



**Copley Close Hanwell W7  
Regeneration Steering Group Meeting**

Community Centre, 39 Honiton Court, W7 1DT

**8 October 2024 – 6pm to 7pm  
Minutes**

<b>Attendees</b>	
JM	RSG Member
JS	RSG Member
NV	RSG Member
ME	RSG Member
SW	RSG Member
MT	LBE– Copley Regeneration Project Manager Ph3 & Ph5 - <a href="#">Zoom</a>
RK	LBE– Copley Regeneration Project Coordinator - <a href="#">Zoom</a>
AD	LBE– Copley Regeneration Project Officer - <a href="#">Zoom</a>
IL	Neighbourhood Team Leader – Hanwell - <a href="#">Zoom</a>
JE	PPCR - Chaired meeting
CM	PPCR (minutes)
<b>Apologies</b>	
MS	RSG Chair
AP	RSG Member
BS	RSG Member

**ALL COPLEY MEETING MINUTES ARE POSTED ON THE [PPCR COPLEY WEBSITE](#) – Scan QR Code:**



NO.	AGENDA ITEM	ACTION
<b>1.0</b>	<b>Introductions &amp; Apologies</b>	
1.1	Apologies as noted above.	
<b>2.0</b>	<b>Declarations of Interest</b>	

2.1	No declarations of interest.	<b>RSG</b>
<b>3.0</b>	<b>Code of Conduct &amp; Terms of Reference</b>	
3.1	Meeting Code of Conduct is in operation.	
3.2	Please note copies of CoC and ToRs are available at every meeting. Please ask PPCR if you would like paper or e-mailed copies.	
<b>4.0</b>	<b>Agree Minutes – RSG 10 September 2024</b>	
4.1	Minutes were agreed.	
<b>5.0</b>	<b>Minutes and Matters Arising</b>	
5.1	None	
<b>6.0</b>	<b>Regeneration Programme update</b>	<b>Actions</b>
6.1	<p>MT announced that Craig Stewart, Copley Regeneration Project Manager has left Ealing. MT will be taking CS responsibilities for the time being.</p> <p><b>6.1 - Phase 3 – MT update</b></p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><b>Overview</b></p> <p><b>Phase 3 involves the regeneration of the Warwick Court block</b></p> <ul style="list-style-type: none"> <li>• <b>18 existing units to be refurbished</b></li> <li>• <b>3 new builds</b></li> </ul> </div> <p><b>6.1.2 Warwick Court</b></p> <p>Expecting Practical Completion (PC) Thursday 17 October. Ealing is waiting for Equans to issue certifications and other paperwork by 17/10. Ealing will take over possession of Warwick Court. Ealing will carry out the planned works which include tarmacking to the undercroft parking, line marking for the car park spaces and carrying out some alterations to some of the systems. Ealing will invite residents back. Whilst the works are being done, Leaseholders will be invited to undertake their electrical connections. Ealing is talking to removal companies in preparation for decanting residents back into the block. Still some consultation work to be</p>	

carried out with Warwick Court residents. Will start to move residents end of November - aiming to get everyone home by Christmas.

There were no questions.

6.2

## 6. 2 – Phase 5 - D-G blocks –

### Overview

**5 blocks make up Phase 5: Denbigh Court, Devon Court, Dorset Court, Glamorgan Court and Gloucester Court. - 100 units in total - 65 units are tenanted; 35 are leaseholders.**

- **Leasehold properties: minimal internal work will be carried out to.**
- **Social tenants: internal works will be included within the refurb.**

### Issue with Gas supply to the boiler house

Whilst the gas supply is sufficient to run Ph6 and Ph7, there is not an adequate supply to add on Ph5 to the new Energy Centre. Ealing is trying to resolve issue with Cadent. Until this happens it means that the refurb of Ph5 is on indefinite hold. Without the gas supply to the energy centre Ealing can't run the boilers that they plan to accommodate Ph5.

Ealing is looking at dispute resolution with Cadent, hopefully making some progress moving towards a more legal route to make sure Cadent undertake the work they promised to complete i.e. provide Ealing with a supply that was stipulated that could support Ph5, Ph6 & Ph7.

Resident question: If there is an indefinite hold on Ph5, can residents who want to move out via an exchange/swap, now be allowed back into the system. JS advised that she appears to have been blocked. She almost had a swap and it got cancelled.

Can Ph5 residents can still do mutual exchange?

Resident believed that she is not the only resident from the D-G blocks who was taken off the Mutual Swap list - because they were supposed to be decanted as part of the refurbishment - resident is asking the question on their behalf: now that the project is on hold can the Mutual Swap be re-instated?

IL explained that there is nothing to stop anyone being on the transfer list for the Mutual Exchange.

The resident explained that the Home Swapper website said that she was removed, resident doesn't understand why her name was taken off.

IL explained there shouldn't be a reason why the resident was taken off. Everyone has the right to mutual exchange or transfer, it shouldn't be stopped. It can be if the property is subject to a demolition order but this is not applicable to Ph5.

IL

With a decant from secure tenancy the council must find like for like accommodation. But that doesn't stop residents from being able to transfer to another accommodation or do a mutual exchange. The Council has strict grounds on when they can decline; one of them would be if the property was going to be demolished but there is no grounds to decline an application based on pending regeneration. If residents were already decanted and were occupying a decanted property then it would be harder to do because residents are not occupying their principle address. IL confirmed that the Council did not actively stop residents' applications. If IL gets a mutual exchange he would have to review it. The resident should go back to the Home Swap website and it should be fine.

IL advised that the Council is a bit behind due to admin staff shortage. A new officer is doing verifications, it might take a little while to authenticate they are working their way through a back-log of applications.

There were no other resident questions.

### **Ph5 roof type**

A resident asked at the September RSG if there was going to be a roof type change to Ph5.

MT confirmed the roofs will be of the same configuration. The roof covering will be renewed on the pitch roofs

There were no other resident questions.

## **6.3 6.3 - Phase 6 – MT update**

### **Overview**

**Phase 6 – 201 new build units, tenure breakdown as follows-**

- **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 the phase 6 works.**

### **6.3.1 - End of Defect Work**

Still working with Hill to get through the end of defects. They've been doing some remedial work at high level with cherry picker. Coming close to close that element of the work out.

### **6.3.2 - Matlock Court, Honiton Court & Central Square Houses issue**

The drone survey hasn't been yet conducted. In the meantime, Ealing carried out a preliminary survey and have identified a number of the new Town Houses that have guttering issues. This is causing water to flow down the outside of the brick work which is leading to staining. MT meeting with Hill on Friday to go through details.

### **6.3.3 - Landscaping**

**MT/Hill**

<p>Hill will be replacing all planting that need to be put back once the replacement trees go in, they will not just be planting and living spaces bare, Hill will be putting back plants as it is existing.</p> <p><b>6.3.4 - Loddon Court external water tap</b> The fault with the supply tank that feed the water tap at Loddon Court and Ipswich Court. The water tanks are working at Honiton and Matlock. MT is raising a repair order for Loddon and Ipswich for external taps to be put back into service.</p> <p><b>6.3.5 Closing mechanism at Loddon Court</b> Ealing surveyed the closing mechanism, the external doors is working correctly. If there are any issues with that door not operating or security concerns they should be raised with the Repairs Team who will have to make the building secure within 24 hours and to do a long-term fix.</p> <p>With regard to the inner security door - the door mechanism has been removed by Hill. It is no longer onsite. Ealing is holding Hill responsible. Ealing insists they need to fit a new door closer. If the Hill does not resolve the issues by 16 Oct, Ealing will ask another contractor to carry out the work and re-charge the work to Hill.</p> <p>Resident asked how long is the prescribe timeline? MT confirmed Ealing are meeting with Hill on Friday and will stipulate they must resolve the matter by Wednesday 16 October.</p> <p>Resident asked if Hill don't comply how long it would take to get a new contractor? Ealing would ask a term contractor. But how long it would take them to get the appropriate parts. It could be resolved within 6 weeks.</p> <p><b>6.3.6 - CCTV for Copley Close</b> Loddon Court residents expressed the wish to have CCTV installed. Ealing are carrying a CCTV renewal across the entire estate.</p> <p>There are going to be a number of new cameras both cameras on existing posts at existing locations and new posts and new cameras; to enable the CCTV service to review the whole site. These cameras will be external to the buildings and will be managed by Ealing.</p> <p>Resident asked whether the cameras will be monitoring people coming in and out of buildings? The cameras' positions are strategic to see people entering the estate or leaving, they don't specifically look at block's entrances, however the door entry cameras do provide that service. All those cameras tie in with the Ealing Central Control Centre who review the CCTV, so if there was ASB happening those cameras should capture the incidents.</p> <p>Resident asked whether stolen parcel falls into ASB category? The whole of Loddon Court is suffering from having their parcel stolen. Residents text each other to let each other know there is a parcel downstairs and looking out for each other mail. It might not be someone from outside it might be a resident. MT advised if you look at the ceiling in the entrance lobby there is usually a black camera dome, if it is in the corner of the room, it should be capturing anybody who might be at the post box area inside the lobby.</p>	<p><b>MT/Hill</b></p> <p><b>MT/Hill</b></p>
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Is it possible to monitor someone in the lobby?

It currently records the footage, Ealing are in the process in connecting that to the Borough-wide system. It will go through to the main camera centre, they operate 24h/a day/7 days a week. They are lots of cameras in the Borough, if anything did happen, it might be a request to find the footage rather than someone seeing the ASB happen at the time it happened. The police could ask for that footage and then they would seek prosecution.

### **6.3.7 - Local Shop**

The shopkeeper is not agreeing the terms of the Lease he has been given. He has been given a deadline of 21<sup>st</sup> October to agree terms or Ealing are going to withdraw his ownership and look to offer the shop to other shop keepers. There has been already some interest raised. If terms are agreed with the current shop keeper, it is possible that the shop could be open by Christmas.

Where does one register interest?

There is a commercial team within Ealing, they would be the best people to speak with.

Residents remember that years ago there were talks about a community shop and a community café. It was not supported by the Council.

JE explained that SP gave reasons why it wouldn't be easy to set-up and run.

Residents suggested that they can try again to submit their proposals.

### **6.3.8 - Management Hub – IL update**

Hoping to set a date for the end of the month. The part for the air conditioning unit was delivered we are waiting for Hill to install and fix. Most of the other items are in place, the printer is connected. Once the air con is fixed Ealing can set a date for moving office, hoping to be end of the month.

Resident wanted to know what is going to happen to the Hub office at 1 & 2 Cheyne Path.

There is a likelihood that the office will be turned back into flats. Not sure.

Resident want to be kept up-to-date. Will it be used for other council services?

There were talk that it would be used for other council services. Resident don't think it is appropriate for any more services coming to this estate.

Times have changed, lots of officers are working from home, don't think there is necessarily the need for all that space. There is an argument that it is already office space, it already has all the facilities. Someone could make an argument that they want to use it as office space. There is also a demand for housing at the moment. It is hoped that Ealing will make a decision once the Hub has moved to the new office space.

### **6.3.9 - Community Centre Internet – AD update**

There is a delay due to contract issues. It is at senior management level, they are trying to find a resolution. There won't be any internet for a few months.

### **6.3.10 - Central Square tank room**

The work has been completed. *Item can be removed from minutes.*

6.4	<p><b>6.3.11 - Two bins with cigarette container near E11 bus stops</b>  MT to continue chasing Estate Service Team. MT did not have any further response since they confirmed they were going to place the bins. MT think they are waiting on supply of the correct bins, leading time were long. MT to chase and ascertain bins are still actioned.</p> <p>There were no further resident questions.</p> <p><b>6.4 - Phase 7</b></p>	MT/Estate services
	<p><b>337 units in total -</b></p> <ul style="list-style-type: none"> <li>• <b>277 social rental units refurbished</b></li> <li>• <b>3 social rental newbuild units</b></li> <li>• <b>3 newbuild shared ownership units for sale</b></li> <li>• <b>54 privately owned existing units – these units will benefit from works to communal areas and some service provision, but internals will not be refurbished.</b></li> </ul> <p>There is no update on Ph7 and not likely to be any update on Phase 7 for a significant amount of time.</p> <p>There is no plan to progress the undercroft car park scheme. Ealing want to complete the viability review before spending any money they don't want to go spending millions of pounds converting the undercroft garages just to then demolish the blocks a few years later, if that is Ealing chosen route. Until then the car park will remain sealed as they currently are.</p> <p><b>6.4.2 – Update from Highways Department</b>  Highways are planning to carry out a consultation for the resurfacing of Copley outside of Ph7. The resurfacing work is due to commence at the beginning of November, that when they will be lay out the double yellow lines and enforcement of the double-yellow lines will be immediate from the 8<sup>th</sup> November.</p> <p>AD confirmed that Highways are going to issue communication to residents before the works goes ahead.</p> <p>MT confirmed there is a timeline. Ealing are consulting with councillors on 14<sup>th</sup> October, it will go to wider-residents' notification on 21<sup>st</sup> October, Highways will carry out the surfacing on the 4<sup>th</sup> and 5<sup>th</sup> November, and the double-yellow lines are going down on the 6<sup>th</sup> and 7<sup>th</sup> November with the view of enforcing it on 8<sup>th</sup> November. The consultation will be going out to notify residents about what they are doing and the reasons why. It is not optional, it is not something that residents can vote on.</p> <p>The yellow lines marking is a necessity to make sure that the tunnel structure is safe for vehicle to pass across and it's been deemed not safe if you have cars parked on 2 sides of the road, and those cars are currently parked illegally on the pavement. The pavement is for foot traffic only and that it the main underlying focus for the double-yellow lines.</p>	

This information was only received yesterday and this information is shared with this group as an early notification; the dates might slip, but that is the planned intention.

A resident asked if she can share the information with residents living in her block via their WhatsApp group?

AD emphasised that these are provisional dates, once the dates are definitive, the council will write to residents with the information.

MT confirmed all residents will be notified. Highways will have to close Copley Close in order to do the re-surfacing of the roadway, there will be road closure, Bus service will be diverted, all this information will be going out to residents.

A resident remarked that will involve removing 100s of cars. Residents won't be happy.

A resident asked what happen to the promised re-opening of the undercroft car park?

MT confirmed there is no plan to progress the undercroft car park scheme. Ealing want to complete the viability first.

Another resident asked if Oxford and Monmouth undercroft is still going ahead.

## **6.5 – Undercroft work update**

### **140 parking spaces in total -**

- **To re-open safely 50% of the undercroft parking spaces, 140 parking spaces in total which were identified as good value for money.**
- **Parking spaces will be hand-over in sections over a period of 12 months.**
- **Once each of the undercrofts are completed, LB Ealing housing management team and landlord services will administrate the undercroft parking contract.**

### **6.5.1 - Oxford Court and Monmouth Court undercroft**

Oxford Court and Monmouth Court undercroft will stay in service, they are having their gates repaired, residents can park within those areas. Ealing is seeking a Management company to carry out the enforcement work, so residents won't have people parking in their bay. There is only a limited number of bays, on a first come first served basis. It will be up to the management agency to get around allocations.

Any updates on the 6 disable bays parking spaces? Resident wanted to know where the disable bays will be located.

There were no further resident questions.



7.0	RSG Action Plan	Actions
7.1	<p>The Action Plan is setting the RSG objectives for the next 12 months.</p> <p><u>Monthly update is in <a href="#">blue</a>.</u></p> <p><b>End of the Year Festive Event</b>            Tuesday 17<sup>th</sup> December 3.30pm to 6.30pm            It will be a comprehensive festive event to make-up for not holding a Fun Day this year.</p> <ul style="list-style-type: none"> <li>➤ Planning meeting (<a href="#">Zoom</a>) – Monday 14 October, 2pm – Everyone is invited.</li> </ul> <p><b>E-Newsletter #02</b>            JS to circulate the 2<sup>nd</sup> edition by the 3<sup>rd</sup> week of October.            JS to include an article on Bogus Callers, Gail scheme supporting vulnerable residents, Ease activities &amp; PPCR drop-in</p> <ul style="list-style-type: none"> <li>➤ Please email Jackie with your ideas, suggestions, photos, articles, information, etc. – Deadline for submission by 11<sup>th</sup> October.</li> </ul>	<p><b>ALL</b></p> <p><b>ALL</b></p>
8.0	<b>ANY OTHER BUSINESS (AOB)</b>	<b>ALL</b>
	<p><b>Recruiting Neighbourhood Housing Officer</b>            IL reminded RSG that CS has left and IL is running a vacancy, to recruit a new Neighbourhood Housing Officer. An officer is covering her duties.</p> <p><b>Repairs</b>            SW reported that a new light bulb is needed at the top of the stairs at Cardigan Court. IL asked if the issue has been reported to repairs. SW believed that it has in the past. IL asked SW to raise the repair again to make sure it is logged.</p> <ul style="list-style-type: none"> <li>➤ IL reminded the RSG that he can takes note of repairs that has been outstanding for a long time, it was reported but has not got any action</li> <li>➤ IL cannot take any individual repairs as they <b>need to be reported to the proper channels</b> first.</li> </ul> <p>Meeting close.</p>	<b>RA matter</b>
9.0	<b>DATE OF THE NEXT MEETING (ALL)</b>	
9.1	<p><b>Next meetings:</b></p> <ul style="list-style-type: none"> <li>• <b>RSG Meeting – 12 November 2024 at 6pm</b>, Community Centre, 39 Honiton Court, W7 1DT</li> <li>• <b>RA Meeting – 29 October 2024 at 6pm</b>, Community Centre, 39 Honiton Court, W7 1DT</li> </ul>	<b>ALL TO NOTE</b>

9.2

**2024 dates – For your diary**

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>
	15 October 2024	29 October 2024
12 November 2024	19 November 2024	26 November 2024
10 December 2024	17 December 2024	