



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

TUESDAY 25 JULY 2023 – 6PM TO 7PM

MINUTES

Attendees Residents			
	MS	RA & RSG Chair	Constituency
	JW	RA & RSG Vice-Chair	Constituency
	FAA	RA Treasurer (Co-optee)	
	NS	RA & RSG Committee member	Constituency
	JM	RA & RSG Committee member	Constituency
	JJ	RA Committee member	Constituency
	AP	RA & RSG Committee member	Constituency
	AG	Observer	
Attendees External			
Claire Sherwin	CS	Neighbourhood Housing Officer – via Zoom	LB of Ealing
Paul Grant	PG	Copley Regeneration Surveyor & Projects Officer	LB of Ealing
Sarah Phillpot	SP	Copley Regeneration & Development Team	LB of Ealing
Ritika Kothari	RK	Copley Regeneration Project Coordinator	LB of Ealing
Cllr. Ilayda Nijhar	IN	Councillor for Pitshanger Ward – via Zoom	LB of Ealing
Janet Edwards	JE	Senior Consultant	PPCR
Catherine Michelet	CM	Consultant - Minutes	PPCR

Apologies		
JS	RA & RSG Committee member	Constituency
AV	RA Committee member	Constituency

**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/>

1.0	WELCOME, INTRODUCTION & APOLOGIES (MS)	ACTION
1.1	MS welcomed all to the RA meeting.	
1.2	Introductions were made.	
1.3	Apologies as noted above.	
2.0	DECLARATION OF INTEREST (All)	
2.1	None.	
3.0	MEETING CODE OF CONDUCT (All)	
3.1	Agreed – In place.	
4.0	AGREE MINUTES OF RA 27 JUNE 2023 (All)	
4.1	Minutes agreed	
5.0	HUB UPDATE	CS
5.0	<p style="text-align: center;">Matters Arising from Minutes of 27/06/23.</p> <p>Hub Update</p> <p>5.1 – Copley Newsletter Ayden Maher, appointed to the Communications Team to replace Quinton. No contact since in post. CS to advise RA when she finds out when to expect a council Newsletter.</p> <p>5.2 - Abandoned cars in undercroft parking The three burnt cars were hoisted onto a truck and removed. The caretakers cleaned the undercroft once the cars were removed.</p> <p>5.3 - Estate Inspections and Estate Walkabout Estate inspections -scheduled on a quarterly basis by the Housing officers, Ealing repair service and the caretakers- are on-going.</p>	CS/GH

	<p>First estate walkabout since the end of Covid & lockdown with residents and councillors and other stakeholders. Everyone is meeting at 10am in front of the Hub Thursday 27 July</p> <p>Those taking part: Residents: MS, JW & NS Councillors: Cllr BW & Cllr RB Hub officers: MK and CS, Neighbourhood Housing Officer</p> <p>5.4 5.4 - Hub News The Hub has a new Team Leader, GH, he introduced himself at the RA June meeting.</p> <p>The Hub is still understaffed. One temp Housing Officer has left. The Hub is two Housing officers down. One patch is vacant. The Hub is hoping to recruit as soon as possible.</p> <p>The Hub office opening hours remain Mondays and Thursdays. Complaint at the June RA meeting: A resident complained on behalf of her neighbours that 2 days are not enough and commented the Hub opening hours should go back to what it was before lockdown.</p> <p>5.5 5.5 - At the June RA meeting GH said he would feeedback comments to Hub and look at service delivery. Resident asked for an update. No feedback yet.</p> <p>There were no further questions from residents.</p> <p>5.6 5.6 Paul Grant Update</p> <p>5.6.1. KPI's – July 2023 KPIs PG chased Ras to get the quarterly KPIs. Ras promised to get the KPIs ready for next meeting.</p> <p>PG advised that he is aware of only two complaint on Copley concerning damp issue in the sheltered blocks. PG's team will need a different type of support to resolve the issue.</p> <p>5.6.2. Phase 5 – (5 Blocks) – Water tank leak Gloucester Court The water tank leak issue has been resolved. The water tank had a leak on the valves. The tank is huge. Work could not be carried out when residents were up and about as it meant to shut down the building, so the work was carried out at 4.00am when most residents would be sleeping. Work was carried out About 6 weeks ago - it was a 3.5 hours job. PG had a team starting at 4am. The tank had to be drained to strip out the broken valves, replace them, filling up the tank again in time for 7am in time for residents bath/shower and first cup of tea.</p>	<p style="text-align: center;">GH</p>
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5.6.3. Phase 6 – Central Square

How to report repairs issues for new build properties

Repairs on the new Central Square blocks are under warranty for 2 years from the day of completion (snagging period). Hills are responsible for the snagging. Once the 2-year warranty period is over, repairs will be the responsibility of Ealing council: PG team & Gilmartin.

Blocks are still under warranty therefore, Hill is still under contract to remedy any issues arising. Residents need to report defects as per the guidelines stipulated in their Home User Guide to make sure the issues are addressed by Hills before the end of the defect liability period.

Honiton Court and Ipswich Court - doors

Issues with bin doors and entrance doors. PG has defects meeting every Friday at 3pm with Hills. PG log every issue on the system which sends the report to Hills expecting Hills to be pro-active.

Parts are on orders. Two weeks ago there were 17 active defects; half of those were doors and communal doors related apart from the flood in Honiton Court lobby. PG will get an update on Friday. PG will keep the residents concerned and the RA updated via email. PG has also sends a reports to SP and the Regeneration & Development Team - they have meetings every Monday with SP

Loddon Court – automated door

The automated door had an issue with magnetic lock, the door shut but did not locked. The door was vandalised.

NS reported first reported the issue at the June RSG meeting. NS confirmed the issue is resolved, the door is working again as intended. NS commented that there is always something wrong with those doors.

PG explained the door contract and the intercom contract used to belong to the department called M&E (Mechanical Engineering) Ealing has re-branded the name to Compliance. The contractor that Ealing used to repair intercom is called Abcab who specialised in intercoms, electrical gates and electrical door swingers. They did not perform and they Ealing let them go for breach of contract. Ealing has not replaced that contract and they are struggling to find a contractor to pick up the slack. Leaseholders on Loddon Court haven't had any intercom for for 6 weeks. Car parking gate on Monmouth is not working, the gate has been open for the past 6/7 weeks. Orginally the issue was the Hills server were not talking to Ealing servers and they were not programming gates or doors. This has been part resolved but there are still some glitches.

5.6.4. Phase 7 (9 blocks)

Council to issue update on future of Phase 7; not expecting significant update until update September/October.

New Kitchen & Bathroom replacement

PG continuing with his programme replacing kitchens and bathrooms.

PG

PG plans to install 25 new kitchens and bathrooms in the current financial year, April 2023 - April 2024. PG's team has replaced 10 kitchen and bathroom so far. There are about 15 to remain, and there are those who hadn't had any work done in their kitchen or bathroom in the last 30/40/50 years. Some residents still have their original kitchen and bathroom from when the estate was originally build and those are no longer fit for purpose.

Leaks

Leaks caused a lot of damage in the properties in the last 8 weeks. PG to have a strategic meeting with his manager to discuss how to resolve issue. The pipes are hidden from view and they are eroding quickly. PG team had replaced some pipes over the years but not all the pipes that need replacing. It would cause major disruption to residents. PG is concentrating in replacing the ones that are visible in terms of access points.

Undercroft Parking – SP update

Project specifications were revised regarding Fire safety requirements which had to be brought up to standard. Had to go back in practice to a joint contract board in Ealing with a commercial procurement strategy. SP is going through that process, once the process is completed, we will go ahead with procurement and tender aiming to complete the process by Autumn 2023, with start on site Winter this year.

It is a 9 to 12 months rolling programme to start on the undercroft parking to bring back into use. Half of the undercroft parking spaces - 140 parking spaces - were identified as good value for money on an interim basis whilst there is still the on-going viability assesement for Phase 7 to decide what is best value for money in terms of the regeneration work.

Please note that the most recent 'undercroft parking update' is to be found in the RSG minutes. SP gives the regeneration update at the monthly RSG meetings on the second Tuesday of the month – unless SP attends the RA meeting on the last Tuesday of the month.

5.6.6 Decorating flats for the 65+ years old

PG has rescinded on decorating flats for the 65+ years old back as PG needs to focus on the kitchen and bathroom replacement. Most of the decorating flats for the 65+ work is situated in the sheltered schemes where there are a lot of voids. PG is diverting his budget where it is needed the most.

5.6.7 Entry door access & getting hold of fobs

MS asked for fob key to gain access to the letter boxes in the new blocks and sheltered blocks for when she hand-deliver RA leaflets.

CS advised MS to borrow the fobs from the Hub and give CS heads up before she require to borrow the fobs. The Hub have a limited number of fobs. Fobs for Central Square are programmed for each block, one fob per block. Housing management haven't got fobs for the leaseholder's

	<p>blocks. The Hub has one or two master fobs that open all the doors with an entry system.</p> <p>5.7 Training Plan MS advised that KZ emailed everyone with the Training Plan.</p> <p>Changes are being made to the Community Engagement Team:</p> <ul style="list-style-type: none"> • Amanda Henry, Resident Engagement Officer • Neesha Baker, Resident Engagement Support Officer <p>Amanda Henry is taking over Kaneez duties.</p> <p>There were no further questions from residents.</p>	
6.0	RA Fun Day – Saturday 16 September 2023	ALL
6.1	<p>New Community Centre Launch & Fun Day</p> <p>Saturday 16 September 2023</p> <p>Taking place in the new Community Centre, 39 Honiton Court and around Central Square – opposite Castle Bar Park train station.</p> <p>The working party is meeting every week. It is made up of Copley Regeneration & Development Team, a PR company called Property Housemarketing (PH) employed by Ealing, the RA and PPCR. The working party is tasked to organize the new community centre launch as well as the RA Fun Day.</p> <p>MS, NS, and PPCR are part of the Fun Day Sub-Group are tasked with organizing the Fun Day. RA & PPCR to meet on Zoom fortnightly.</p> <p>Launch: 10am to 11.30am This is a corporate event. There is a topping off ceremony at the beginning of the day to mark the success of Phase 6. The community centre opening will be launched with a ribbon cutting event by VIP.</p> <p>Fun Day: 1pm to 5pm Giant games, face painting, walk about magician, street dancing, DJ, etc. Food & refreshment.</p> <p>There will also be representatives from the Hub, the repairs and maintenance team, the Homeownership Team, Leasehold Management Team, etc. SP asked for Lakshan, a young project officer, to attend the event. He works at the Hub, supporting CS and he is also involved with the Copley Regeneration & Development Team acting as coordinator between the teams.</p>	ALL

	<p>This is an opportunity for residents to ask questions, raise concerns to their Housing officers.</p> <p>SP emphasized that the council wants to make the date a fun day for residents and if they need to access the services the whole services will be there on hand to meet the residents and answer their questions to make it holistic as well as fun.</p> <p>Promotion of the Events – There will be leaflets hand-delivered to all the residents.</p> <p>We are looking for volunteers The following residents have volunteered: JJ, NS, BS, JM and MS.</p> <p style="text-align: center;">We need more volunteers!</p> <ul style="list-style-type: none"> ➤ The RA is looking for residents' volunteers to help on the day, to set-up and tidy at end of day. ➤ Please email CM to put your name on the volunteer list. 	<p>All</p> <p>CM</p>
7.0	RA Action Plan – JULY Update	
<p>7.1</p> <p>7.2</p>	<p>The Action Plan is setting the RA objectives for the next 12 months.</p> <p>The Action Plan is updated monthly in blue and emailed to all members prior to the meeting.</p> <p>Updated items</p> <p>Point 1 – RA AGM – Page 1 AGM is going to be Tuesday 26 September, 6pm at the new community centre. Every resident is invited. Residents will be informed by letter or leaflets hand-delivered to their letterbox.</p> <p>Point 4 – Estate Walk Abouts – Page 2</p> <ul style="list-style-type: none"> • Thursday 27 July, residents & stakeholders meet in front of the Hub at 10am. Three RA members have agreed to be part of the walk about. <p>Point 6 – Door-Knocking Session – Page 4 The door-knocking session was originally planned for November but is been brought forward to <u>Tuesday 5 September 2023</u>.</p> <p>RA & RSG members with 3 members of PPCR to door-knock residents to recruit more residents to join RA and to promote AGM. To recruit under-represented groups and to integrate residents from old and new blocks. We will be also promoting the Fun Day.</p>	<p>ALL</p>

	<p>➤ The RA is asking RA & RSG members to volunteer for door-knocking. Starting at 10.30am</p> <p>Point 8 – Funding – Page 6 Funding request sent to Cllrs to cover cost of MIND or MUSIC MIND sessions. Decision awaited.</p> <p>Point 9 – Copley RA Newsletter– Page 6 Copley The Whistle next issue is due out w/c 30 October 2023. JS will be editing and putting together the newsletter.</p> <p>➤ The RA is asking residents to send in articles, photos, stories, news that would interest Copley residents.</p> <p>➤ Please email CM as soon as possible- Deadline for submission 1st week in October. Thank you for your cooperation</p> <p>Point 10 – Food Bank collection in Partnership with Ealing Food Bank– Page 6</p> <ul style="list-style-type: none"> • Next collection is Tuesday 19 September 2023. <p>Please drop-in your donations between 3pm and 7pm at the at the new Community Centre, 39 Honiton Court, Copley Close W7 1DT. JJ will be dropping residents’ generous donation to the food bank donations point.</p> <p>A leaflet will be hand-delivered to residents to remind them.</p>	<p>ALL</p> <p>Cllrs</p> <p>JS</p> <p>ALL</p> <p>CM</p> <p>ALL</p>
8.0	AOB	ALL
8.1	<p>Copley Regeneration & Development Team News Staff changes - from next Monday (31.07.2023) SP will take on a new role as Regeneration Manager for Ealing. SP still intends to drop in and out of the RA & RSG meetings.</p> <p>A new Project Manager will be taking over on Copley Close. SP will announce details of the new PM in the next fortnight and present the new project manager to everyone.</p> <p>This new officer will attend the RSG meetings to give build updates and will be the contact point for build matters for residents going forward.</p> <p>Ritika Kothari, is the new Regeneration Project Coordinator. Preston, Gerry and Marc are still part of the Regeneration & Development Team. Copley Close remains SP wider portfolio and will be keeping in touch.</p> <p>SP remarked it has be great to work with MS and the RA & RSG members and Copley residents. It’s been such a nice transformation over the last few years. SP is looking forward for Phase 6 residents integrate into the wider community. SP is looking forward the Fun Day. It</p>	SP

<p>8.2</p>	<p>will be great to celebrate the residents and to thank them for the hard work that they have done as they are part of this process.</p> <p>MS thanked SP for the work she has done on behalf of the RA and RSG.</p> <p>Temporary community centre is due for removal first or second week in September. KZ will be handing keys to the new community centre early September in time for the launch and Fun Day.</p> <p>Phase 5 – SP update for AP SP gives an overview. As RSG members will be aware, formal engagement is planned for September. The team is working towards a Stage 4 design for the D-G blocks. Formal engagement with residents will start in September and will be followed by Section 20 formal processes that need Ealing needs to go through with leaseholders. Then there will be a combined decant period and procurement over Winter. Start on site likely late Spring 2024. The team is working out various resident engagement materials over the next 6 weeks ready for September.</p>													
<p>9.0</p>	<p>DATE OF THE NEXT MEETING (ALL)</p>													
	<p>Date of the next RSG meeting:</p> <ul style="list-style-type: none"> • 8 August 2023, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block). <p>RA AGM</p> <p>26 September 2023, at 6pm, at the new Community Centre, 39 Honiton Court, Copley Close W7 1DT</p> <p>Date of the next RA meeting:</p> <ul style="list-style-type: none"> • 31 October 2023, at 6pm, at the new Community Centre, 39 Honiton Court, Copley Close W7 1DT <p>August 2023 – No RA meeting – Summer break</p> <p>2023 dates – For your diary</p> <table border="1" data-bbox="228 1727 1214 2029"> <thead> <tr> <th>2nd Tuesday of the month</th> <th>3rd Tuesday of the month</th> <th>Last Tuesday of the month</th> </tr> </thead> <tbody> <tr> <td>RSG</td> <td>PPCR Drop-in</td> <td>RA</td> </tr> <tr> <td>8 August 2023</td> <td>15 August 2023</td> <td>29 August 2023</td> </tr> <tr> <td>12 September 2023</td> <td>19 September 2023</td> <td>AGM: 26 September 2023</td> </tr> </tbody> </table>	2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	RSG	PPCR Drop-in	RA	8 August 2023	15 August 2023	29 August 2023	12 September 2023	19 September 2023	AGM: 26 September 2023	<p>ALL TO NOTE</p>
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