



**COPLEY CLOSE Resident Association
COMMITTEE MEETING
39 Honiton Court, Copley Close W7 1DT**

TUESDAY 25 June 2024 – 6PM TO 7PM

MINUTES

Attendees Residents			
	MS	RA & RSG Chair	Constituency
	JS	RA & RSG Vice-Chair	Constituency
	JM	RA & RSG - Committee member, RA Secretary - Zoom	Constituency
	AP	RA & RSG - Committee member	Constituency
	SW	RA & RSG - Committee member	Constituency
	NS	RA & RSG - Committee member	Constituency
	MB	RA Cooptee	Ease
Attendees External			
Ian Laine	IL	Team leader, Copley Housing Hub	LB Ealing
Claire Sherwin	CS	Neighbourhood Housing Officer - Zoom	LB Ealing
Anamika Desai	AD	Regeneration officer - Zoom	LB Ealing
Janet Edwards	JE	Senior Consultant	PPCR
Catherine Michelet	CM	Consultant	PPCR

Apologies		
BS	RA & RSG - Committee member	Constituency
Glen Franks	Repairs Surveyor for Copley Close	LB Ealing
Ritika Kothari	Project Coordinator Copley	LB Ealing
Pitshanger Ward Councillor	Pre-election period of sensitivity	LB Ealing

**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.	
4.0	AGREE MINUTES OF RA 28 May 2024 (All)	
4.1	Minutes haven't been checked or signed off. Once they are checked and signed off they will be sent to RA members.	
5.0	HUB UPDATE	IL
5.1	New Hub Office on Ph6 - Opening Date Got Wi-Fi at the Hub. Waiting for some IT issues to be resolved e.g. printer to be connected to the port. BT Openreach/ICTT working on the issue. Aiming to open new Hub end July/August. Residents complaining about the delays.	IL/BT
5.2	Copley Community Centre Wi-fi RK contacted BT Openreach for an update and chasing them for an update and a time line. They haven't got back. A different BT team is working on the Community Centre Wi-Fi. RA members are concerned about the delays. RK/AD to continue chasing them and feedback to PPCR who will inform RA.	RK/AD/BT
5.3	Hub team work area changes LB Ealing want to have more specialised officers in place instead of having Housing Officers who deals with all the residents matters. It will be a more efficient way of working. Claire Sherwin will remain the Housing Officer, the Rent Team will be more centralised. Hub remains open Mondays and Thursdays. IL to give a further update at next RA meeting.	
5.4	RA requesting that there is a dedicated person at the Hub who deals with repair issues. A face-to-face contact for residents who can't access online repair service and for vulnerable residents. Residents can't get through the repair call centre and when they do, the call handler doesn't seem to have the necessary knowledge and/or the right customer attitude. A resident commented that she can't access her online account to check her rent. IL encouraged residents to complaint using the online complaint form. The different stages of the complaint procedure are explained. Link to the Website complain page: https://www.ealing.gov.uk/info/201033/council_and_local_decisions/516/complaints	

	<ul style="list-style-type: none"> • How to make a complaint • Complaints procedure • What if I'm not satisfied • Social Care and councillor complaints • Complaints policy <p>A copy of the Repair Handbook was requested by the residents. IL to email a copy. CM to forward to RA/RSG</p> <p>IL re-iterated that CS and himself are not able to log or chase repairs on residents' behalf.</p> <p>Estate Inspections and Estate Walkabout Last walkabout was in February 2024. The issues raised at the February walkabout need to be resolved prior to the next walkabout. IL is planning to re-start the quarterly Estate Walk-about Inspections with Housing officers, Ealing repair service, caretakers, residents and councillors.</p> <p>At the last meeting, GF explained that he has been working with the Repair Team to get repairs carried out more quickly as it is vital that any items picked-up during the walkabout are resolved quickly.</p>	<p>IL/CM</p> <p>IL</p> <p>IL/CS</p>
6.0	Repairs Update	GF
	<p>Glenn Fransk, Repairs surveyor Sent his apologies he could not attend the 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>Issues raised at 28 May 2024 meeting</p> <p>Repair Call Centre issues GF to provide update on repair call centre call response waiting. The waiting time on the phone is 30 to 40 minutes. It may be a staffing matter, a more senior colleague would need to provide information. GF to provide update.</p> <p>Poor customer service. 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. 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</p> <p>Time frame for normal repair is 28 days and emergency repair is 4 hours. 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>GF</p> <p>GF</p>

	IL to ask for information on repairs and timescale to be included in the next Council's Copley Newsletter.	IL
6.0	RA Action Plan – June 2024	JE
6.1	Action Plan updates The Action Plan is updated monthly in blue and emailed to all members prior to the meeting.	GF/SC IL
6.2	Repairs KPIs Who is responsible for KPIs? GF to get update from his senior manager, Steven Colk (SC). IL to chase up. IL to invite right office to RA meeting. Quarterly KPIs for the following services: Repairs; Estate Cleaning and Ground Maintenance. KPIs are vital to monitor contractor performance and for transparency.	
6.3	Partnership communication - RA meeting invitees Leaseholder is interested in inviting Homeownership. RA Chair to invite Safer CommunityTeam.	
6.4	Copley Fun Day Waiting to hear about availability of Central Square space . Community Centre is not fit for purpose, it is too small. AD highlight the issues of having the Fun Day on Central Square, use of Emergency services 24/7, the office and service was not in place last year when RA held the Fun Day. Noise level from DJ, volume of residents attend the event. Having to close the road/Highways, employing stewarts to make sure the residents/children are safe. Proposed alternative space for Fun day IL suggested having the Fun Day on the closed road by Warwick Court & Worcester Court. Will have to move back fence. Issue booking generators as no access to electrical points. Green space at Sheltered scheme. Lots of electrical points – SW to enquire. Copley Fun Day is vital in bringing community together, residents from all tenures, from new and old part of Copley.	
6.5	Quarterly E-Newsletter JS confirmed she will publish first edition of the Copley electronic newsletter Saturday 13 July. Proposed content: what the RA & RSG have achieved on behalf of the residents on Copley Copley's current events e.g. Repairs, Complaints and how to deal with complaints; how to get cost of living support; activities planned for	

	<p>the summer holidays; Ease activities, how to get free meals for children. Joining the RA, role and benefits to the community.</p> <p>➤ Residents to send their suggestions/ideas for content directly to JS.</p> <p>Next steps: can share it on WhatsApp with residents. If residents wants to give their email address to develop an mailing list.</p> <p>6.6 Community Centre Hire – Paragraph amended Some RA members advised that they had experienced difficulty in trying to book the community centre, and that priority should be given to Copley residents wanting to book the centre. Anyone can hire the Community Centre but it appears that some organisations, with no links to Copley, e.g. the Church are being given priority over Copley residents.</p> <p>EASE wanted to run weekly sessions for both Stay & Play and the Youth Club in term-time only. Resident Involvement Team informed EASE that the Community Centre is booked from September every morning Monday to Friday.</p> <p>CM to invite Winnifred Ajok (WA), resident engagement officer, or the officer who manages community centres, to a future RA meeting.</p>	<p>ALL</p> <p>CM/WA</p>			
7.0 AOB (All)					
7.1 RSG issues - Update	<p>Matlock Court Town Houses damp/leakage issue Residents received a letter from Hill. Waiting on CPS roofing to investigate.</p> <p>Estate Shop Copley shop –Ravi getting advice from his solicitor before signing the Lease. Back and forth between Council Legal team and owner solicitor. AD to update at RSG 9 July meeting.</p>				
8.0 DATE OF THE NEXT MEETING (ALL)					
8.1	<p>Date of the next RA meeting:</p> <ul style="list-style-type: none"> Tuesday 30 July 2024, 6pm, in the Community Centre <p>-----</p> <p style="text-align: center;">2024 Dates for your diary</p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td data-bbox="204 1955 533 2033">2nd Tuesday of the month</td> <td data-bbox="533 1955 861 2033">3rd Tuesday of the month</td> <td data-bbox="861 1955 1190 2033">Last Tuesday of the month</td> </tr> </table>	2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	
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	RSG	PPCR Drop-in	RA		
	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			