



SUMMER VOLUME
JULY 2024

Newsletter

STAY IN THE LOOP WITH UPDATES AND ANNOUNCEMENTS!

AT A GLANCE

- Residents Association and Resident Steering Group
- Activities for the family this summer
- Why complain and how to do it!

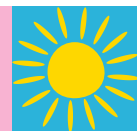
Join the Residents' Association



The Residents' Association (RA) aims to represent the needs of the community, we can only do this if you let us know your housing and repair issues and safety concerns on the estate. The Resident Steering Group (RSG) ensures our voices are represented in the regeneration plans.

We welcome new members and want to hear your views. The Residents Steering Group meets at 6-7pm on the second Tuesday of every month. The Residents Association meets at 6-7pm on the last Tuesday of every month. Email CMichelet@ppcr.org.uk to share information and/or attend the meetings. All the minutes from the Residents' Association and Resident Steering Group Meetings are available online click [here](#) for access.

Summer Is Here!



The six week holiday is upon us, here are events and activities in the local area

School holidays are upon us and whilst it is great to have some quality time with the family, it can also be stressful keeping everyone happy and occupied, especially when you are on a budget. We are lucky to have plenty of parks, canals and places of interest right here in Ealing and a wealth of places in London, and have compiled some to give you inspiration.

New Gen Festival - Walpole Park, Ealing midday- 9.30pm- New Gen is a platform for the next generation of talent, with emerging artists sharing the stage with our live music headliners, and local dance groups leading workshops and showcases. New Gen is the place to find out about careers in the screen industry, have a go at creative tasters from art and drumming to filming, chill out in the Mind Zone, and discover something new at our community takeovers.

More info at <https://newgenfestival.com>

Tickets/Book Now: <https://sessami.co>

E.A.S.E (Empowering Action and Social Esteem) & Hanwell Big Local provide services from Hanwell Community Centre and other spaces in the local area. All information about their services from Children's Centre activities to Holiday Activities, Mental Health Support , Careers Advice, Information & Support and Youth Clubs and more is available [here](#) or give them a call on 0208 575 6139.

Ealing Holiday and Food Programme is available for eligible families information is on the council website [here](#) or keep up to date on the Facebook page [here](#). If you need support navigating all the activities and services available or are not sure of you are eligible contact HAF@ealing.gov.uk.

The Canal and River Trust has plenty of ideas for ways to enjoy and explore nature and the local waterways for free [here](#).

Gunnersbury Park & Museum have a range of activities some free or low cost, planned for the summer and the museum is always free. Information is available [here](#).

A bit further afield...

South Kensington has loads of places to keep the young ones busy, from dinosaurs to astronauts to fashion, and all just a few stops on the District or Piccadilly Lines check out what is happening [here](#)

The Southbank Centre is a great place to go and is pretty easy to get to on the District line to Embankment or via the Elizabeth Line and Northern Line to Waterloo. The summer programme of event is available [here](#).

Thames Clippers is not free but a great way of exploring the city is by boats and there are some great deals available for families [here](#).

Support and ideas to help - We all know children eat us out of house and home and keeping them fed and watered is a major expense.

Ealing Council Household Support Fund is available for people who are struggling financially information is available [here](#)

Ealing Foodbanks are open across the borough from Monday to Saturday, you can find out when and where [here](#). For more more information on how to access the foodbank and the wide range of support services available click [here](#).

Squaremeal has a list of places where kids eat free or for £1 available [here](#) .

Make your voice heard



When to complain, how to do it and why it is important!

We know that where services are concerned residents of Copley may not be getting what they need. It is important that you know where to get help and how to access it. All information is available on the **Council Website** and each item/service/issue is listed from A to Z in a directory [A to Z of services | Ealing Council](#). It is not always easy to find the help you need so please let us know if you need support.

If you have reported a repair and it has not been dealt with, or the person on the phone is not helpful you have a right to complain. If you have reported an anti-social behaviour issue or any other housing related problem and it has not been resolved or you are not happy with how it has been managed, you have the right to complain. In fact, it is really important that you do. If the council do not receive complaints, they do not know about the issues you are trying to address, they will not be able to make any improvements. The Residents Association are here to support you and highlight these complaints, but, we cannot do anything until you have reported it in the first place.

If you would like to log a complaint, here is the link [What is a complaint? | Complaints | Ealing Council](#)
If you have logged a complaint and need support from the Residents Association please make contact through the WhatsApp group or email CMichelet@ppcr.org.uk marking it for the RA's attention.

Are you a leaseholder?



Ensuring Leaseholders know their rights and responsibilities.

As a Leaseholder on Copley, you may have slightly different concerns to the people living in rented accommodation. You certainly have different responsibilities. This also applies if you are renting your property to others. The Resident Association aims to provide a voice for all residents regardless of tenure and we encourage leaseholders to ensure that they are aware of their rights and responsibilities too. Information is available here - [Leaseholders - council housing | Ealing Council](#).

Independent information is available here - <https://www.lease-advice.org/advice-guide/living-leasehold-flats-guide/>. You may also want to get involved with the Ealing Council Leaseholders' Association. You can find out more [here](#).

Get involved!



To build a strong community we need to have great communication!

We will be sharing this e-newsletter by email or WhatsApp every three months. Can you help to share it to people you know on the estate? Can you translate it for those who don't read English? Do you want to contribute to future editions? Email CMichelet@ppcr.org.uk and express an interest.

