



**COPLEY CLOSE Resident Association  
COMMITTEE MEETING**

**Zoom Meeting**

**TUESDAY 28 May 2024 – 6PM TO 7PM**

**MINUTES**

<b>Attendees Residents</b>			
	MS	RA & RSG Chair	Constituency
	JS	RA & RSG Vice-Chair	Constituency
	JM	RA & RSG - Committee member, RA Secretary	Constituency
	AP	RA & RSG - Committee member	Constituency
	BS	RA & RSG - Committee member	Constituency
<b>Attendees External</b>			
Godfrey Hamilton	GH	Team leader, Copley Housing Hub	LB Ealing
Glen Franks	GF	Repairs Surveyor for Copley Close	LB Ealing
Ritika Kothari	RK	Project Coordinator Copley	LB Ealing
Anamika Desai	AD	Regeneration officer	LB Ealing
Cllr Ilayda Nijhar	Cllr IN	Pitshanger Ward Councillor	LB Ealing
Janet Edwards	JE	Senior Consultant	PPCR
Catherine Michelet	CM	Consultant	PPCR

<b>Apologies</b>		
Claire Sherwin	Neighbourhood Housing Officer	LB Ealing

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



<b>1.0</b>	<b>WELCOME, INTRODUCTION &amp; APOLOGIES (MS)</b>	<b>ACTION</b>
1.1	MS welcomed all to the RA meeting	
1.2	Apologies as noted above	
<b>2.0</b>	<b>DECLARATION OF INTEREST (All)</b>	

2.1	There were no declarations of interest.	
<b>3.0</b>	<b>MEETING CODE OF CONDUCT (All)</b>	
3.1	Agreed – In place.	
<b>4.0</b>	<b>AGREE MINUTES OF RA 30 April 2024 (All)</b>	
4.1	Minutes haven't been checked or signed off. Once they are checked and signed off they will be sent to RA members.	
<b>5.0</b>	<b>HUB UPDATE</b>	<b>GH</b>
<b>5.1</b>	<b>New Hub Office on Ph6 - Opening Date</b> Wi-Fi issue is still not resolved, BT Openreach need to carry out external cabling work. BT Openreach working with LB Ealing's ICTT to get issue resolved. Once it is resolved the Hub will formally inform residents of the new office opening date. In response to a resident comment <b>GH/CS</b> to ask ICTT for a technical update asap.	<b>GH/CS</b>
<b>5.2</b>	<b>Copley Community Centre Wi-fi</b> A resident remarked that there is no Wi-Fi at the community centre. Can the issue be resolved at the same time? GH confirmed that the Community Centre is managed by the Caroline Jenkins (CJ) at the Resident Engagement Team. <b>GH</b> to liaise with <b>CJ</b> and feedback to PPCR.	<b>GH/CJ</b>
<b>5.3</b>	<b>Hub team work area changes</b> There is a slight change on how the Hub is managing the service starting from 10 <sup>th</sup> June. This change is not affecting residents. Claire Sherwin will remain the Housing Officer, the Rent Team will be more centralised. Hub remains open Mondays and Thursdays.	
<b>5.4</b>	<b>Estate Inspections and Estate Walkabout</b> Last walkabout was in February. Date of next estate walkabout is TBC. CS to firm date for either end of June or early July. GH and GF have the list of repairs from the walkabout. GH have been working with GF and the Repair Team to get the repairs done quicker as it is vital that any items picked-up during the walkabout are resolved more quickly.	
<b>6.0</b>	<b>Repairs Update</b>	<b>GF</b>

	<p><b>Glenn Fransk, Repairs surveyor</b>  Introduced himself and his role.  GF deals with repairs on Copley Estate. He will deal with repairs issues pick-up from the Estate walk-about inspection and will chase-up contractors to carry out the repairs.</p> <p>CM/PPCR asked RA members to email outstanding repairs issue prior to RA meeting with Glenn. Did not get any reply. JE reminded residents to email CM/PPCR if they have outstanding repairs issues before the June RA meeting.</p> <p>GF to provide updates to the RA meetings going forward about outstanding repair issues that are highlighted in advance of the meetings.</p> <p>A resident speaking on behalf of some residents on Copley, asked if GF is aware that residents are poorly treated by the repair service, there is a reluctance to be helpful and the waiting on the phone can be up to 40 minutes. Is GF aware if these issues? Is it personal or technology issue?</p> <p>GF confirmed he is aware of the issues, they are not confined to Copley Close but are borough-wide. The waiting time on the phone is 30 to 40 minutes. The repairs service at Percival House are looking into the matter to see how the call centre response time can be reduced. It may be a staffing matter, a more senior colleague would need to provide information. <b>GF</b> to provide update.</p> <p>A resident ask what is the time frame from when residnet log-in a repair from start to finish? Generally it is about 28 days for a normal repair. For an emergency it would be 4 hours. The call centre would raise the repair for the resident over the phone. Is there a Service Agreement? What is a normal repair? What is an emergency?</p> <p>Emergency repair would be danger to life: e.g. water leak, electrics, etc. A normal repair is e.g. a door handle or a window that cannot open, etc.</p> <p>A resident asked where this detailed information can be found. <b>GH</b> suggested he will ask this information (timscale for emergency &amp; normal repairs) to be included in the next Council's Copley Newsletter which is due to go out to all residents within the next month. The council is updating the Tenancy Handbook with information on repairs and a range of other issues in connection with resident's tenancy.</p> <p>A resident asked what resident should do if they get treated poorly by someone at the call centre?</p>	<p><b>ALL to note/CM</b></p> <p><b>GF</b></p> <p><b>GF</b></p> <p><b>GH</b></p>

	<p>It shouldn't happen but if it does there is a complaints procedure online. Customer advisors should provide their name on a call, the tenant has a right to formally complain and to feed back to the Hub and the customer advisor.</p> <p>JE asked GH and GF to feedback to the call centre the concerns raised by the residents this evening around waiting time and poor customer service and when they think there will be an improvement re waiting times at the call centre.</p> <p>Another resident added that residents told her they don't like calling the call centre because of the way they are talked to. GF asked if residents can give call centre officers' names to enable GF to escalate the issue to his senior manager to feedback to the repair manager. Working together to make sure it doesn't happen again. Residents should not be spoken to in unhelpful or unprofessional manner as residents are making us aware of the issues on the estate. GF apologies on behalf of the repair team.</p> <p>Can residents give their feedback on the Resident Handbook? In the next few month the Council will produce a new draft. Copley RA will be consulted on the document.</p>	
<b>6.0</b>	<b>RA Action Plan – May 2024</b>	<b>JE</b>
<b>6.1</b>	<p><b>Action Plan updates</b></p> <p>The Action Plan is <b>updated</b> monthly <b>in blue</b> and emailed to all members prior to the meeting.</p>	<b>GF/SC</b>
<b>6.2</b>	<p><b>Repairs KPIs</b></p> <p>JE asked <b>GF if he has any idea</b> when the RA will start to receive the KPIs. GF to get update from his senior manager, Steven Colk (<b>SC</b>). In the past, the RA were sent the KPIs on a quarterly basis to enable the RA to monitor the performance of the contractors delivering services on Copley.</p>	
<b>6.3</b>	<p><b>Quarterly E-Newsletter</b></p> <p>JS suggested in an email to publish electronic newsletter in July and October as well as a yearly Copley Whistle paper-based newsletter. Can share it on WhatsApp with residents. If residents wants to give their email address to develop an mailing list. E-newsletter needs content: highlights of RA and RSG actions done, Copley's current events e.g. Residents complaints and how to deal with complaints; how to get cost of living support; activities planned for the summer holidays; how to get free meals for children. A 2-page A4 e-</p>	

<p>6.4</p> <p>6.5</p>	<p>newsletter with lots of information. Residents to send their suggestions/ideas for content directly to JS. MS suggested to use updates from the meetings and JE suggested to use RA and RSG achievements highlights from Powerpoint slides from the Away-Day. It would be good to show on a quarterly basis what the RA &amp; RSG have achieved on behalf of the residents on Copley.</p> <p>JS to produce draft by mid-July.</p> <p><b>RA/RSG Skills Audit</b> JE and CM will be surveying members individually about their skills and what they can contribute to RA/RSG work. It transpired at the Away-Day that RA &amp; RSG members have numerous and varied skills. Planned between July &amp; September.</p> <p><b>Food Bank Collection – RA partnership with Ealing Food Bank</b> Collection date - 18 June</p>	<p>ALL</p> <p>JS</p> <p>JE/CM</p>
<p>7.0</p>	<p><b>AOB (All)</b></p>	
<p>7.1</p>	<p>The issues below raised raised at RSG meeting.</p> <p><b>Warwick Court Decant</b> Still issues with Equans. Once those are resolved, Ealing will write to residents with an update re moving back to their original homes.</p> <p><b>Parking/double yellows</b> Cllr IN confirmed that the consultation has ended. Waiting for Highways decision which should come through next couple of days. Cllr IN requested that the outcome of the consultation would be communicated to all Copley residents no specific date it should be very soon.</p> <p><b>Matlock Court damp/leakage issue</b> Resident confirmed Hill came today now think the issue is not coming from the flat roof but the main building. A surveyor is coming tomorrow for an investigation of the main building.</p> <p><b>Undercroft Parking</b> Going to Cabinet in June.No further update.</p> <p><b>Estate Shop</b> Ravi, the Copley shop proprietor, is getting advice from his solicitor before signing the Lease. The opening date of the shop will be reported when known. Cllr IN has had this as part of her casework for quite some time and would like to know the progress.</p>	

<b>8.0</b>	<b>DATE OF THE NEXT MEETING (ALL)</b>																															
<b>8.1</b>	<p>Date of the next RA meeting:</p> <ul style="list-style-type: none"> <li><b>Tuesday 25 June 2024, 6pm, in the Community Centre</b></li> </ul> <p>-----</p> <p style="text-align: center;"><b>2024 Dates for your diary</b></p> <table border="1" data-bbox="228 595 1214 1014"> <thead> <tr> <th data-bbox="228 595 555 674">2nd Tuesday of the month</th> <th data-bbox="555 595 882 674">3rd Tuesday of the month</th> <th data-bbox="882 595 1214 674">Last Tuesday of the month</th> </tr> </thead> <tbody> <tr> <td data-bbox="228 674 555 712" style="text-align: center;"><b>RSG</b></td> <td data-bbox="555 674 882 712" style="text-align: center;"><b>PPCR Drop-in</b></td> <td data-bbox="882 674 1214 712" style="text-align: center;"><b>RA</b></td> </tr> <tr> <td data-bbox="228 712 555 750" style="text-align: center;">11 June 2024</td> <td data-bbox="555 712 882 750" style="text-align: center;">18 June 2024</td> <td data-bbox="882 712 1214 750" style="text-align: center;">25 June 2024</td> </tr> <tr> <td data-bbox="228 750 555 788" style="text-align: center;">9 July 2024</td> <td data-bbox="555 750 882 788" style="text-align: center;">16 July 2024</td> <td data-bbox="882 750 1214 788" style="text-align: center;">30 July 2024</td> </tr> <tr> <td data-bbox="228 788 555 826" style="text-align: center;">13 August 2024</td> <td data-bbox="555 788 882 826" style="text-align: center;">20 August 2024</td> <td data-bbox="882 788 1214 826" style="text-align: center;">27 August 2024</td> </tr> <tr> <td data-bbox="228 826 555 864" style="text-align: center;">10 September 2024</td> <td data-bbox="555 826 882 864" style="text-align: center;">17 September 2024</td> <td data-bbox="882 826 1214 864" style="text-align: center;">24 September 2024</td> </tr> <tr> <td data-bbox="228 864 555 902" style="text-align: center;">8 October 2024</td> <td data-bbox="555 864 882 902" style="text-align: center;">15 October 2024</td> <td data-bbox="882 864 1214 902" style="text-align: center;">29 October 2024</td> </tr> <tr> <td data-bbox="228 902 555 940" style="text-align: center;">12 November 2024</td> <td data-bbox="555 902 882 940" style="text-align: center;">19 November 2024</td> <td data-bbox="882 902 1214 940" style="text-align: center;">26 November 2024</td> </tr> <tr> <td data-bbox="228 940 555 978" style="text-align: center;">10 December 2024</td> <td data-bbox="555 940 882 978" style="text-align: center;">17 December 2024</td> <td data-bbox="882 940 1214 978"></td> </tr> <tr> <td data-bbox="228 978 555 1014"></td> <td data-bbox="555 978 882 1014"></td> <td data-bbox="882 978 1214 1014"></td> </tr> </tbody> </table>	2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	<b>RSG</b>	<b>PPCR Drop-in</b>	<b>RA</b>	11 June 2024	18 June 2024	25 June 2024	9 July 2024	16 July 2024	30 July 2024	13 August 2024	20 August 2024	27 August 2024	10 September 2024	17 September 2024	24 September 2024	8 October 2024	15 October 2024	29 October 2024	12 November 2024	19 November 2024	26 November 2024	10 December 2024	17 December 2024					
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