



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

TUESDAY 28 FEBRUARY 2023 – 6PM TO 7PM

MINUTES

Attendees Residents			
	MS	RA & RSG Chair	Constituency
	FAA	RA & RSG Cooptee	Treasurer
	NS	RA & RSG Committee member	Constituency
	BS	2nd meeting as observer	
Attendees External			
Paul Grant	PG	Regeneration- Surveyor & Projects Officer – via Zoom	LB of Ealing
Cllr Rima Baaklini	RB	Councillor for Pitshanger Ward – via Zoom	LB of Ealing
Janet Edwards	JE	Consultant – via Zoom	PPCR
Catherine Michelet	CM	Consultant (Copley RA Secretary) Minutes	PPCR

Apologies		
CS	Neighbourhood Housing Officer	LB of Ealing
SP	Regeneration Project Manager	LB of Ealing
JW	RA & RSG Vice-Chair	Constituency
JJ	RA & RSG Committee member	Constituency
AP	RA & RSG - Committee member	Constituency
MB	RA & RSG Cooptee	Ease
JS	RA & RSG - Committee member	Constituency
AV	RA Committee member	Constituency
SW	RA & RSG Committee member	Constituency
ME		Observer
TG		Observer
JT		Observer
MJ		Observer

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	A total of 52 residents were invited to the meeting as observers, 34 by email and 18 by 1st class post. These residents had previously indicated their interest in joining the RA during the two door knocking sessions on Tuesday 4 October and Tuesday 8 November.	
1.3	Apologies as noted above	
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 31 JANUARY 2023 (All)	
4.1	Minutes agreed	
5.0	HUB UPDATE – Update due 28 March	CS
	<p>Matters Arising from Minutes of 31/01/23 & Hub Update</p> <p>Due to unforeseen circumstances CS could not attend the meeting. CS asked for residents questions to be emailed after meeting for a response to be provided in due course.</p> <p style="text-align: center;">CS to provide update on all the points listed below at the next RA Meeting on 28 March.</p>	CS
5.1	<p>Pitshanger Ward Panel</p> <p>The meetings are not public meeting. Interested residents need to be invited formally by Cleveland Safer Neighbourhoods Team & Neighbourhood Policing Team. MS & FAA attended the December meeting.</p>	ALL

	<p>✓ Next meeting is 29 March at 7pm at the John Martin Estates, 82 Pitshanger Lane, W5 1QX</p> <p>Cllr RB asked MS, in her role as Chair, to request for the Pitshanger Ward Panel to be located at a different venue on a rota basis, e.g. Copley Close, Gurnell, John Martin Estate, etc... MS agreed it was a good idea but would like to wait until she has attended a number of meetings before making the request.</p>	
5.2	<p>5.2 - Ants No new update on when blocks treatment will take place. CS to chase Nick from Pest Control. He is not returning calls. MS reported new case of ants at Paddington Court.</p>	CS
	<p>Residents who are experiencing any pest issues (coackroaches, mice, bed bugs, ants, ect) to <u>report directly to Pest Control</u> Monday to Friday 9am – 4:30pm on 0208 825 6644.</p>	
5.3	<p>5.3 – Copley Newsletter No update re Council’s Copley Newsletter Winter 2023 issue.</p>	
5.4	<p>5.4 - Abandoned cars in undercroft parking Notices were placed on 6 abandoned cars in Shropshire Court by Maurice, the environmental crime officer in November, 5 cars have been removed. Removal of the 6th car is in progress.</p>	
5.5	<p>5.5 Undercroft Parking - Monmouth Court & Oxford Court Damaged to main entrance to the undercroft car park. Waiting for new parts to arrive. Repair is costly. In the meantime, a new gate will be activated for access.</p> <p>Secure Parking Storage (SPS) organisation recruited by Council to manage the running of the car park. SPS are not yet in place.</p>	PG
5.6	<p>5.6 - Parking Congestion & Illegal parking A resident reported cars parking on the yellow lines opposite the Hub. The Hub and the project team are aware of the issue. It is Highways remit not the Hub’s. If the CPZ consultation is successful, any illegally parked cars will be issued with a parking ticket.</p> <p>To help with the parking congestion on Copley Close, the council is aiming to re-open 50% of the undercroft parking spaces – the ones that have been identified as good value for money – 140 parking spaces in total.</p>	

<p>5.7</p> <p>5.8</p> <p>5.9</p>	<p>The Project Team is aware of the parking congestion on the Estate and they are doing everything they can in the interim to relieve the matter. In combination with the Controlled Parking Zone (CPZ) for Phase 6 – if successful – this is a long-term solution to address the parking concerns on the estate.</p> <p>5.7 - Estate Inspections and Estate Walkabout Estate inspections are scheduled on a quarterly basis by the Housing officers, Ealing repair service and the caretakers are in attendance at the walkabouts.</p> <p>Estate walkabouts which include residents and councillors have not yet restarted. The Hub team will keep the RA updated on this.</p> <p>5.8 - Hub News Dorothy Elghad, the new Hub Manager who replaced Magda, advised that she will be leaving the Copley Hub on 3 March 2023.</p> <p>Paul Grant Update</p> <p>Undercroft Parking - Monmouth Court & Oxford Court Damaged to main entrance to the undercroft car park. PG update: still waiting for new parts to arrive</p> <p>Phase 5 Out to Tender to recruit contractor to carry out the works. Void properties have been given to temporary accommodation tenants. Work is expected to start later this year, date is depending on the contractor report and Housing Need survey re temporary move. Refurbishment work might take 2 to 2.5 years to complete.</p> <p>Phase 7 (9 blocks) – new Kitchen & Bathroom replacement</p> <p>From 1st April – Start of the 2nd part of the replacement of new kitchen & bathroom and the maintenance of empty properties (voids). PG plans to replace 60 this year. The budget is agreed.</p> <p>Decorating flats for the 65+ years old PG budgeted for Phase 7, some Cheyne Path properties and all the sheltered accommodation flats.</p> <p>Question from Central Square resident How to raise a fault with the disabled button for the powered door?</p> <p>PG explained the liability for all the repairs are with Hill, the contractor who build Phase 6. There is a snagging period, a 2 years</p>	<p>PG</p>
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	defect period, which ends May 2024. After that period LB Ealing will be responsible for the repairs. PG will raise the issue with Hill	
6.0	RA Constitution Amendments	JE
	<p>JE advised that the following two paragraphs have been inserted in the RA Constitution under <u>section 3. Resident Membership</u> to govern the attendance of observers’:</p> <ol style="list-style-type: none"> 1. Copley Residents who are interested in joining the Residents’ Association will be invited to attend three meetings as a Resident Observer only. At the third meeting Resident Observers will be formally invited to join the RA as a General Member. 2. The monthly RA Committee meetings are open to RA Committee Members and General Members only. Therefore, if a Resident Observer decides not to sign up to join the RA, the resident will continue to be invited, as usual, to the Copley Annual General Meetings (AGMs) and the Copley Estate General Meetings only. <p>The amendments were agreed by a show of hands of the committee members present.</p>	
7.0	KPIs (Performance Monitoring Indicators) – Quarter 3	
	<p>Repairs KPIs will be presented at a later date. There is no dedicated person currently in charge of collating the data for Copley.</p> <p>KPIs are presented on a quarterly basis (Q1: July-September, Q2: October-December; Q3: January-March and Q4: April-June) and look at 2 aspects of the repair service:</p> <ul style="list-style-type: none"> • Work was completed right first time • Overall satisfaction on this occasion • Estate Cleaning & Ground Maintenance KPIs and Gas Safety KPIs have been requested. 	RA/SDA
8.0	RA Action Plan – January 2023	JE
8.1	The Action Plan is setting the RA objectives for the next 12 months.	

The Action Plan is updated monthly in blue and emailed to all members prior to the meeting.

8.2

Updated items

RI Initiatives & Residents Training

Kaneez Zaid, Resident Involvement Officer was invited to this meeting. She sent her apologies. She will attend the AGM on the 26 September. KZ to commission training for Ealing RA later this year when all the Ealing RA are fully up and running after the Covid period.

Mind - (Hammersmith, Fulham, Ealing & Hounslow Mind (HFEH Mind) Residents were informed to come along for a tea or coffee and talk to Rachel & Ana. Mind are offering Copley Close residents many health & well-being services including advocacy, advice and information, counselling, crisis services and more.

- ✓ Next session is Tuesday 28 Tuesday 28 March, 2:30pm-3:30pm

Session to be reviewed in March to gauge demand.

Food bank - RA partnership with Ealing Food Bank

- ✓ Next collection is Tuesday 18 April.

Residents are asked to come to the temporary community Centre between 3pm and 7pm to drop their donations. A volunteer resident will take all the donations to Ealing Food Bank drop-in Centre the following day.

Youth Engagement Event

The Youth Event will take place in May or June 2023.

Young Ealing's youth activities proposal for delivery early 2023. On-going.

New Community Centre Launch - Date to be decided

It has now been decided that the launch of the new Community Centre and the Annual Fun Day will be a combined event.

Annual Fun Day – Saturday 9th September

- Event item on the March RSG agenda, and on the RA Agenda every month starting 28 March 2023.

	<p>RA & RSG Away Day – Saturday 14 OCTOBER 2023, at the Holiday Inn London-West 4 Portal Way, Gypsy Corner, London W3 6RT</p> <ul style="list-style-type: none"> Taxi and child care will be provided. <p><u>Agenda</u> 9.30am Start with refreshment and pastries The event is held to recognise and celebrate the achievements of the RA & RSG in the previous year, and to set objectives for the year ahead. 12.50 – Hot lunch (free)</p> <ul style="list-style-type: none"> ❖ Residents to confirm attendance deadline Saturday 30 September 	<p>CM</p> <p>ALL</p>
<p>9.0</p>	<p>AOB (All)</p>	
<p>9.1</p> <p>9.2</p> <p>9.3</p>	<p>Question from Cllr RB A resident from Worcester Court has an on-going issue since September with her flat door-entry system. PG said he would look into the issue.</p> <p>News from Cllr RB Cllr RB announced she has been approached by MC who is proposing to organise scouting and brownies activities for Copley’s youth. RA to invite Mandy at a RA meeting.</p> <p>LB Ealing is regenerating Gurnell. A new swimming pool will be build to an Olympic size. 200 to 300 units will be build under 4 years. 35% of the new build will be affordable.</p> <p>Question raised by the Chair on behalf of the residents re rent & service charge increase starting in April</p> <p>Emailed to CS after RA meeting</p> <p>In the old blocks the heating and hot water element are included in the rent. The rent is increasing by £20 per week. In the new blocks, residents said the rent and the service charge are going up in April by 7% in rent and by £3 a week in service charge.</p> <p>The residents want to know</p> <ul style="list-style-type: none"> How the council is going to support the residents who can’t afford to pay the rent and/or service charge. 	

	<ul style="list-style-type: none"> • What type of help and support will be given to financially vulnerable residents. <p>CS, from Hub response post-meeting</p> <p>The old blocks have a separate heating charge that isn't included in the rent this is increasing by £28.17. The new blocks have a different heating system so there isn't a separate heating charge. The rent element is increasing by 7% and the service charge by 7% + £3 a week this is whether the block is old or new.</p> <p>A letter that has been sent out advises residents of the following:</p> <p><i>There is help available if you think you may struggle to pay your rent. We have established a £1million fund to support our most vulnerable tenants, and our financial inclusion team can offer support and advice on budgeting and accessing benefits. You can make an appointment with the team by speaking to your neighbourhood housing officer. We've also put together a comprehensive list of ways you can get support with essentials, which you can find at www.ealing.gov.uk/costofliving. If you have any questions in relation to this notice of variation, please contact your Neighbourhood Housing Officer</i></p> <ul style="list-style-type: none"> ➤ Residents who are concerned about the rent/service charge increase and need assistance should contact the Hub directly on 0208 825 8088. <p>9.4 EASE leaflet</p> <p>Residents can also contact EASE to get in touch with a Family Support Worker to get information and advice, for more information 0208 575 6139.</p> <p>9.5 PPCR Social Value</p> <p>As part of PPCR's Social Value contribution, PPCR is offering an opportunity to an RA/RSG member to circulate PPCR's Regeneration Drop-in session leaflets. The leaflets are to be distributed to all Copley Close residents once every three months (on a date advised by PPCR). The resident would be paid £90 in shopping vouchers.</p> <p>Anyone interested? Please contact CM by Tuesday 7 March.</p>	ALL
10.0	DATE OF THE NEXT MEETING (ALL)	

Date of the next Copley **RSG** meeting:

- **14 March 2023**, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block).

Date of the next **PPCR Regeneration Advice Drop-in session**:

- **21 March 2023**, 3pm to 7pm at the Temporary Community Centre, Stafford Court (End of the block).

Date of the next Copley **RA** meeting:

- **28 March 2023**, at 6pm, at the Temporary Community Centre, Stafford Court (End of the block).

ALL TO NOTE

2023 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 March 2023	21 March 2023	28 March 2023
11 April 2023	18 April 2023	25 April 2023
9 May 2023	16 May 2023	30 May 2023
13 June 2023	20 June 2023	27 June 2023
11 July 2023	18 July 2023	25 July 2023
8 August 2023	15 August 2023	29 August 2023
12 September 2023	19 September 2023	26 September 2023
10 October 2023	17 October 2023	31 October 2023
14 November 2023	21 November 2023	28 November 2023
12 December 2023	19 December 2023	