



COPLEY CLOSE Resident Association COMMITTEE MEETING

TUESDAY 29 JULY 2025 – 6 PM TO 7PM

MINUTES

Attendees Residents			
	MS	RA & RSG Chair – Zoom	Constituency
	AP	RA & RSG	Constituency
	SW	RA & RSG	Constituency
	JM	RA & RSG – Zoom	Constituency
Attendees External			
Diane Robinson	DR(W)	Housing Officer - Zoom	LBE
Anamika Desai	AD	Regeneration Officer - Zoom	LBE
Owen Dowley	OD	Building Surveyor for Copley - Zoom	LBE
Cllr Ben Wesson	Cllr BW	Ward Councillor for Pitshanger	Pitshanger
Janet Edwards	JE	Senior Consultant	PPCR
Catherine Michelet	CM	Consultant - Minutes	PPCR

Apologies		
JS	RA & RSG	
NS	RA & RSG	

**ALL COPLEY MEETING NOTES ARE POSTED ON THE
PPCR COPLEY WEBSITE – SEE QR CODE:**



1.0	WELCOME, INTRODUCTION & APOLOGIES (MS)	ACTION
1.1	MS welcomed all to the RA meeting.	
1.2	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. It was noted that all present in person and on Zoom must observe the “one person to speak at a time” rule.	
4.0	AGREE MINUTES OF RA 24 JUNE 2025 (All)	
4.1	Minutes 24 June 2025 were agreed	
5.0	HUB UPDATE	
5.1	5.1 - Hub move to new office There are still some issues to be resolved by IL. Aiming to move to the new office end of August or on Saturday 13 September for the Fun Day.	AD
5.2	5.2 – Community Centre Internet Lisa has been chasing BT Open Reach, and the issue has been escalated. Action: AD to get a meaningful update for next meeting or before.	
5.3	5.3 - Community Centre Cllr BW is concerned about the general wear and tear of the community centre especially the flooring and the walls. It has taken a battering considering it is only 2 years old. Is there a maintenance plan in place? Action: AD to speak to Housing as they manage the Community Centre. Cllr BW asked for an update at the next RA meeting. AD advised that there was an end of defect inspection, which pick up some issues that need to be addressed. Cllr BW remarked that Housing might lose rent income if the CC is not looking its best.	
5.4	5.4 - Estate Inspection – Follow-up actions & feedbacks DW picked-up on a lot of issues whilst carrying the Estate Inspection and as part as the follow-up actions DW wrote to residents as well as resolving issues raised. 5. 4.1- Letter & booklet to residents DW hand-delivered lots of communication to residents in the past month. 5.4.2 - Fire in the bin store at Dorset Court DW hand-deliver to all residents of Dorset Court a booklet which includes • Information about Fire Brigade • Information about how to dispose of waste correctly	

- Letter advising residents about combustibles not to be placed in the bin
- Issues about many residents don't dispose of their waste in a correct way:
- Bins are overloaded where other bins remained empty
- Residents should place food waste in food recycling bins
- Residents need to break down large waste items to minimize amount of space that it is used in the bin
- Residents should dispose large items in a correct way NOT discarding them on balconies and landings.
- Residents should call Ealing's Refuse Services to remove bulky items. Residents should report dumping rubbish or fly-tipping. All Copley's residents are paying for the provision.

Reminder - In order for Copley to look better, to minimise issues with pest, residents need to use the waste provision and refuse bins provided. The bins lay empty in the bin store and residents place the rubbish on the floor although the bins are right there. Residents should place rubbish in the bins – not on the floor.

5.4.3 - Letter to new blocks

DW identified lots of issues re waste disposal.

5.4.4 - Letter to Cheyne Path

Issues at Cheyne Path are slightly different in comparison to the new builds. The whole estate is experiencing dog mess. DW will include photos in the Cheyne Path letter to show the waste that is being dumped on the estate to highlight the challenges the caretakers are having to deal with. The caretakers are having to remove waste that have been discarded within the communal areas and not being place in the rubbish properly it has an impact on their time for the things they should be doing on the estate. It is presenting challenges. Residents need to adopt the correct way of disposing of rubbish. Place rubbish in the waste bins.

DW makes a recommendation for residents to remove their door mats and to dispose of them. At the estate inspection DW discovered that some mats were covered in faeces and maggots and other unpleasant things. DW advised to have a foot mat inside property. It would help the caretaker to clean the communal areas efficiently, effectively and more swiftly.

Estate Services agreed to remove all the weeds that are poking out of the building using weed killer. Some of these weeds have grown as a result of historical leaks.

DW wants to encourage residents to have pride in their area.

5.5

5.5 - Rubbish Chute blockage & fines

A tenant blocked the chute by throwing bulky items in the chute and threw rubbish bags into the chute. The rubbish bag blew open and spilt on the floor. That resident had their name and address amongst the rubbish. They received a £600 fine. They contacted DW to say it was unfair. DW advised them that they blocked the chute, it is unfair on other residents as they cannot use the chute. They must have seen that their rubbish was not placed in the chute properly. If residents

5.6	choose to walk away the only person who is accountable is themselves. They can appeal if they want to. It is a clear indication that residents will be fined as a result of not placing rubbish properly within the chute or bin. DW has got the details of resident who placed their rubbish on the floor next to the bin, she will forward their details to the enviromental team to be fined. We have to improve the way the estate looks. It will minimise pest issues. Will Gloucester Court get letters re rubbish disposal? DW has got letter and booklets for Gloucester Court and for the sheltered blocks. DW is tailoring the type of letter and publication that goes out specifically to each block as there are different things happening within each different block. DW was short of a few booklets should have enough by Thursday to go out to the remaining residents at Gloucester Court. Most of Copley residents have received letter about Hawkways, about cleaning, and introducing DW as the Housing Officer. Barbecues on balconies and overloading balconies. These are places that in the event of a fire act as fire exits. Residents haven't read their Evacuation Plan, in the event of a fire, residents don't know if they should stay put or they should leave. DW encouraged residents to read their evacuation plan, so residents are aware what they need to do in the event of a fire emergency. There was a fire at Copley in April and in July. There is no evacuation for Paddington Court residents can't get out. Action: DW to speak to Fire Safety Team to visit Paddington Court to see what can be done. Some balconies are extremely overloaded with personal items. Anything that causes an obstruction in residents way of getting out and getting to safety. It is paramount that these items are removed. Please do it whilst you get the opportunity. 5.6 - Historical leaks OD did a good job in raising all the leaks repairs and getting matter resolved. DW aims to resolve all historical leaks, then DW & OD can look at new raised issues. 5.6.1 - Dorset Court leak Cllr BW attended the issue as a local councillor. He was called on a Saturday evening when there was a sudden rain downpour going through a resident light fittings. Cllr BW called the Fire Brigade who were concerned about the ceiling collapsing. Cllr BW called the emergency repair service and was told the repair is in a queue it is going to be escalated. They did not have a record that this residents was leaseholder. No one from repairs came out until the following Monday. It is not good enough. Over the last 2 weeks there has been 7 leaks. Today we had Shropshire who had their water turned off. Yesterday it was Glamorgan, last week it was Jarrow, Kirby and Loddon was the week before. There was so many leaks that DW had to attend to.	DW
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The Heating contract needs to be reported differently. DW emailed management to get direction on this issue. It is DW understanding that repairs at the moment are coming through to her. DW raised the leaks to Building Safety and heating pick the raised leaks from there. It has been a nightmare. It is not the correct way for doing things. There is a problem with the contract internally which is affecting the residents. DW asked management to step in.

DW suggested that in the meantime, residents should email her with any issues they are experiencing re leaks and issues of that nature.

Cllr BW thanked DW and asked how he can help escalating the issue and apply pressure. DW advised management that it is not acceptable. Leaks issues have to be handled in a more timely manner, what residents should do out of hours. DW will provide a more viable update by the next meeting. In the interim DW encouraged residents to email her at WallaceD@ealing.gov.uk if they experience issues. She will pick-up her emails and voicemail messages even at the weekend. DW doesn't work 24h a day but she will do her best whilst the issue is not being addressed.

Residents should still ring TBrown to log the job and TBrown will ask residents to contact their Housing Officer.

5.7 5.7 - Pest issues

In the last month a few residents contacted DW. DW was able to resolve the pest issues of one or two residents. Some residents don't meet the criteria for vulnerability. DW advised them to access provision externally.

Residents with pest issues to report to DW to get advice on how to best manage the issue. Pest impact the neighbouring flats. Residents said they are embarrassed to alert their neighbours of the issue. For example two residents might be living next door to each other not realising they have the same pest issue but both are embarrassed to talk about it. Pest issue needs to be treated in both flat at the same time otherwise. The problem will continue in one flat and spread in others.

5.7.1 - Bed Bugs

DW is aware of a number of residents with bed bugs issue. Bed bugs can be transferred from property to property just from the bugs being on residents' clothes. Residents are asked to let visitors they have bed bugs before they enter their homes. The impact is very serious having to discard most of households goods & furniture as a result.

What is the advice for residents with breathing difficulties as the treatment is toxic and residents have to leave their flat for a few hours?

There are other provisions available. Please ring a pest company and ask for their advice. It depends what pest you have, if you have Pharaoh ants there can be other type of ant powder that resident can use rather than a spray or a fumigation.

Residents might not know how to report the issue.

The whole household need to have a vulnerability to contact DW, to provide confirmation of their medicals, DW will complete an assessment, send the

	documents to be approved for residents to receive pest control. That's all that needs to happen. DW wants to help, advise and support residents. Residents shouldn't suffer in silence. Some pest control companies may offer different provisions, they will do multiple treatments and ask residents to pay for the first treatment or they may allow some budgetting provision, allow residents to pay on a payment plan in order to access the provision to enable their homes to get the treatment. A lot of Copley residents can't afford the pest control treatments. Residents are going to be over run with pest. DW encouraged residents to contact her. Pest control can advise on what can be done. Residents must come to DW to report their pest issues. DW can advice what can be done in these challenging times. DW can even go and investigate the issue in resident's home although she won't be able to enter the property depending on which type of pest residents have. DW will be able to advice and give the best support she can. It is unfortunate that Ealing no longer provide a pest control service for all the residnets. The provision has stopped borough-wide. DW can help and support residents who are vulnerable, who have health issues and who are elderly to make referrals to get the provison free of charge, without incurring the cost of the treatment. Cllr WB asked DW on behalf of residents who can't afford Pest Control to found out if they can access the local Welfare Fund. DW doesn't think the local welfare fund covers pest control costs. Local Welfare cover financial provision for emergency. Action: DW to raise the question with Local Welfare Fun. Cllr BW commented that no one should be living in a home infested with bed bugs. Ealing pest control guidelines - Everyone without the household need to have a vulnerability in order to qualify for receiving pest control provision. There might be only one person with disability the household is not elligeable. Cllr BW remarked that if someone tested the policy they could find that it might be discriminatory. It might be something that you might log on as a complaint for Ealing to look at. Residents have issues with mice, rats, pharoah ants and bed bugs those are the key pest. All of them impact you differently, all of them impact on the residents quality of life. There are things that residents can do, to get sticky boards, some Pound store sells cheap pest poison, wire wool, fill the holes with filler, these are the things that are cost effective. The holes need to be blocked in, this issue needs to be addressed. If residents got mice, they need to pull out kitchen appliances and remove the plinth, those are the areas where the holes are going to be, behind the kitchen sink unit, where a pencil can fit through a mouse can go through. Put wire wool in	DW
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	these holes it prevent mice access and sprinkle poinson around the holes it will kills the mice. You are blocking them and killing them at the same time. Call repairs they will block any holes that residents have in their homes. Making you home secure and sealed. Please contact DW, if there is a charity or information surrounding pest control provision DW will refer residents to it. There is a charity called Bottle Trust https://bottleuk .org Buttle uk (Chances For Children) that helps families that are vulnerable. If residents have a child with ADHD or with behavioural issues, this charity will help purchasing equipment or purchse provision or help with services, they will pay £3.5K per child. Have a chat with DW, her background is in Supported Housing including Residential Care and Adults with Mental Health before DW became a Housing Officer.	
5.8	5.8 - Dog pemission, nuisance & fines DW noticed a lot of dog mess in and around the estate. Residents in mobility scooters can't avoid dog mess by jumping over it, some drove throught it which get carried throught the communal areas and into their homes. It is not fair on disabled residents they have to clean their mobility scooters and their homes as a result of dog owner being careless, inconsiderate and thoughtless. Residents need to pick-up their dog mess. At the back of Cheyne Path, there is an area where dog owners can take their gog for a walk when they use the Castle Bar side of the road. Dog mess is every where and that needs to stop. DW will look into having dog bins but doesn't want to encourage people who walk their dog on the Copley Road. DW encourage dog owners to walk their dog in the allocated area at the back of Cheyne Path. A nice green area at the top of Cheyne Path. Residents needs to be more considerate and how it impact other people children and residents on mobility scooters. Have a sense of pride. • DW encourage residents to report dog mess issues. DW reported the issues to the Environmental crime team. There will be an undercover officer on the estate that will fine people if they don't pick-up their dog waste. • Residents will be fined as a result of not abiding by the regulations. Residents should have their dogs on a lead it is the law. In some of the blocks DW printed and put up the Pet Policy in a couple of plastic wallet and put a note: "If you have a dog please take one of these form". DW wants residents who own a dog to apply for a dog permisson retroperpectivly if they don't already have permission. DW can send out the form on residents behalf. Some residents have been caught on CCTV, DW will view footage, where DW identify the residents home, DW will be taking required action to do enforcement. DW is giving every residents to abide by the Terms & Conditions of the term of their agreement or lease and the law. So DW won't need to do the enforcement to manage the issue.	
5.9	5.9 - Parking issues 5.9.1 - Undercroft Parking	

	There was a big issue on Monday, someone damaged a few poles underneath Shropshire and smother some with faeces. This is happening regularly. Caretaker had to spend time cleaning. Someone might be sleeping rough in the undercroft. - If residents see anyone street sleeping on the Estate please report it to DW. Will get Street Link to come out and help this person. 5.9.2 - Car parked in the children play area Cars parked in the children play area – DW asked residents to report this kind of issue. DW is looking to put bollards or borg locks. There are a few cars. These are either residents living on the estate or resident's guesst. If they hit a child, children are in a play area, they can ran out from any where. Cars are going at speed on Copley Close. It is a danger and risk and potention health issues. Residents need to be more mindful. 5.9.3 - Parking enforcement Residents should not park in the disable bays nor in the electrical recharging bays. One or two residents have received tickets. If you are going to park in a disable bay please display your blue badge If you are parking in a electrical bay please make sure your vehicle is electric and the car is actively charging. If residents park on double-yellow lines residents will be subject to parking enforcement and receive a ticket. - Please comply with parking regulations and residents won't receive ticket in error	
5.10	5.10 - Cheyne Path's blocks without lighting All required jobs have been raised for lighting issues to be rectified.	
5.11	5.11 - Cheyne Path pavement Have to close off a small section between flats 2 & 4 as the paving is unstable, it is a Health & Safety issue. It will be closed off to the public whilst it is repaired.	
5.12	5.12 - Water supply at Loddon Court Cllr BW wants an update. Action: DW	DW
5.13	5.13 - Television Aerial - Gloucester Court Gloucester Court reported recently about the TV arial not working. The issue has been raised. A contractor will go to investigate and resolve the issue. It is should be done within a week or so. It is 28 days turn around time but it had been raised and they are aware of it. Access is dealing with it. The reports have been going to a different office in error and this caused a delay.	
5.14	5.14 - Unauthorized occupation Some people have gained access and going into empty properties. DW is aware of 3 properties.	

	If you notice any property on the estate that require attention please contact DW she is at the Hub Mondays and Thursdays and available to come out and investigate and to take action	
5.15	5.15 - Estate Walkabout dates Copley Close 1 Blocks: Alton Court, Darlington Court, Denbigh Court, Devon Court, Dorset Court, Glamorgan Court, Gloucester Court, Honiton Court, Ipswich Court, Jarrow Court, Loddon Court, Matlock Court Meet at 10am outside Community Centre on Tuesday 2/09/25, 3/12/25 & 3/03/26 Copley Close 2 Blocks: Monmouth Court, Oxford Court, Paddington Court, Pembroke Court, Radnor Court, Shropshire Court, Somerset Court, Stafford Court, Warwick Court, Worcester Court, Copley Houses, Cheyne Path Block 1-4 Meet at 10am outside Community Centre on Thursday 18/09/25; 18/12/25 & 19/03/26	
5.16	5.16 - Estate Cleaning Update – Action: DW to obtain a copy of the cleaning schedule for the year.	
5.17	5.17 - Use of Community Centre DW ‘s long-term goal for Copley is for residents to receive good service from the Council and to be happy with their home; To sign up as many young people into apprenticeships; To get more volunteers delivering events in the community centre; and to provide IT sessions for older people.	
5.18	5.18 - Apprenticeship, job opportunities and training information DW email information re apprenticeship, job oportunities and training iformation to be displayed at the Community Centre. Action: CM to forward email to RA members. DW aim is to get young people onto apprenticeship course programme to encourage them to do something constructive. Every month DW will email whole list of training/job opportunities/ and eventually DW will have a list of activities displayed in the Community Centre to encourage people to be engaging more. DW is going to look at funding sources and provision that may be available to the RA. Action: Funding for RA At the last RA meeting JS recommended to contact Michelle Bailey from EASE to enquire about events that can be held in the community centre, i.e., IT for older people and yoga. This was the only action DW wasn’t able to achive. She was busy with sorting out leaks issues. Action: DW to contact MB	CM DW DW
5.19	5.19 - Voluntary gardening Anyone interested in setting up or joining a gardening group, doing voluntary gardening?	

	MS explained through Ease the RA had some boxes put in the squares with different flowers and garden herbs for cooking. Either plants and herbs got damaged by children or people put fire works on firework night in the boxes. DW remarked instead of trying out new stuff why don't we sort out what we got already. Residents' gardens are in a bad state. Vulnerable residents are left to do their own gardening, if we got a volunteer group, although there is a handyman services that they can use. Look at Cheyne Path, residents in some property tried to grow some flowers to make it pretty. DW want to improve the area. JE asked DW to look at the Action plan objectives, and gardening is one of the suggestion mad at the last Away day. There is the Fun Day happening on the 13 September and that is a great opportunity to sign up some residents to get expression of interest. Maybe it is the way to do it. DW will be there at the Fun Day. She will also encourage residents to be part of the Resident Association and come to the RA meeting. More voices need to be heard people are experiencing different things in different part of Copley residents need to come together more often to make their voices heard. DW might print her own tee-shirt with her message "I am the Housing Officer for Copley come and talk to me". DW to think of a slogan that fit best for the Fun Day.	
6.0	RA Action Plan – July 2025	JE
	Action Plan updates 6.1 - Fun Day - Saturday 13 September, 1pm-5pm in Central Square Funding is still being sourced for the fun day. RSA have to raise money to pay for the event. SP agreed to pay for an icecream van, candyfloss & pop-corn van, pizza van and some others goodies for the event. The RA raised a large amount of money over £3K. Unfortunately there is a short fall the RSA is looking at SP to fill the funding gap. The RA will need help on the day. CM will email all RA & RSG members towards the end of August to ask for volunteers to assist with the setting up. It is going to be a fabulous event. Absolutely fabulous. Posters will be put up toward the end of August in the block entrance and next to the lifts. Free food, free raffle, raffle prizes are absolutely fantastic for children and for adults. Face painter will be there. Dr Bike will be there to service bikes, 15 minutes slot to each resident who want information. This is a new activity, we hadn't had Dr Bike taking part in the Fun Day. Five Fun day meetings are planned before the 13/09.	

	Please give some of your time even if it is just 1 hour.	
7.0	AOB (All)	
	7.1 Cardigan Court -sheltered housing- stairwell lights are still not working DW confirmed it has been reported. Repairs have 28 days turn around period. An unidentify person cam to the sheltered housing and advise residents that there is unlimited amount of funding to put benches in. Where does the money come from? Residents let this person in. It could be a scammer. It is in the “Housing News” newsletter there is an article advisinf residents to be mindful of eople they let in their property. If residents are in doubts, please call DW to carry out her due diligence to find out who is the person at your door, if is a genuine caller. All Ealing staff carry ID. Ask to see their ID they can stand there and you can validate who they are by calling the Hub. Don't allow unknown persons into your home until you checked their ID. 7.2 - Ealing Housing News newsletter 7.2.3 - Downsize with Ealing transfer incentive scheme Downsizing – see Housing News page 4 Earn money by downsizing. You could be paid £1,000 for everybedroom you give up when you swap your larger council homes for a smaller flat. Find out more about downsizing and other to move home on page 4 If you downsize you will get higher priority on the Banding. There are a number of residents with larger properties, they could downsize to a 2 bed or 1 bed if they live in a 3 bed and your adult children have move out. The Council need these larger properties to accommodate large families who are suffering being overcrowded. You can swap your home; there are other provisions within Ealing, mutual exchange scheme, Seaside & Countyside Homes scheme. Residents can swap as many times they want, it can be completed within 42 days. You could move to a new property; you need to speak to people to found out what is available. 7.2.4 - Joining 100 network – Have your say New initiative for tenants called Ealing 100 network – see page 8 Ealing is looking to engage with the community to ensure residents of all background to be fully involved in the decision-making process; to ensure all services meet everyone needs to enable the council to taylor their services accordingly. 7.2.5 - Making homes suitable for someone with a disability Aids & Adaptation – see page 12 If you need adaptation like grab rails, wet rooms, etc please contact DW or occupational therapy. Please call 0208 825 5680 for help.	

8.0	DATE OF THE NEXT MEETING (ALL)																						
8.1	Date of the next RA meeting: Tuesday 30 September 2025, 6 pm, at the Community Centre 2025 dates – For your diary <table border="1"> <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>12 August 2025</td><td>19 August 2025</td><td><i>No RA Meeting in August</i></td></tr> <tr> <td>9 September 2025</td><td>16 September 2025</td><td>30 September 2025</td></tr> <tr> <td>14 October 2025</td><td>21 October 2025</td><td>28 October 2025</td></tr> <tr> <td>11 November 2025</td><td>18 November 2025</td><td>25 November 2025</td></tr> <tr> <td>9 December 2025</td><td>16 December 2025 - Drop-in followed by End of Year Festivities</td><td><i>No RA meeting in December</i></td></tr> </tbody> </table>	2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	RSG	PPCR Drop-in	RA	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>	
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