

Minutes of the Acton Gardens Community Board Meeting

Monday 18th June between 18:00-20:00pm

Berrymede Junior School, Osborne Road

Board Member - Present:

Resident Board Members:

Natasha Esson (NE) – Chair
 Cathyann Thomas (CT) – Resident Board member
 Tim Ogunlesi (TO) – Vice Chair
 Janet Coker (JC) – Resident Board member
 Glen Miller (GM) – Resident Board member *(arrived at approximately 6.20pm)*
 Sally Carlton (SC) – Resident Board member
 Valerie McLean (VM) – Resident Board member
 David McKay (DMK) – South Acton Resident

Non Resident Board Members:

Cllr Josh Blacker (JB) – Ward Member
 Revd. Dean Ayre (DA) – Associate Rector of Acton *(arrived at approximately 7.20pm)*
 Michael Simms (MS) – Acton Community Forum
 Mike Woolliscroft (MW) - Countryside

Board Members – Apologies:

Helen Julien (HJ) – Resident Board member
 Christopher Smith-Wong (CS) – Resident Board Member
 Billie Anne Ohene - (BO) – Berrymede Infant School
 Cllr Mik Sabiers (MS) – Ward Member
 Shuaib Abdille (SA) – Resident Board member
 Margaret Brown (MB) – Resident Board member
 David Colley (DC) – London Borough of Ealing (LBE)
 Cllr Yvonne Johnson (YJ) – Ward Member
 Jeremy Hutchings (JH) - L&Q
 Paul Sweeney (PS) – Countryside
 Cllr Yvonne Johnson (YJ) – Ward Member
 Lubna Khan (LK) - Berrymead Junior School

Non Board Members – Present:

Attendants – Present:

Leon Joseph (LJ) - LBE
 Shakira Henry (SH) - L&Q
 Keith Mann (KM) – PEP
 Mark Ludlow (ML) – Countryside
 Abdullah Ali (AA) – Resident Observer
 Bianca Goulden (BG) - L&Q
 John Dakin (JD) – L&Q
 Eve Mouser Smith (EMS) – L&Q
 Alan Llorente (AL) – Catalyst Housing
 Laurie Mills (LM) –Berrymede Junior School
 (attending on behalf of Head teacher)

Attendants - Apologies:

Suzanne Keys (SK) – L&Q
 Frank Baker (FB) – L&Q
 Rob Copley (RC) – Countryside
 Miranda Li (MLi) – Allies and Morrison

Guests:

Bob Little (BL) – Observer
 Nicola Bacon (NB)- Presenting Guest

		Action
1.0	Introductions and Apologies	
1.1	NE welcomed everyone and introduced herself as the new Chair. Attendees then went round the table and introduced themselves.	
1.2	NE outlined the code of conduct and reminded the Board to raise their hands and give each other the opportunity to speak.	
2.0	Minutes of the Last Meeting	
2.1	Point 2.1 – ML clarified that GM alleged that <i>some</i> residents expressed objections to Masterplan proposals rather than a blanket resident objection.	
2.2	Point 5.3 – VM advised that the blue plaque has not yet been removed from Charles Hocking House. ML gave an update on the blue plaques part of his phasing update	

	(see point 7.3).	
3.0	Matters Arising There were no matters arising.	
4.0	Phase 1 & 2 Heating and Hot Water update	
4.1	JD passed on apologies for LQEnergy who could not make the meeting. In LQEnergy's absence, JD explained that he would be providing an update on the heating and hot water outages experienced by phase one and two residents.	
4.2	JD explained that LQEnergy have compiled an action plan to address current issues affecting heating and hot water supply and a meeting has been arranged for Tuesday 26 th June by LQ Energy and the property manager for residents from phases one and two to provide a thorough update. All residents living in these blocks will be sent a letter inviting them to the meeting, accompanied by an SMS reminder.	
4.3	JD highlighted that the main cause of the current outage and frequency of outages relates to water quality, however there is a requirement for x1 pump to be replaced within the plant room. The pump is currently on order and LQEnergy are currently awaiting a date for the replacement pump to be fitted. In terms of water quality, JD explained a number of water tests have been sent for analysis and LQEnergy are currently awaiting findings which will determine required treatments. In addition, a dilapidation report has taken place with LQEnergy reviewing recommendations highlighted within the report.	
4.4	JD explained that a side stream filter will be fitted and servicing of HIU's in affected residents properties will be scheduled in directly with residents. JD also mentioned the introduction of a Building Management System which monitors the performance of the heating system remotely. This would ensure that LQEnergy are able to monitor performance of the system remotely, enabling identification of issues before they occur.	
4.5	JD apologised on behalf of L&Q for the issues experienced by residents in phases one and two with the heating and hot water and assured residents L&Q are committed to resolving issues related to heating and hot water.	
4.6	CT stated that there is confusion over who's responsibility it is to come to site to fix the problem. When L&Q is called to report heating and hot water outages she and other residents have been advised that nothing can be done until 30 residents have reported the issue.	
4.7	JD confirmed that from 1 st April 2018 Heating and Hot water for phases 1 and 2 is managed by Vital Energi, with all other phase at Acton Gardens currently under E.ON's responsibility. LQ Energy will be first to be notified about outage and the neighbourhood team, contact centre and L&Q's out of hours are provided relevant information to advise residents in addition. JD advised that he will take feedback regarding 30 residents having to report an outage before action to LQEnergy given the history and frequency of outages at Phase 1 & 2.	JD
4.8	TO expressed that out of hours support and compensation should be on the agenda for L&Q Energy's meeting on 26 th June. JD stated that whilst the priority at this stage is to resolve all current issues with heating and hot water, compensation will be issued to affected residents and both compensation and OOH service and response will be	

4.9	<p>touched upon during the meeting on 26th June. CT asked for a timeframe of heating and hot water issues being resolved and JD has stated LQEnergy have advised of 4-6 weeks, and residents will continue to receive updates on progression of matters.</p>	
<p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p>	<p>Social Life update</p> <p>NB introduced herself and explained that the purpose of Social Life research is to measure the social impact of the regeneration scheme. NB highlighted that the research measures the social impact of the regeneration scheme on residents living on the estate, but also residents living in the surrounding areas. The research method is a survey containing 60 questions, in which 574 households have been interviewed.</p> <p>NB explained that an important part of the research is to track the impact. The same research was conducted in 2015 and will continue in the future so that comparisons can be made over time.</p> <p>NB explained that the findings can be used to inform planning, design and management of the regeneration scheme at Acton Gardens.</p> <p>It was explained that the sample included residents living in different parts of the estate and a mixture of tenure types.</p> <p>NB explained that feedback is presented in a 'wheel sector diagram' with green indicating a more positive result than expected, blue indicating a result we would expect, and orange weaker result than expected. Report is draft at this time with further responses to be collated (please see presentation attached).</p> <p>DM asked what the findings were for sheltered residents and if we could see the report detailing these findings. NB explained that surveys on sheltered residents have been conducted but the reports have not been written yet. NB confirmed that these reports will be circulated once complete. DM asked when this report will be circulated and BG said hopefully by the end of the summer.</p> <p>BG reiterated that the purpose of conducting this research is to ensure that Acton Gardens are using best practices and responding proactively to resident's views. BG provided the example of conducting roadshows at sheltered schemes as a response to residents reporting that they would like more contact from Acton Gardens staff members.</p> <p>DM stated that his report from last Board meeting which he gave to Cllr Mik Sabiers is not detailed in the minutes and would like to be included in the next minutes. BG asked for a copy of this report.</p>	
<p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.3</p>	<p>Community Chest Applications update</p> <p>CT explained that there was one application that needed approval from the board, Citizen 2020. The project looks at bringing residents together through art. CT explained that this project has applied for £5000.</p> <p>GM wanted clarification on what the project offers and has concerns about whether these projects are good value for money as it seems a lot of money for a short project. CT confirmed that the proposed start date was July 2018 and end date would be March 2019.</p> <p>GM highlighted that Red brick area was promised a similar project before which has not yet materialised and caused disappointment amongst some residents. DM stated that the costs of £30 per hour seem high.</p>	

<p>6.4</p> <p>6.5</p> <p>6.6</p> <p>6.7</p> <p>6.8</p> <p>6.9</p>	<p>MW stated that in his opinion this project stands out from other projects in that it reaches the wider community and is not just aimed at one group of people. MW suggested that we go forward with the project but look for feedback from residents and look to recruit residents from red brick area.</p> <p>BG highlighted that volunteers will receive accredited training and will be required to give up 30 hours of their own time. Double Helix Resources will complete the training but level of qualification is not outlined.</p> <p>BG explained that ARTification do want to take forward the project on red brick area and suggested that we contact Rachel Pepper for feedback on this. BG to confirm with Rachel and circulate an update.</p> <p>JB stated that he thinks the project is a good idea and very exciting. JB expressed that it is important to look at the project's aim of building the community which did not prove to be the strongest area in the Social Life research.</p> <p>NE asked members of the Board to vote on the project. 7 approved, 0 disapproved so the project was approved. Not all board members voted. BG stated that we will feedback about targeting the red brick area.</p> <p>GM raised the point of improving advertisement of these projects around the estate. BG outlined the mediums available to advertise projects. Advertising is the responsibility of groups. However, L&Q can support with advertising through newsletters, website and posters.</p>	<p>BG</p>
<p>7.0</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.5</p> <p>7.6</p> <p>7.7</p>	<p>Regeneration Update (Ealing council and Acton Gardens)</p> <p>A verbal was provided by ML on behalf of Countryside</p> <p>Phase 5: Since the last board meeting a further two blocks have been handed over and 49 rented accommodation units are now fully occupied. The final blocks of phase 5 will be complete this month and next month. Internal courtyard works are moving towards completion and West Park area is due to complete by the end of summer.</p> <p>Phase 6.1: Working to programme. Sainsbury's are expected to take occupation at the end of the summer. Youth club and community centre due to handover in January 2019.</p> <p>Phase 6.2: The Hoarding and scaffolding have now been erected around Charles Hocking House and a sheeted scaffold screen is being erected to act as a dust shield. The blue plaque at the bottom of Charles Hocking House is proving difficult to remove and has been left in situ to avoid damage. Acton Gardens are attempting to salvage the smaller mural at the bottom of Charles Hocking House painted by Stik. The demolition of Charles Hocking House should take place in July / August.</p> <p>Phase 9.1: Demolition is underway at Webb Court and Bennett Court. It is expected that there will be another four / six weeks remaining of demolition works.</p> <p>Phase 7.1: Works to programme. Previous concerns regarding traffic management have been addressed and there is a new regime in place with better traffic management. Also, lighting enhancements have been made in reaction to concerns expressed by residents.</p> <p>Future Masterplan: Planning application is now validated and can be accessed on Ealing Council's website, we are now in the consultation period. There will be a 16 week determination period.</p> <p>KM asked if the Sainsbury's currently situated in 3.1 will go once Sainsbury's in 6.1</p>	

	<p>opens. ML explained that this was the original plan but Sainsbury's are currently in talks about running both stores. If Sainsbury's in 3.1 does go, the space may be used as a Café or convenient store.</p>	
7.8	<p>DM asked if any other operators, such as Lidl or Aldi are being considered and BG explained that most stores have a very specific square footage that they are able to operate within.</p>	
7.9	<p>LM raised some safety issues regarding the overgrown trees in the open space opposite Berrymede school. LM explained that this problem has been reported to Ealing council over the years but nothing has been done to rectify the issue. LM stated that it is difficult to see which branches are rotten because the trees are so overgrown and need to be cut. ML highlighted that the trees are not part of AG works or Masterplan area but we will speak with Ealing council regarding this issue.</p>	ML
7.10	<p>LM raised a second query in relation to footpath leading to school. LM stated that the hoarding is making it difficult for pushchairs and wheelchair users to access the footpath and wanted to know if AG could provide a temporary footpath through which cuts through the open space. ML advised that the hoarding has been positioned to allow the full width of the existing footpath to remain in use. Request for alternative access across the open space will be explored with the council as they own and manage that space.</p>	
7.11	<p>LM reported motorcycles which are frequently riding on the pavement, posing a threat to pedestrians. BG asked if this had been reported and LM stated that there is no way of identifying these individuals because number plates are removed and helmet covers face. JC suggested reporting this to the Safer Neighbourhoods Panel. BG suggested meeting with the Head teacher and Safer Neighbourhoods Panel to discuss safer ways of working together.</p>	BG
7.12	<p>GM reported that the website link to the Masterplan application is not working. BG checked if GM was referring to Ealing council planning portal or Acton Gardens website. GM stated planning portal. BG explained that she was able to access this earlier but will check and feed back to the planning team at Ealing council.</p>	
7.13	<p>GM expressed that he and other residents felt that the consultation events were poorly advertised. NE stated that she felt that the consultation events were advertised well and the events were very informative. BG highlighted that Acton Gardens wrote to residents, published information in the newsletter, website and sent text messages to residents. BG also stated that there is a 3D model of the remaining Masterplan area available to see in our office, as well as the consultation boards which were used at the public consultation events.</p>	
7.14	<p>Verbal update provided by BG</p>	
7.15	<p>BG provided an update on up and coming events at Acton Gardens, explaining that there will be an 'Introduction to Construction Event' held in October for local schools and colleges. It is possible that this event could be opened out to residents also.</p>	
7.16	<p>BG advised that the new community centre in phase 6.1 will open at the beginning of next year and that the tender process to appoint a third party management organisation has now commenced.</p>	
7.17	<p>DM highlighted that rents have increased since last year and are becoming unaffordable. BG explained that rents are set as the benchmark London Affordable rents which are set by the Mayor across the whole of London. The rents are published on the Acton Gardens website which displays a link to the GLA website. DM asked about the service charge increase and queried why service charges for the same bedroom sizes differ from flat to flat. JD explained that service charges are individually calculated on the basis of the size of homes and the particular services that are provided. This means that service charges are likely to be different phase by phase and</p>	

7.18	<p>flat by flat.</p> <p>Verbal update provided by Leon Joseph (LBE)</p>	
7.19	<p>LJ highlighted that 27 residents remain in 9.4 and a number of residents from Barwick House decanted early. GM asked if overcrowded and vulnerable residents can be put forward for early moves and LJ said that any vulnerable cases should be referred to SCBC.</p>	
8.0	<p>Housing services updates</p>	
8.1	<p>Verbal update was provided by Shakira Henry.</p>	
8.2	<p>SH explained that home visits for phase 5 have now been carried out and so far, feedback from residents has been very positive. Fibre Optic and Sky Q provision is unique to phase 5 and has had positive feedback from residents.</p>	
8.3	<p>SH mentioned that she is planning a number of events for residents and dates are still being decided. TO asked if events could take place on the weekends as well as weekdays and SH said that this has been done in the past and can be considered.</p>	
8.4	<p>SH asked the Board how frequently they think resident meetings should take place and CT suggested once per quarter. DA asked if more notice could be given for resident meetings so that arrangements can be made with work, SH said that she would take this on board.</p>	
8.5	<p>SH explained that a service charge meeting with 3.1 residents had taken place to give residents more of an understanding about how these charges are calculated. Such meetings can be continued for future residents should the need arise.</p>	
8.6	<p>SH confirmed that ASB is minimal on current phases however we do get some queries on phase 3.1 relating to unauthorised access. SH explained that when looking at CCTV, it is evident that unauthorised individuals have gained access through tailgating, not because of faults in the security control. Residents were reminded to be vigilant when accessing their homes to avoid such occurrences. SH also advised residents to make the safer neighbourhood's team aware of the issue.</p>	
8.7	<p>NE asked about the parking on Rosenburg Road and explained that the road is becoming very busy. NE also stated that parking in front of Jerome Tower is very difficult with individual residents taking up a number of bays. SH advised that parking services are currently in consultation period and parking arrangements are still to be decided. SH will chase for an update on temporary parking permits.</p>	
8.8	<p>GM stated that a resident from Larkin Mansions has reported cleaning not being done in the block. SH confirmed that a cleaning regime is in place for this block as all others. NE suggested that the dirty appearance of the block may be because of resident's neglect rather than cleaning not being done.</p>	
8.9	<p>Verbal update was provided by Alan Llorente from Catalyst.</p>	
8.10	<p>AL explained that Catalyst Housing hold meetings with residents and leaseholders every 2-3 months. There have been reoccurring reports of issues with the lifts. Complaints about workmen flicking cigarettes have now been addressed</p>	
8.11	<p>There have been issues with pigeons on All Saints Road because only one block has been proofed with spikes and pigeons have moved to the blocks which are not spiked. AL is looking for ways to rectify this issue.</p>	

9.0	ITA update	
9.1	KM explained that the uptake from residents is still strong and mentioned changes in EU Law regarding data protection Act. ITA have now put their own policy in place which can be emailed over to residents. Privacy Policy can be found on ITA website.	
10.0	AOB	
10.1	JC asked where the venue will be for the Heating and Hot Water meeting with L&Q Energy. BG said that this is still to be decided but we are waiting to hear back from two venues. This will be confirmed in writing.	
10.2	MS reminded the Board of ACF Newsletter and asked to kept updated about events in the local area.	
10.3	BL reported issues with water stoppages at Corfe Tower. BG advised BL to report this issue to SCBC to ensure a detailed response.	
	The next meeting will be held on Monday 17 th September 2018 between 18:00 to 20:00pm at the Berrymede Junior School, Osborne Road, Acton	