



COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 9 NOVEMBER 2021
6PM**

Committee meeting

Attendees Residents			
	MS	RA & RSG, Chair	
	AP	RA & RSG	
	JD	RA & RSG	
	AV	RA	
	FA-A	RA & RSG Co-optee	
Attendees External			
Sarah Phillpot	SP	Project Manager - Development	LB of Ealing
Kelly Chapman	KL	Hanwell Hub	LB of Ealing
Paul Grant	PG	Regeneration, Surveyor & Project officer	LB of Ealing
Cllr Carlo Lusuardi	CL	Cleveland Councillor	
Janet Edwards	JE	Senior consultant - Chaired the Meeting	PPCR
Catherine Michelet	CM	consultant – Minutes	PPCR

Apologies		
JD	RSG	
Cllr Linda Burke	LB	Cleveland Councillor
MB	RA & RSG cooptee	
JW	RA Observer	

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	JE welcomed all to the 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, 12 October 2021, were agreed.	
5.0	Hub Update – Estate Services	LL
5.1	Noticeboards Height Estate Service to adjust height of all noticeboards using Stafford Court as a guide. KC followed up after last Hub update meeting but no date as yet. Waiting for Estate Service to confirm when they can do the adjusting.	KC
5.2	Dropped curb by Alton Court Matter is with Highways. Have come back to last chase-up SP issued. The project team is happy to move the project forward (not wait for Phase 5) and pay for it. SP to chase up issue and give update at next RA & RSG meeting.	SP
5.3	Undercroft parking The report was not presented to Board at their last meeting. Hoping it will go in front of December board. If the proposals are signed off, the work would take 9 to 12 months to complete. SP to give an update at next RA & RSG.	SP
5.4	Estate Newsletter Quinton was on site was doing comms pieces last week and interviewing apprentices. The newsletter will become an Autumn edition. Anticipated early December release. MS announced she received a newsletter with her rent statement, called the Housing News. SP explained that this newsletter is distributed to all residents in the Borough.	

	<p>The Estate newsletter by comparison pertain to matter related to Copley/Hanwell, Housing management update, Regen update, wider-Ealing Council update, and at this time of the year publicizing all Christmas activities. It is published twice year.</p>	
5.5	<p>Moving forward RA&RSG meetings to be included in the newsletter editions. To add item to the Agenda as a standing item.</p>	
5.6	<p>Abandoned cars There is only one car and it hasn't been removed yet. PG commented Maurice from Highways is very efficient. KC to check with Highways tomorrow as she going to the Hub.</p>	KC
5.7	<p>Estate Inspections The council have not gone back to full estate inspections. Cllr CL asked when the Estate Inspection might resume. KC explain that the inspection will resume when Housing staff will go back to the Hub. At the moment Estate Service do a monthly walk about to pick up any health and safety issues.</p> <p>AV would like to join the estate inspections when they start again. She is concerned about communal area cleaning especially the downstairs area which never look clean. AV asked for a meeting with the cleaners to show the issue, the corridors are cleaned and mopped every 2 weeks but not the downstairs area.</p>	
5.8	<p>KC to inform everyone when the estate inspections will start again as residents would like to join the monthly inspections.</p>	KC
5.9	<p>Basketball Hoop Storage at Temporary Community Centre Re storing the basketball hoop at TCC until completing of Phase 6. Chris from Hill hasn't come back to MS. SP proposed to chase Chris if he doesn't reply to MS calls. MS would like to see how big the basket loop is to see if it can fit at the TCC.</p>	MS/Hill/SP
5.10	<p>Wifi issue at TCC SP confirmed that Project Team will pay for wifi. KZ to contact SP on her return from annual leave. JE to follow it up</p>	KZ
5.11	<p>Nicer Neighbourhood Funding Application RA is waiting for decision. JE to follow it up with KZ on her return from annual leave. MS advised that KZ is not responsible for the NNF application it depends from another body. KZ helped the RA with the completing the application. MS has got the contact detail of the person in charge of making the decision. MS to follow up.</p>	MS
5.12	<p>Annual Grant Funding RA was successful in securing £1,000. Amount will be used to cover cost of running the RA and printing costs.</p>	

<p>5.13</p>	<p>Residents Engagement Funding RA was successful in securing £300. Amount will cover the cost of the activities EASE is going to run for the residents. Ease meeting RA via Zoom Tuesday 16 November to discuss activities in detail. Activities to start early next year at the TCC.</p>	<p>Ease/MS/PPCR</p>
<p>5.14</p>	<p>KPIs Shared screen showing Repairs Satisfaction Survey, April-October 2021. Created November 2021 for LB Ealing Repairs</p> <p>Booking the repair: How it was reported; Whether it was easy to report the repair The visit: Repairs operative arrived within appointment slot; Repairs operative ID; Repairs operative asked whether respondent had coronavirus symptoms; Repairs operative practiced social distancing; Work was completed right first time; Repairs operative was polite & courteous; Repairs operative cleaned up any mess they made The Repair: Satisfaction with service provided by repairs operative; Satisfaction with time taken between reporting repairs & work being carried out; Overall satisfaction on this occasion Reporting period: replied; Reporting Month: Time of reply; Uploaded Sampling and Response Rate: Interviewed by; Replied to survey; Sample frame Demographic Data: Contractor; Contractor trade; Location; Estate name; Priority</p> <p>PG asked Navros to remove T.Brown and MCP – MCP doesn't do any repairs on Copley - in the next KPIs. Copley got an exclusive contract with Gilmartin.</p> <p>Repairs operative arrived within appointment slot: yes: 93% - reaching Ealing target comfortably. Gilmartin are waiting for calls they can attend call the same day if it is a small repair.</p> <p>Work was completed right first time: Don't do standard repairs at Copley. How do Ealing calculate the budget for Copley. August 2016 the budget was over £280,000. Budget has been increased to under £700,000. Looking at the new block and providing MOT service. Repairs at Copley are higher than standard of repairs. Average cost for flat is £230 spend per year across the borough. This amount could not pay for a door handle. The repairs are above average and could not be completed the first time they take 2/3 days work. The percentage on that question is not accurate. There are 2 companies busy getting rid of wet wipe blockages that can be done in a day and first time.</p> <p>Repairs operative was polite & courteous: yes, 98%. Ealing target is 90%.</p>	<p>PG</p>

Repairs operative cleaned up any mess they made: No: 4%; probably external to the property, Not applicable: 22%; that must be communal work. If we remove these 2 figures, the yes rises to 96%.

Satisfaction with service provided by repairs operative: This is a mix tenure. These figures include T. Brown which could skew the figures. PG only send messages to T. Brown he doesn't manage them. Satisfaction is 86%. T. Brown looks after water heating and heating related jobs. The heating contract is up for re-tender.

The new energy centre – T. Brown are not experienced or trained to look after it. T. Brown looks after the old blocks re internal heating issues. They will respond to Darlington and Alton Courts. T. Brown are being trained to work on HIA units.

The new energy centre is maintained by GD Higgins, their contract is for 12 months.

SP asked PG/Navros to produce T. Brown and Gilmartin statistics/KPIs separately from now on.

SP is concerned that 11% of respondents were dissatisfied with service provided by repairs operative. Hoping that these statistics are feedback to contractors. MNE: Dalgit managed the lifts, communal lighting, electrical gates, aerials, fobs system throughout the estate, and Graham Pearce is the Gas Manager. Every contract manager gets a monthly report and goes through KPIs report at monthly contractor meeting. PG received KPIs on an excel spreadsheet. PG calls all the dissatisfied residents to asked for more details.

SP asked for PG to compare customer satisfaction quarterly figures over a year to see if there are improvements. Gilmartin provides continuity and consistency, it is the same 4 operatives attending the residents. They know tenants by their names. They deliver a is a personal feel service.

JE asked for figures to be compared with Ealing satisfaction targets. What are Ealing satisfaction targets. PG advised that Ealing is looking for a 90% or 92% satisfaction rate benchmark. MV is asking for 98%, it is too high and cannot please everybody.

Reporting period: replied, 46 respondents. The number of respondents are not high, August and September residents were probably in holidays.

Reporting Month: 167 population.

Replied to survey: Yes, 40%.

Contractor: T. Brown, 79% and Gilmartin, 19%.

Residents have no questions on the KPIs.

	Next KPIS (Oct-September) Gilmartin figures will be separated and presented on their own	Navros/PG
5.15	<p>Food recycling bins In the Housing News there is an article about food recycling. The food recycling bins were provided by Ealing.gov.uk/foodwaste company</p>	
5.16	<p>Attendees Questions MS asked if the new blocks will join the communal heating. New Energy centre is linked to Phase 6 and the old blocks all the way down to other building site which is Warwick Court but not the D-G blocks. Warwick Court has its own independent boiler. Cheyne Path has 3 independent boilers in the garages. If the Council decide to demolish and re-build Cheyne Path, it will be probably connected to the new energy centre. It is undecided at the moment.</p> <p>Cllr CL asked about the contract to maintain the new energy centre, it that a warranty or is that additional costs. The defect period is 2 years (normally it is 1 year). It makes sense for DG Higgins, who build the centre, were given a 2 years contract to maintain the new energy centre, servicing, all the fire safety and the CCTV cameras and the monitoring. Hopefully when Ealing employ a new contractor they will be able to work side by side to learn how to take that system on before the formal hand-over.</p> <p>MS advised that residents had their gas checked. A resident was concerned as they were visited by 2 contractors, the second one was in the evening and had all the right credential saying he was from LB Ealing. He was insistent. It rattled the resident. The resident did not let this person in as the gas check was already completed early on. KC advised that residents are notified by letter when the contractors are coming to carry out the gas check. KC to check with Ealing to check if they are genuine. KC to draft a Bogus Caller letter to warn residents and to let residents know what they need to do if they are unsure if the contractor is a genuine gas checker.</p>	KC
5.17	<p>HUB – Working from home Ealing working guidelines: still working from home. There hasn't been any confirmation from Council about re-opening the office in October yet.</p>	
5.18	<p>AOB Annual Ward Funding & Residents Engagement Funding FAA, RA Treasurer received 2 cheques, for a total £1,300.</p>	

6.0	Regen Update	SP
6.1	<p>Overview Phase 3 - the regeneration of the Warwick Court block containing 18 existing units to be refurbished, and 3 new builds.</p>	
6.2	<p>On-going. Roof slabs are of new build portion is being poured this week. Concrete structure is almost complete. In the process to building out external walls. Walkways is complete in relation to the refurb section. On track to complete their PC date in September 2022.</p>	
6.3	<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 • New management hub, community centre, adult fitness trail, playground and local shop are also being delivered as part of phase 6 works. 	
6.4	<p>Accepted sectional completion of Blocks D, C, E and F on Monday 25th October. Working through hand-over process with Housing Management Team so they can take on the social units, Block B, A and F. Going through the allocation process and verification are occurring this is while we are completing our hand-over with Ealing’s compliance and repairs teams.</p> <p>In regard to block C, the private sales block, there are 22 exchanges, 3 households are now in occupation and completed 5 units to date.</p> <p>Formally launched Shared Ownership sales which are featuring in Block D. SP encouraged everyone to get in touch with JJL and Marketing Suite if you want for open market sales with Help to Buy, or if interested in shared ownership.</p> <p>Next hand-over mid to end January 2022 and final completion hand-over due May 2022 for Block D and permanent Community Centre.</p>	
6.5	<p>MS advised that the new properties are now on Locata.</p>	
6.6	<p>Sales Update 22 exchanges, 5 completion and out these 5, 3 households have moved in. Formally launched a portion of the shared ownership</p>	

	units in October. Both Help to buy and shared ownerships are now available.	
6.7	<p>Show apartment Awards The Regen Team has been nominated for a number of Awards. Next Awards is the 19 November and 4th December. SP to give update at next meeting.</p>	SP
6.8	<p>Shop News Compliance report to look condition of all MNE elements and will follow that up. If there is anything that is highlighted as non-compliant will ask Ravi how he wishes to rectify it. It is on-going process. Still aiming for before December launch pertaining the results of the survey.</p>	SP
6.9	<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>	
6.10	Option appraisal in light of tunnel weigh restriction and GLA new funding. SP waiting to get update from Gordon who is leading on the appraisal by the end of this year. SP to give update about direction of project at the January meeting.	SP
6.11	<p>Working practices No guidelines were issued by the council about returning to work on site. Regen Team works more on site as they are doing more snagging, all on site at least one day a week. Clerk of Works and Construction director have more regular site presence and carry out weekly site inspections.</p>	
6.12	<p>RA & RSG Away Day – Saturday 2nd April 2022, 9:30am-1pm Holiday Inn London-West, 4 Portal Way, W3 6RT The Away Day, originally booked for 4th April 2020, was postponed 4 times because of Covid and lockdown.</p> <p>MS and PPCR to plan the day from January 2022. More information at the January meeting. JE asked attendees to put date in their diary. Workshops in the morning followed by a nice lunch.</p>	All
7.0	Residents' Updates and Concerns	ALL

<p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.5</p>	<p>JE asked the residents if they have any updates they would like to share or concerns they would like to raise.</p> <p>Pharaoh Ants – Gloucester Court KC and AP haven't received any feedback from residents with this issue. The ants are still present in AP flats but not as many. IT is better but they are still there. AP had only 1 treatment which she paid for (as a leaseholder) and pest control did not do any follow-up treatment. AP to call Pest control and ask for follow-up treatment. MS advised that over a period of 6 weeks pest control do a series of treatment until the ants disappear. Pest control should have given dates when they were coming back for the follow-up treatment. AP to contact neighbours to get feedback on the ant situation.</p> <p>AP wants to know Ealing Council policy on Pest Control, Council overall strategy. KC to email.</p> <p>Tree maintenance – Paddington Court Kerry Dovey emailed KC with feedback. They have been short staffed. KD will come to look at Templeman Road trees which are overgrown and blocking day lights of MS and neighbours. KD's team maintained all the trees on the estate apart Templeman Road trees. They do that every years. KC to follow up.</p> <p>Play areas Repairing and maintaining the 4 play areas on the Close. PG reported. Maintenance of the 4 squares, Vegetal boxes were painted, low levels fences were repaired, washed and cleaned all the ashturf/rubber crumb material. £1,200 was spend on the job.</p> <p>Food recycling bins JD advised that she hasn't received the food recycling bin. MS to send details of the food recycling company – mentioned in the Housing Newsletter. KC to follow-up to ask why Oxford Court residents did not received the recycling bins.</p> <p>There were no more questions and concerns from residents.</p>	<p>KC</p> <p>KC</p>
<p>8.0</p>	<p>PPCR Drop-in</p>	
	<p>PPCR Virtual Resident Regeneration Advice drop-in session</p> <ul style="list-style-type: none"> • Next one is Tuesday 16 November, 5pm to 7pm <p>Zoom link https://us02web.zoom.us/j/6750372171</p>	

	<p>PPCR drop-in are the 3rd Tuesday of the month.</p> <p>Residents who have any issues or questions can join the drop-in or they can ring or email PPCR.</p> <p>Dates to the end of the 2021 year:</p> <ul style="list-style-type: none"> • Tuesday 21 December, 5pm to 7pm 	
9.0	Any Other Business	
9.1	There was no other business.	
10.0	DATE OF THE NEXT RA & RSG Zoom MEETING	ALL
10.1	TUESDAY 14 DECEMBER 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/>