



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

Community Centre, 39 Honiton Court, W7 1DT

**10 September 2024 – 6pm to 7pm
Minutes**

Attendees	
MS	RSG Chair - Chaired meeting
JS	RSG Member
NV	RSG Member
AP	RSG Member
ME	RSG Member
BS	RSG Member - Zoom
CS	LBE– Copley Regeneration Project Manager Ph3, Ph5, Ph6 & Ph7 - Zoom
MT	LBE– Copley Regeneration Project Manager Ph3 & Ph5 - Zoom
RK	LBE– Copley Regeneration Project Coordinator - Zoom
AD	LBE– Copley Regeneration Project Officer - Zoom
JE	PPCR
CM	PPCR (minutes)
Apologies	
JS	RSG Member
SW	RSG Member
JM	RSG Member
JW	RSG Member

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NO.	AGENDA ITEM	ACTION
1.0	Introductions & Apologies	
1.1	Apologies as noted above.	
2.0	Declarations of Interest	

2.1	No declarations of interest.	RSG
3.0	Code of Conduct & Terms of Reference	
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.	
4.0	Agree Minutes – RSG 13 August 2024	
4.1	Minutes were agreed. RSG minutes will be reviewed and signed off at Zoom meeting with MT/CS & CM on the following Tuesday a week after the RSG meetings at 3.30pm/4pm.	
5.0	Minutes and Matters Arising	
5.1	None	
6.0	Regeneration Programme update	Actions
	<p>Mark Tregunno's news Ealing have extended MT contract to the end of October with the view to getting Ph3 and Ph6 completed to enable everyone to start with a clean slate and move on to the future projects. MT last day is the 31st October.</p> <p>Craig Stewart, Copley Regeneration Project Manager Craig introduced himself to the group. Craig joined Ealing mid-April. CS is overseeing Copley phases with SP, MT, RK and AD as well as other phases in Ealing.</p>	

6.1 6.1 - Phase 3 – MT update

Overview

Phase 3 involves the regeneration of the Warwick Court block

- **18 existing units to be refurbished**
- **3 new builds**

6.1.2 Warwick Court

Building work is now completed. Could not get Practical Completion last month as planned as some important documents are still outstanding. Project Team met with Equans to highlight the documents are needed as a matter of priority and cannot get PC until the Ealing gets the documents.

PC for Warwick Court is expected within September. Project Team agreed to review situation in about 2 weeks-time to find out if Equans have provided the documentation to move forward.

Once PC has been achieved, PT will organise post-contract work, and ask leaseholders to carry out their electrical works and be able to start decanting residents back to their homes.

Residents asked how long ago the Ph3 started.
The scheme started in 2018.

Ph5 residents are concerned that their scheme would take as long to be completed and not be able to get back to their home for a long time. MT explained that the project was halted because of Covid, and the contractors did not respond as quickly as Ph6 contractors to deal with that issue. There were a long and drawn out site closer in relation to the tunnel that seat above the railway that seat outside the Warwick Court. This is not the same situation out the front of the D-G blocks, it will not affect Ph5 in the same way. Ph3 had a different type of contract, a traditional contract that stipulate exactly what the builders is to do, if anything was forgotten from that contract then you end up in a difficult position having to re-negotiate.

All contracts moving forward would be design and build, the contractor take all the risks and the associated costs. It is in their best interest to complete the job as quickly as possible.

RSG asked if this is what will happen with Phase 5. MT advised that the aim is to get residents back into their homes within 12 months. The Council cannot foresee that it would deviate significantly away from the 12 to 18 months period; it certainly would not drift into a 6 years programme like Warwick Court.

6.2 6. 2 – Phase 5 - D-G blocks – CS Update

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.**

A resident asked when the Ph5 is going to start.

The mechanical & electrical review is completed with internal parties. The Council still need to do a review with MT & others from the delivery team before it goes out to tender – anticipated within the next 2 weeks. It was planned to be done as soon as there was PC with Ph3, so there has been a delay due to the Phase 3 PC delay. The present priority is getting Ph3 PC.

A resident asked if there is going to be a public meeting to share the design although the design has been presented before there has been quite an interval since the last consultation resident meeting.

The council will invite Ph5 residents to a consultation meeting in the near future, to present the proposed design and what the solutions will be for Ph5.

MT explained that the council will offer evening meeting consultation like what we had earlier in the year.

Residents living in Ph5 emphasised that they want a residents' consultation evening meeting.

A resident asked if during the resident consultation did anyone ask for security doors in the D-G blocks? Does the majority of residents want security doors?

From previous project discussion we had on Ph5, there were a consensus that everyone preferred to have external security doors as there were ASB concerns where people were able to access in the lobby and the stairwell and they were loitering.

The resident confirmed that the ASB issues were caused by the Pub located closed to the D-G blocks. That was 12 years ago.

A resident highlighted that during an Estate walkabout they find a person sleeping rough in one of the D-G block.

Residents living in Ph5 are concerned that they will have the same type of security doors as the ones installed in Ph6. Residents are concerned about the poor workmanship and the constant issues.

Scaffoldings on Copley

Following a resident question re scaffolding MT explained that the scaffolds on Ph5 belong to a different company than those on Ph6. Ph6 scaffolding works directly for Hill. Any other scaffold on Copley scaffolding company works for Gilmartin, the repair contractor.

The resident complained about the contractors – After months of having the scaffold up, the contractors repaired the roof and as they were finally taking the scaffolding down on Ph5 they used language that the resident found offensive they were swearing. The resident was trying to work. Some residents work at night and they might have been catching up on their sleep. Children might have been listening.

Cllr BW has taken up the issue on the resident behalf and is following the matter up.

Ph5 roof type

Ph 5 resident asked if they will be getting a raised roof. Is it still going to be a flat roof?

MT explained the flat roof was renewed a while ago and it is still under guarantee. Pitched roofs will be renewed.

If the resident still has a leak it will have to be investigated under the roof warranty. Otherwise Ph5 roof refurbishment will be address the issue.

The resident's kitchen is under the pitched roof and the bedroom and lounge are under the flat roof. She explained her roof was leaking throughout the whole flat but hopefully now it should be fixed.

There were no other resident questions.

6.3 - Phase 6 – MT update

6.3

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

Project team has been concentrating on closing out the end of defect period with Hill. There has been a lot of external work going on, concentrating in the courtyard around the surrounding mews. We been completing brick work repairs, balconies, decorative finishes, adjustment to the MVHR grill, that work has been on-going and we are due to complete that work at the end of the week.

	<p>Project team are still closing-up the internal flat repairs that was raised during the end of defect inspections.</p> <p>6.3.2 - Landscaping We had carried out some landscaping work with re to clearing weeds, dead shrubberies, planting new landscaping and we are continuously review how that plant are taking. We have set-up a 12-months maintenance regime with Hill, so they are responsible with Hill so they are responsible for those plants and ensuring their well-being so we don't get to the end of the period being in a similar position with the plants are dead. We have set-out our expectations that anything that die within the 12-months will be replaced as soon as it is found.</p> <p>Moving forward with the Silver Birch trees replacement within November.</p> <p>A resident is concerned that the shrubs are being planted next to the trees that are going to be dug-out and re-planted. MT is going to question logic with the contract. It is the contractor responsibility to make good all those areas once the replacement trees go in. If there are taking plants out they will be putting plants back in.</p> <p>A resident had discussions with the contractor and found out that they had had problem accessing water. One of the contractor run a hose all the way from the mews behind Matlock Court to water the plants by Loddon Court. This issue has been resolved. The caretaker gave the contractor access to the tap in the bin room area. Unfortunately, in Loddon Court the tap is blocked and the contractor mentioned that the taps in the bin room for the cleaners are blocked in other blocks too. Because it was really hot the plants are not really taking on. Who should I report to this issue to?</p> <p>6.3.3 Closing mechanism in Loddon Court – On-going issue A resident reported that the internal door has never been finished, it has been going on for months now. There is a blank of wood above the door and the door is wide open unlocked. Hill were supposed to come back and resolve the issue. MT is going to take the issue to Hill at Friday meeting and determine why they haven't done anything. The project team had notified Hill that it was their responsibility to replace the closer mechanism. The resident confirmed that the closer mechanism has been removed.</p> <p>There is also an issue with the front door to the lobby, when the door is broken and not working properly anyone can get access to the building. Parcels have been stolen in Loddon Court. This is a separate issue that the resident is going to bring to the RA meeting. There is no security in the building without that door.</p> <p>The block entrance door keeps on braking, people keep re-setting it, they are all sort of issues with the doors. Sometimes you have to pull the door out, in the past all the doors were completely unlocked. Right now, the outer door is fine but it happens way too often with the internal lobby door wide-open. Residents don't feel safe.</p> <p>MT is going to raise the issue with the Compliance Department as to why the front door is not working and why it is repeatedly failing.</p>	<p>MT/Hill</p> <p>MT</p> <p>MT/Compliance Dpt</p>
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<p>MT is going to raise the issue of the inner door with Hill. MT is going to talk to the surveyors and the compliance team to found out whether they have been called out if they were aware of this problem.</p> <p>The caretaker in a conversation with the resident mentioned that there are issues with outer doors in other blocks too.</p> <p>CCTV installed Quite a few residents on Ph6 and especially Loddon Court residents expressed the wish to have CCTV installed. Is this a RSG or RA matter? Resident will raise the issue at the next RA meeting.</p> <p>6.3.4 Local Shop There been further consultation with Ravi who was due to take over the shop, we are reaching a position with either where Ravi does take acceptance of the lease that he has been granted or there is an opportunity to go back out to the market and found a new shop keeper. These conversations are happening in the background.</p> <p>6.3.5 Management Hub The Management Team are looking to move to the new premises in September. There is a small issue with the air condition unit, we are waiting for a part coming from Europe.</p> <p>6.3.6 - Community Centre Internet There is no further update we are chasing another department to get it sorted.</p> <p>6.3.7 - Central Square Tank Room We have had the confirmation that the alternative floor treatment is going to be delivered on to site and available to lay next week. We are organising a time with the contractor. It will not be a painted finish it is going to be almost like a flooring system that is laid dried over the top there won't be any chemical involved so we can avoid any issues with chemicals.</p> <p>6.3.8 - Two bins with cigarette container near E11 bus stops MT is going to chase the Estate Service Team. He did chase them up after the last RSG meeting but did not get a response. The Estate Service Team is committed to ordering and installing the bins. Unfortunately, there is a long delivery period for those. MT to update at next meeting.</p> <p>6.3.9 - Matlock Court, Honiton Court & Central Square Houses issue – update Matlock houses and the leaking guttering update It has been delayed due to people being on holidays. We are looking to carry out the drone survey. The drone survey will fly above the building to identify if there are any kind of leaks down the back and front of the buildings. From we will be able to recall Hill as a latent defect. Given that bad weather (heavy rain) is forecasted we will be able to carry out the drone survey.</p> <p>A Matlock Court confirmed that she had 2 contacts to look at the back and informed the residents that they will put a scaffolding up. She received a letter about the drone survey but thought it already happen since Hill came out and had a look they made a note on all damp patches from all the houses from the back from the</p>	<p>MT/Hill</p> <p>RA matter</p> <p>MT/Estate services</p>
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resident's garden and the next step is they will be in touch when they will put the scaffolding up before they wanted to carry out the work before the bad weather.

MT confirmed that all houses are going to receive the drone survey. The project Team are aware that the resident had issues going on for a long time and they have been pushing Hill to closed-down this defect this is the reason why they are progressing with resident property first. Whatever they do find and if it applies to all the other buildings they will do the same remedial work too.

Letter re: External fascia defect works & mews work

Resident commented the letter she received was printed in black & white making the diagram on the second page impossible to decipher as the text and diagram explained "Red area shows working areas and mews closures. Green areas show scaffold installation". Resident asked that going forward letters to be more user friendly.

MT to ask Hill why residents did not receive a letter printed with coloured ink.

There were no further resident questions.

MT

6.4

6.4 - Phase 7

337 units in total -

- **277 social rental units refurbished**
- **3 social rental newbuild units**
- **3 newbuild shared ownership units for sale**
- **54 privately owned existing units – these units will benefit from works to communal areas and some service provision, but internals will not be refurbished.**

There is not likely to be any update on Phase 7 for a significant amount of time. There review within Ealing is still on-going with re the viability of carrying the work, how it all relates to the tunnel, relates to planning, etc. The study is not expected to complete this year. We will be reporting for the foreseeable future for the next 12 months that there are no updates on Phase 7. It also relates to the Undercroft Parking in all the blocks.

6.5 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 6.5.1 - Oxford Court and Monmouth Court undercroft – MT Update

We intend to put back the vehicle gate put back into service and the contractor is now ready to mobilise to start to work on site. They will remove the fob readers off the concrete columns and we will be sorting out a remote-control fob for user can press a button inside their car to open and close the vehicle gate as they enter and exit. Only Oxford Court and Monmouth Court will get that work for the foreseeable future.

Resident asked if there will be any work done on Cheyne Path & the rest of Ph7 while waiting for a decision.

MT confirmed the Ealing Assets & Investment Team have been carrying out Stock Condition survey with the view to identifying what works must be done and slotting them into a programme based on which year they should be renewed. If there is something that is falling now it would be replaced. There have been some repairs and renewal to shed doors but that it is separate from our Project Team and we are not consulted and we don't know what the programme is or what work they are carrying out.

There is a plan to tackle problems as per the stock condition survey but also the repair service which will deal with them as they arise.

Resident asked MT to ask contractor to remove one fob reader that is laying in the newly planted shrubs by the gate facing Matlock Court. It has been dug up. Contractors could miss that one as it is covered by the shrubs.

MT confirmed that contractor is tasked with removing all the fob readers columns take them from site and made good those areas and Project Team specified exactly what we expect them to do.

Work at Oxford Court and Monmouth Court is not carried out or managed by the Project Team we will have a vested interest and will asked to be at the post-inspection to make sure that everything is working and everything have been carried out as we requested. If there are any debris laying around post, columns etc that will be part of the hand-over and we will not accept it unless it is removed.

A resident asked what is the time scale? How many parking places?
6 to 8 weeks. Around 29 car park spaces.

Will there be assigned to the flat numbers? Not everyone owns a car. MT confirmed that there will be a management company who will be responsible to manage the car park they will enforced parking within the bay only and they will be responsible for issuing the electronic fobs, collecting them at the end of the contract period if resident decide to give up parking space, they will be managing the payment, either on monthly or yearly costs. There will be the management company for the garages. Anybody who were still paying for the service, people who have a space now will be given priority and then it will be open to the wider-estate. It is not solely for the use of Oxford and Monmouth Courts it would be offered to the wider-estate so other can get the benefit of a car park space if they are willing to pay for it.

Unfortunately, Ealing is not progressing on Ph7 at the moment. The project team would have like to roll-out the other undercroft car park we do understand they are pressures with parking, we understand they have greatly increased with the surrounding neighbourhood entering controlled parking zone (CPZ) and we know they are issues with the tunnel and double-yellow line marking. The decision is above us it is up with Ealing Contract Board to either accept the proposal to move ahead and open-up the car park or to leave them as they currently are. We don't have any update on that.

A resident asked: Is there any way to make sure that the project survives and goes through for the residents?

It all comes down to the validation survey, what was discussed with the development of the blocks and the impact with tunnel so until the viability study is complete, everyone is waiting on the outcome of the viability study report.

A resident commented that there are a lot of dead space that people can use while we are waiting for a decision.

MT explained the project team have been trying to progress this scheme for number of years.

The priority was to open-up everything on the West side of the estate, so that would be all the car parks from Oxford Court all the way through to Stafford Court. We would be looking at Radnor, Shropshire, Somerset and Stafford, and out of those there are only 2 that have got limited spaces for cars to freely park at the moment. But they are effectively blocking other cars into bays where they are double parking.

What we suggested is to take the 2 empty car parks and to open them up fully and then we would do also renovation work to the ones that are partially open to make sure that they are fully open. We have proposed to do basic packages all the way to a similar standard all the way to Oxford and Monmouth with the security works.

There is a decision to be made to whether you spend a lot of money fitting out those car parks for buildings that may in the future be demolished, is that a waste of money? Or it is better to save that money for the redevelopment? Or is the tunnel going to be a problem and they will be restricted in what project they can do and they will be only undertaking refurbishment. In which case it is do the car park now and then you don't have to do them later and you get beneficial use or do you save it all until the end trying to get effective value for money for doing all the work at the

same time? This is what the viability study is going to influence and this is the reason Ealing is not making decision at the moment.

The Project Team would like to move it forward because we can see the value of bringing those car park back into service, it would be costly, however engaging with the management service that charges residents for secure parking within London and achieving a reasonable and fair rate there will be an uptake from people and the money that is generated from the scheme would off-set the money that is used to complete the work. Effectively the car park will pay in the long run for the redevelopment work that we would look to undertake now.

A resident remarked that at the heart of all this is the residents' needs, they have a need for a car and a car park space.

Is there any chance that Ealing would re-open temporarily the ones that are not in use at the moment? What would be the problem of opening them?

MT explained there are travel distances with regards to fire safety, although the car parks are considered to be open-air, but there could be entrapment issues if there was a fire at one end and people could not get out safely. There are existing staircases that have been blocked up and part of our work is to re-open those to make sure safe travel distances are being maintained. If we were going to open-up the car park where do you stop? If you take away the vehicle gate do you leave the garages in place? If you have to open up all the staircases do you put security measures in place to stop ASB happening again? If you leave the car park open is there a risk of crime and burnt out cars reoccurring which has been a significant problem on Copley Close previously. It is a case of how far do you go and when do you stop.

Very soon we are within the realm of what we are proposing which is to open up the garages fully, put security gates so that you get clear visual lines, upgrading lighting for safety and security and then you have spent a large amount of money regenerated those areas and do you want to see them in use for a few years prior to Ph7 potentially being demolished and being regenerated?

Residents just want to park their car. Wouldn't it be cheaper to open-up temporarily the ones that have been closed-down at least that you free up a few car park places?

A resident remarked, that in reality Ph7 is not going to start for another 5 years and it will take another 10 years to do. Does the tunnel create problem on the Copley side?

MT explained the tunnel in its entirety from Monmouth Court all the way to Warwick Court has the same weight restriction across it. There could be no car parked on pavement on the Cheyne Path side. In an ideal world there should be any car parked on Stafford and on the Shropshire side of the road either, it should be a clear 2-ways road. The car parking along there are preventing that.

Residents are not satisfied, they will bring the issue forward again and again. They want to escalate the issue with the ones who are making the decision.

	<p>Residents to go through the normal complaint process, log stage 1 complaint, talk to local councillors or to their MP.</p> <p>There were no further resident questions.</p>	
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 blue.</u></p> <p>End of the Year Festive Event Tuesday 17th 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"> ➤ If you want to be involved in planning the event please advise Catherine. The date of the first planning is Monday 23rd September at 3pm ➤ <p>Skills Audit survey Thank you to those who have completed the Skills audit questionnaire. For those of you who haven't please don't forget to fill in the form.</p> <p>E-Newsletter #02 JS to circulate the 2nd edition by the 3rd week of October. JS to include an article on Bogus Callers</p> <ul style="list-style-type: none"> ➤ Please email Jackie with your ideas, suggestions, photos, articles, information, etc. – Deadline for submission by 11th October. 	<p>ALL</p> <p>ALL</p>
8.0	ANY OTHER BUSINESS (AOB)	ALL
	<p>8.1 Sheltered Scheme community A resident attended the music festival/community get together at the sheltered scheme commented how beautiful the sheltered garden is. It felt like a family event, there was a barbecue too. Can the RA raise some funding for the sheltered scheme? To complete an application form for a small grant as the residents who organised the event are out of their pockets.</p> <p>JE suggested that the RA could give some of their grant funding that they obtain through the Resident Involvement Team. Once the RA are agreeable the RA can write a check. MS will raise the matter at the next RA to be minute to record the members decision and the amount agreed.</p> <p>Meeting close.</p>	RA matter
9.0	DATE OF THE NEXT MEETING (ALL)	

9.1	<p>Next meetings:</p> <ul style="list-style-type: none"> • RSG Meeting – 8 October 2024 at 6pm, Community Centre, 39 Honiton Court, W7 1DT • RA Meeting – 24 September 2024 at 6pm, Community Centre, 39 Honiton Court, W7 1DT 	ALL TO NOTE																	
9.2	<p style="text-align: center; background-color: #00b050; color: white; padding: 5px;">2024 dates – For your diary</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">2nd Tuesday of the month</th> <th style="width: 33%;">3rd Tuesday of the month</th> <th style="width: 33%;">Last Tuesday of the month</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; color: purple;">RSG</td> <td style="text-align: center; color: green;">PPCR Drop-in</td> <td style="text-align: center; color: blue;">RA</td> </tr> <tr> <td></td> <td style="text-align: center;">17 September 2024</td> <td style="text-align: center;">24 September 2024</td> </tr> <tr> <td style="text-align: center;">8 October 2024</td> <td style="text-align: center;">15 October 2024</td> <td style="text-align: center;">29 October 2024</td> </tr> <tr> <td style="text-align: center;">12 November 2024</td> <td style="text-align: center;">19 November 2024</td> <td style="text-align: center;">26 November 2024</td> </tr> <tr> <td style="text-align: center;">10 December 2024</td> <td style="text-align: center;">17 December 2024</td> <td></td> </tr> </tbody> </table>		2nd Tuesday of the month	3rd Tuesday of the month	Last Tuesday of the month	RSG	PPCR Drop-in	RA		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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