5
	93	In target	6
	93 Total		6
	95	In target	534
	95	Out of Target	17
	95 Total		551

5.9

Stage 6 – Day to day repairs

“In target” there are 90 jobs in target at the moment

“Out of target” and 48 of them out of target.

The out of target numbers may look bad, they are kitchen/bathroom refurbishment works and they are given a 3 months turnaround time. Because there is an underspent on the daily repair budget they agreed to do 40 kitchens and bathrooms, that is why there is a “out of target” of 48. The “48” figure are not all day-to-day repair jobs they include the 40 kitchens and bathrooms which have a 16 weeks turnaround.

LL thinks they are only 4 or 5 day-to-day repairs out of target, LL commented it is minimal Gilmartin are currently on point.

Stage 90 – Job invoiced but waiting to be approved for payment

“In target” there are 5 jobs that are invoiced waiting to be approved

Stage 93 – approved for payment - 6 jobs are approved for payment

Stage 95 – LL to found out what is Stage 95

JE asked LL to find out for next meeting how many jobs are out of target relating to day to day repairs and the reason for that.

LL

LL

<p>5.10</p> <p>Hub News</p> <p>Staff continue to work from home. Talks about getting back to the Hub late June/early July but nothing definite yet.</p> <p>Attendees had no further questions.</p> <p>5.11</p> <p>AOB</p> <p>MS to ensure that the Copley RA & RSG, Hub update and Regen update meeting notes will be displayed on the new noticeboards once a month for residents who haven't access to the internet.</p> <p>Copley meeting minutes 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>SP suggested going forward to put a subject line in the KPIs. JE to provide a template of the KPIs Malti used to share with the RA.</p>	<p>JE</p> <p>MS</p>
<p>6.0</p>	<p>Regen Update</p>	<p>SP</p>
<p>6.1</p> <p>Overview</p> <p>Phase 3 - the regeneration of the Warwick Court block containing 18 existing units to be refurbished, and 3 new builds.</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p>	<p>Confirmation that Engie will recommence on site on the 2nd June. Anticipating practical completion to be achieved by the end of September 2022. Delivering the same 3 additional new builds and refurb programme with a slightly different build methodology due to the new weight restriction.</p> <p>Once Engie re-start on site they are to re-circulate their monthly update newsletter to those who have been decanted from Warwick Court. The Resident Liaison officer will be re-instated. The details of this person will be posted up around the site in case residents have any questions they want to ask Engie directly.</p> <p>The first big piece of work that will take place between June and October will be the superstructure, the reinforced concrete structure that will form the new build units.</p> <p>Attendees had no questions.</p> <p>SP to email copy of Engie monthly update newsletter to PPCR for their monthly drop-in sessions.</p>	<p>SP</p>

<p>6.6</p> <p>6.7</p> <p>6.8</p> <p>6.9</p> <p>6.10</p> <p>6.11</p> <p>6.12</p>	<p>Overview Phase 6 - 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>Block M - 4 bed house on Templeman Road has completed. Viewings have been going well. The Regen Team are very happy how the property was received by the market and by the local community.</p> <p>We have now almost completed the show home and will launch it over the course of the next few weeks. SP encouraged residents to visit the show home should they wish to see an example of the affordable home ownership units we are selling.</p> <p>Most of the blocks now are proceeding with various level of 2nd fix works which is including carpentry, kitchen and brick work. They are various balcony finishes and other 2nd fixes featuring on all the blocks.</p> <p>Block D – (last block demolished, it includes the old community centre and the shop). Hills are currently pouring the 6th floor slab. They are not too far off from completing the superstructure.</p> <p>Hills are still on track for the contracted programme to deliver on Phase 6.</p> <p>Sales If you have any interest in the shared ownership or in the help-to-buy please contact JLL and they can arrange for you to visit the show home unit by appointment. They are based in the Marketing Suite at Alton Court - - taking appointments and bookings, in a Covid safe way. To make an appointment, or if you have any questions about the scheme, or if you are interested in visiting the units they are stunning, contact JLL through the Copley website.</p> <p>There are a number of affordable homes, all the apartments are available with the Help-to-Buy and there are 33 shared ownership units. If you want to know more about affordable homes, shared ownership option and/or to book an appointment to visit the show homes contact JLL at www.CopleyhanwellW7.co.uk</p> <p>Shop Chasing building control for final inspection date for the shop to sign the unit off. SP to update at next meeting.</p>	<p>ALL TO NOTE</p> <p>ALL TO NOTE</p> <p>SP</p>
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	<p>Attendees had no questions.</p> <p>6.13 SP to send PPCR photos of site progress for circulation to RA & RSG along with the minutes. 23% of the Hills' workforce on site are from a local postcode.</p> <p>6.14 Basketball Hoop and equipment – KZ has agreed to store the equipment at the temporary community center.</p> <p>6.15 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> <p>6.16 A report is going to Cabinet this month recommending further feasibility work, further consideration needs to be taken into account re new weight restriction and the changes in the GLA funding guidance. SP will be issuing a written update over the course of the next 4 weeks detailing to residents this information and about the work that needs to occur.</p> <p>6.17 The Project Team will look if it is possible to take back in-house the undercroft works in the interim period. We know there are parking issues on the Close. SP is beginning a feasibility study to see if it is practical, looking at costs and value for money to bring the other undercroft into use whilst the feasibility study and the Phase 7 processes are still taken into consideration by Gordon Cooper. If the feasibility study can prove that we can get a decent number of spots and that it represents value for money and doesn't cause any conflict with timeline GC recommendations for Phase 7 we will see if we can take this scheme forward.</p> <p>Attendees had no questions.</p> <p>6.18 Working practices The Regen Team remains working from home. No return date was issued to work in the office. The council hasn't made any announcement yet.</p> <p>Regen Team back on site once a fortnight in the marketing suite. Weekly site presence for the Clerk of Work and construction director making their weekly site inspections</p> <p>Attendees had no questions.</p>	<p>SP</p> <p>SP</p>
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6.19	<p>Solar Panels – Phase 3 houses A resident raised this issue by email: can solar panels could be installed on the houses situated by the Hub and on the houses situated by Warrick Court to cut the cost of electricity bills.</p> <p>JE to ask resident for clarification. SP to find out if there are plans to do work on these properties.</p>	JE & SP
7.0	RA Events	MS & JE
7.1	<p>Zoom Quiz event for all residents – Tuesday 25 May, 7pm to 8pm</p> <ul style="list-style-type: none"> ❖ 1st Prize: £30 Co-op shopping vouchers ❖ 2nd Prize: £20 Co-op shopping vouchers ❖ 3rd Prize: £10 Co-op shopping vouchers <p>There are only 20 places, 1st come 1st serve basis. The deadline for booking a place on the Quiz is Monday 24 May, 5pm.</p> <p>Promoting Event: Leaflets will go into the 3 noticeboards. Leaflet will be emailed to RA & RSG members. Please put some leaflets in your block and also let your neighbours know. Please spread the word.</p>	
7.2	<p>Youth event – Tuesday 1 June Event facilitated by BelEve – same as 17 February event – which was very successful and well attended.</p> <ul style="list-style-type: none"> • 8-11s – 11am to 12:30pm - Arts & Craft and Name the Disney Film quiz <p>Prizes</p> <ul style="list-style-type: none"> ❖ 1st Prize: £30 Amazon voucher ❖ 2nd Prize: £20 Amazon voucher ❖ 3rd Prize: £10 Amazon voucher <ul style="list-style-type: none"> • 12-15s – 1pm to 2:30pm – Surprise quiz and Guess the song <p>Prizes</p> <ul style="list-style-type: none"> ❖ 1st Prize: Galaxy Tablet 8 Inch 32GB ❖ 2nd Prize: £20 Amazon voucher ❖ 3rd Prize: £10 Amazon voucher <p>The deadline for booking a place for the Youth Event is Friday 28 May, 5pm. There are only 20 places per session, on the 1st come 1st serve basis.</p>	

	<p>Promoting Event: Leaflets will go into the 3 noticeboards. Leaflet will be emailed to RA & RSG members. Please put some leaflets in your block and also let your neighbours know. Please spread the word.</p>	
8.0	Residents' Updates and Concerns	ALL
8.1	<p>Kitchen & Bathroom Repairs and Maintenance</p> <p>AV commented re her experience re kitchen & bathroom. The contractors came to her flat wanting to inspect her bathroom without making an appointment first. The contractors were prepared to give AV half hour to take a shower before they came back to start the inspection, when AV complained they said they would be coming back in 2 or 3 weeks time but they never came back. The bathroom job was going to take about a week. It happened about a month ago.</p> <p>JE asked is there a program to inspect certain properties? LL informed that Paul Grant, the surveyor, has a list of the oldest kitchen and bathroom on Copley and because of the underspend he has been granted permission to do some of the kitchen and bathroom work. He is working from the oldest list, so the oldest kitchen and bathroom first. LL to ask Paul Grant if AV flat was on his list. AV doesn't want a new bathroom at the moment.</p> <p>AV forgot to send LL a video about her kitchen (see 13/04 minutes point 8.1). The contractor installed a new kitchen a year ago. AV asked if the new kitchens and bathrooms are part of the planned refurbishment because that would be double spending. LL explained that because of the underspend they have picked out certain properties for new kitchen and new bathroom, because these kitchen and bathroom are so old they are replacing them with something more functional. When the proper refurb comes in they will be re-doing it.</p> <p>AV explained further, a year ago before the pandemic they used to do the kitchen and the bathroom but they just did the kitchen not the bathroom because the pandemic started. About 2 months ago they came to do the kitchen inspection and informed AV that they were going to do the bathroom and will let her know when. Then they came without an appointment and that was the problem.</p> <p>JE asked LL to investigate if the contractors are turning up without appointments. LL confirmed that they should be booking appointments as it is not the type of work that can be done in</p>	LL

8.2	<p>one day, the job would take about a week to complete. LL to find out what is the process.</p> <p>Temporary signage AV asked for news about the temporary signage for the estate to help Police and other services to locate residents block and addresses. JE confirmed that the RA will apply to get funding from Nicer Neighbourhood. PPCR and committee members will do a door-knocking estate-wide consultation around July as the application need to show that the scheme is fully supported by residents.</p> <p>JJ had a query about Warwick Court which was answered by SP during the Phase 3 update.</p> <p>Attendees had no further questions.</p>	LL
9.0	Any Other Business	
9.1	<p>SP asked JE to send Funding Guidance for the bid the RA are going to submit for the MUGA and other items.</p> <p>JE asked the attendees in turn if they had AOB. There was none.</p>	JE
10.0	DATE OF THE NEXT RA & RSG Zoom MEETING	ALL
10.1	TUESDAY 8 JUNE 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/>