

## Minutes of the Acton Gardens Community Board Meeting

Monday 19 September 2017 between 18:00-20:00pm

Berrymede Junior School, Osborne Road

### Board Member - Present:

#### Resident Board Members:

Cathyann Thomas (CAT) – Chair  
 Margaret Brown (MB) – Vice Chair  
 Aisha Bibi (AB) – South Acton Resident  
 David McKay (DMK) – South Acton Resident  
 Janet Coker (JC) – South Acton Resident  
 Marta Nunes (MN) - South Acton Resident  
 Natasha Esson (NE) - South Acton Resident

#### Non Resident Board Members:

David Colley (DC) – London Borough of Ealing (LBE)  
 Cllr Mik Sabiers (MS) – Ward Member  
 Cllr Josh Blacker (JB) – Ward Member  
 Cllr Yvonne Johnson (YJ) – Ward Member  
 Mike Woolliscroft (MW) - Countryside  
 Jeremy Hutchings (JH) - L&Q

#### Board Members – Apologies:

Christopher Smith-Wong (CS) - South Acton Resident  
 Glen Miller (GM) – South Acton Resident  
 Helen Julien (HJ) – South Acton Resident  
 Tim Ogunlesi (TO) - South Acton Resident  
 Jason Campbell (JCa) – South Acton Resident  
 Lubna Khan (LK) - Berrymead Junior School  
 Billie Anne Ohene - (BO) – Berrymede Infant School  
 Revd. Dean Ayre (DA) – Associate Rector of Acton

### Non Board Members – Present:

#### Attendants – Present:

Bianca Goulden (BG) - L&Q  
 Shakira Henry (SH) - L&Q  
 Sinea Bell-Spencer (SB) – L&Q  
 Suzanne Keys (SK) – L&Q  
 Keith Mann (KM) – PEP  
 Toni Hodson (TH) - L&Q  
 Darren Parker (DP) – L&Q  
 Michael Simms (MSi) – Acton Community Forum  
 Mark Ludlow (ML) – Countryside

#### Attendants - Apologies:

John Dakin (JD) – L&Q  
 Amar Sokhi (AS) – LBE  
 Kuldip Mann (KM) - LBE  
 Leon Joseph (LJ) - LBE  
 Alan Llorente (AL) – Catalyst

		Action
<b>1.0</b>	<b>Introductions and Apologies</b>	
1.1	CAT welcomed everyone and introductions were made.	
<b>2.0</b>	<b>Minutes of the Last Meeting</b>	
2.1	MS pointed out that there are now two Board members with the same initials (Cllr Mik Sabiers and Michael Simms). Point 6.9 of the last minutes state MS: to clarify this refers to Michael Simms. Michael Simms will now be initialled as MSi for purposes of the minutes.	SK
2.2	All approved.	
<b>3.0</b>	<b>Matters Arising</b>	
	<b>CPZ Parking Consultation update – Mark Ludlow</b>	
3.1	ML advised that he has been notified by Ealing Council's Highways Team that the CPZ	

<p>3.2</p> <p>3.3</p> <p>3.4</p>	<p>has now advanced to implementation stage, for roads surrounding Phases 1 and 2 (south of Bollo Bridge Road). The restrictions should be in place by November this year. Acton Gardens are continuing to work with Ealing Council Highways department for restrictions to also be put in place around Phases 3 and 4, which is close to being adopted.</p> <p>KM explained that residents have made him aware of a consultation letter sent to residents in April regards parking. The letter explained that due to changes in law, councils are no longer able to sub contract to companies to enforce parking restrictions on their behalf. The letter asked residents whether they were agreeable to LBE controlling parking directly. Some residents have received tickets from PCM (subcontractors employed through Ealing Council) since the circulation of the above information. Both DC and MS will seek clarity on this.</p> <p>ML referred to issues put forward by TO, in his absence.</p> <p>Lighting around Phase 2 – lighting in the communal walkways is very bright. Acton Gardens have been reviewing options to lessen interference. Lights will be fitted with diffusers: these will be trialed in October and feedback will be sought from residents.</p> <p>Zip Cars – ML explained that two zip cars (a car club that gives residents access to vehicles to hire) are available to use. Free membership is provided to residents for three years after they move in. According to Zip Cars records, the current usage is 28%. The company explained that the average use is 33% and if above 53%, they would advise that additional vehicles be made available. Acton Gardens, via Zip Car, will send correspondence to residents to remind them of this service and will add additional vehicles if needed.</p>	<p>MS &amp; DC</p> <p>ML</p>
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p>	<p><b>Community Chest update – Suzanne Keys</b></p> <p>SK explained that only one application was received for this quarter: Klassic Learning applied for £5,000 to hold “Supplementary School”. The project has been funded three times previously.</p> <p>It was a condition put in place by the Board during the review of their last successful application in September 2016, that Klassic Learning provide evidence of the success of the project. Whist reviews from parents were submitted, evidence has not been submitted on behalf of the pupil’s teachers.</p> <p>It was agreed that it was difficult for the Board to review the project without this evidence and therefore the application has been deferred to the next meeting, pending submission of this information.</p> <p>JC explained that Community Chest funding was designed to fund new projects and didn’t feel it should be used for continuous funding. SK explained that Klassic Learning has been signposted to Ealing Community and Voluntary Service for support in applying for long-term funding.</p>	
<p>5.0</p> <p>5.1</p> <p>5.2</p>	<p><b>Community Centre &amp; Building Naming – Bianca Goulden</b></p> <p>BG explained that Acton Gardens have been requested to accumulate further building names for its name bank for residential blocks within future phases. Forms were included in papers and all are invited to vote via the Acton Gardens website (<a href="http://www.yoursouthacton.co.uk">www.yoursouthacton.co.uk</a>).</p> <p>BG asked that the below be considered:</p> <ol style="list-style-type: none"> <li>1. Duplication should be avoided, such as suggesting Avenue Gardens when there is already an Avenue Road.</li> </ol>	

5.3	<p>2. Acton Gardens can only name buildings after people if the person has been deceased for over 15 years. Any proposal of this nature would need to be accompanied by written consent from a close family member of the family in question.</p> <p>3. The existing themes of poets and local laundries have been a success so maybe voters could continue along similar lines.</p> <p>Acton Gardens also welcome name suggestions for the Community Hub within Phase 6.1 (handover due at the end of 2018 – beginning of 2019). The name will need to be suitable for the estate and also able to stand the test of time. Early suggestions are welcomed and Acton Gardens may set up a sub-group to discuss further.</p>	
6.0	<p><b>Regeneration Updates</b></p> <p><b>Update by Acton Gardens – Mark Ludlow (Countryside)</b></p> <p>6.1 Phase 3.1 – the small Sainsbury’s Local is now open and trading well. Sainsbury’s are due to move the store to the larger commercial unit in Phase 6.1.</p> <p>6.2 The public art mural ‘The South Acton Tree of Life’ was official unveiled last Friday. The event was well attended by staff from L&amp;Q, Countryside and LBE, as well as the residents from the estate, including sheltered scheme residents, pupils and teachers from Berrymede School and community members. Positive feedback has been received following the success of the event.</p> <p>6.3 Phase 4 – the final core is now complete and fully occupied. The new West Park is now open for residents and the community to use, which includes play equipment and a landscaped green space.</p> <p>6.4 Phase 5 – the first block, designated for shared ownership, will be ready for occupation at the end of September. The affordable rent homes will be completed in November, with a further private sales and private rent (PRS) block ready by February 2018. The remaining affordable blocks will be completed during the Summer 2018.</p> <p>6.5 Phase 6.1 – the frames have now reached fourth floor level and the build is progressing well. The surrounding hoardings now feature art work from pupils at Berrymede school.</p> <p>6.6 Following an action noted at the last meeting: the lighting around the Phase 6.1 hoarding are now fully working, apart from a small section by Charles Hocking House, which will be completed this week.</p> <p>6.7 Phase 6.2 – Acton Community Forum (ACF), the occupants of the Oaktree Community Centre, recently moved to the newly refurbished previous Sunlight Nursery on Hanbury Road. The Oaktree nursery will follow shortly once their full Ofstead inspection is received. LBE are working closely with the few remaining residents and leaseholders in Charles Hocking House, with vacant possession hoped for October 2017. Hoarding and demolition works will then commence.</p> <p>6.8 Once hoardings are in place, the open space, road (known as school road) and car park behind Charles Hocking House, will be closed. Notices have been displayed and the school contacted to explain that residents and staff will no longer be able to park in this area. Arrangements will be made for access by emergency vehicles through Osborne Road.</p> <p>6.9 It was noted that the closure of the above parking areas will coincide with the introduction of the CPZ restrictions. BG explained that L&amp;Q have a list of existing residents in the surrounding phases and will supply these to Ealing Council’s Highways Team with instructions on how to apply for permits. One permit will be issued per household. ML assured resident board members that the process and restrictions will be clarified nearer</p>	BG

	the time, and information will be provided through the LBE website.	
6.10	JC enquired whether the trees surrounding Phase 1 could be moved: DC explained that a tree survey was completed as part of the masterplan and existing trees are to remain.	
6.11	Phase 7.1 – hoarding is now complete around the 3 areas within the phase and the soft strip is progressing. Demolition of the area will be completed during November – December. ML explained that Church Road won't be closed, but the direction of traffic will change to allow access to parking at the bottom of the road.	
6.12	<p>The level of street lighting around the hoarded area is not adequate, which has been noted by and brought to the attention of Acton Gardens. LBE contractor, SSE, provide and maintain street lighting. In recent weeks, they have moved one column and repaired another which has improved illumination in the area. Countryside Properties are in talks with SSE to enquire whether they can supply a connection feed so that a power source can be supplied for the hoarding lights. Failing this, Countryside will investigate the installation of lighting to be powered by a generator (which may cause noise nuisance).</p> <p>The site manager is in contact with residents who live very close to the hoarding, to ensure there is minimal disturbance from both light and noise nuisance.</p> <p>BG explained that the regeneration departments at Ealing Council and Acton Gardens will assess whether residents may be eligible to move head of their decant period, however, this will be dependant on their circumstances and tenure.</p>	ML
6.13	KM explained that the footpath from Buckland Walk to the back of Michael Flanders Centre is extremely dark. Whilst this has historically been a dark area, it is now the main access footpath so has highlighted the issue. BG explained that Acton Gardens are aware of the issues in the area. Countryside are cutting back trees and bushes on the public walkways, and those cascading from residents gardens (with their permission). Some issues remain, due to landownership issues, but Acton Gardens are continuing to tackle the problem in partnership with Ealing Council who are the landowner. Street art may be erected to brighten the area.	
6.14	JB enquired whether the residents of Frampton Court had been taken into account due to their close proximity to the building works. BG confirmed that all residents had previously be contacted and offered Phases 4 and 5, or encouraged to actively bid on Locata should they want to remain with the council.	
6.15	NE explained that she had been made aware of an incident in the playground which is partially hoarded, next to Avenue Road. A parent witnessed a workman throw some materials over the hoarding into the playground. ML explained that he would speak to the construction manager about this and investigate fully.	ML
6.16	Phase 9.1 – planning application has been submitted and will be reviewed by the committee in October. Acton Gardens are replying to enquiries at the moment.	
	<b>Update by Acton Gardens – Bianca Goulden (L&amp;Q)</b>	
6.17	<p>BG informed the board that residents had undertaken training over the weekend called 'Tenants Setting the Standards'. CAT requested that data be provided with regards to L&amp;Qs performance statistics for repairs and complaints for comparison purposes. JH responded and explained that he would provide data from the neighbourhood, but wouldn't be able to reduce these statistics to be specific to the estate. He will, however, be able to provide resident satisfaction data. The Board can decide whether they would like these numbers to be a regular update within Board meetings.</p> <p>Following results from a recent residents survey, Acton Gardens will be providing First Aid training in the near future; details to be provided.</p>	JH

<p>6.18</p> <p>6.19</p> <p>6.20</p> <p>6.21</p> <p>6.22</p> <p>6.23</p> <p>6.24</p>	<p>BG explained that in the days following the last Board meeting, L&amp;Q and LBE staff and KM, visited the three sheltered schemes on the estate. Staff held a short presentation, providing an update, information on the processes, the types of homes available to them and how to register onto Locata. The presentation was well attended and residents asked lots of questions. Updates will continue to be provided regularly and presentation will be supplied to the local Cllr.</p> <p>KM explained that it's difficult to provide information to each specific resident in sheltered schemes as Housing Needs Surveys have not yet been carried out. This will be a resource intensive task and KM enquired how this will be managed. DC explained that the project has not reached the need for this information just yet and therefore a strategy will be discussed in time. At present, there are a number of residents that want to remain as LBE tenants and move to another scheme within the borough: these residents require support in registering to Locata, and LBE need to correctly adjust their priority banding.</p> <p>BG informed the Board that the temporary homes being built by Ealing Council, Hope Gardens, will be complete in December/January. Foundation works have recently commenced. Staff at Acton Gardens are working together to produce information packs and newsletters for temporary residents. YJ requested that information on how to register to vote also be supplied.</p> <p>DM voiced his concerns over Hope Gardens and the temporary housing being built there: there is a similar scheme in Hanwell, also next to sheltered housing. Residents have reported experiencing problems such as noise nuisance and anti social behaviour. DC explained that he would report this back to the Head of Allocations within LBE. BG also referred to the presentation from LBE to the Board about Hope Gardens, and reassured that the site will be manned, which it hoped will elevate such problems.</p> <p>Oaktree Community Centre has now moved into the old nursery building on Hanbury Road. MSi informed the Board that contact details will remain the same for staff. ACF's newsletter has been delayed in order for them to inform residents that they have now moved.</p> <p>QPR Football Club and L&amp;Q delivered their 'One Goal' project on the estate during the summer holidays, in conjunction with other community organisations. Acton Little League (ALL), formed of young volunteers and children from the Somali community, combined their sessions with QPR. Three volunteers from ALL and seven residents attended training through the project and now hold a professional certificate in FA Level One Coaching. They can now take part in professional coaching and hold their own sessions. The project also worked with the United Anglo Caribbean Society on Hanbury Road to provide young people with a hot meal twice a week, under the Social Kitchen project.</p> <p>The project was well attended, with 230 young people from the estate taking part.</p> <p><b>Update by Acton Gardens – David Colley (Ealing Council)</b></p> <p>DC explained that there is no further information to add to the report, found within the papers.</p>	<p>DC</p>
<p>7.0</p> <p>7.1</p>	<p><b>Housing Services update – Shakira Henry (L&amp;Q)</b></p> <p><b>Properties:</b></p> <p>Phases 1 – 4 are now fully occupied. The majority of Phase 4's new residents have now received a home visit to ensure they are settled and also know how to use L&amp;Q services. The majority of feedback from these residents have been positive, with defects and issues minimal, This seems to be reducing as we take on more phases, demonstrating we are benefitting from the lesson learnt. Preparations are now underway to move residents into Phase 5 in November.</p>	

	<p><b>Estate inspections:</b></p> <p>7.2 The estate inspections for Phase 1 &amp; 2 were have been graded silver due to outstanding repairs. SH continues to liaise with the relevant departments to bring these matters to a close as soon as possible. The remaining phases all have been graded gold.</p> <p><b>ASB Update</b></p> <p>7.3 There are currently have no ASB cases open or ongoing ASB reports. There were recent concerns of smoking in the communal hallways of Stapleton Court which is a private block. SH sent a letter to all residents following the reports and was able to identify the address responsible. Following speaking to the homeowner and the Police, this has since been resolved. This demonstrates how important it is for residents to report issues to the local Safer Neighbourhood team and to be as vigilant as possible.</p> <p><b>Projects/Events Update</b></p> <p>7.4 On Tuesday 26th September, Cultivate London will be carrying out works to further rejuvenate the external grounds of Phase 1. In addition, a planting event will be taking place on Saturday 14th October in the courtyard of Phase1. Residents will have an opportunity to join in as well and get advice about plants, growing their own herbs and purchase plants.</p> <p>7.5 On Thursday 12<sup>th</sup> October, SH will be holding a drop-in surgery for residents of all phases. This will be an opportunity for residents to meet members from various departments within L&amp;Q that they would not necessarily be able to meet face to face, such as the Service Charge team. This event will take place in the new Community Centre on Hanbury Road.</p> <p><b>Estate improvements</b></p> <p>7.6 An estate improvement has been approved to install restrictors to the through the wall type letterboxes on Phase 1. This is to assist in reducing the space so a hand can not be put through therefore reducing theft of post and fraud. The install of the metal railings for Phase 1 is ongoing and is expected to be completed soon.</p> <p>7.7 L&amp;Q have been successful in recruiting an additional Property Manager which could potentially provide an additional resource to South Acton. No dates have been agreed at this time but further updates will be provided at the next meeting. Once the additional position is in place, SH will be in a position to hold resident meetings for the residents of Phase 3 onwards.</p> <p>7.8 Residents have reported that Morrisons shopping trollies are being left on site. SH has contacted residents to deter this, and has also spoken with Morrisons They have porters who will collect any trolleys once reported to them. SH advised that whilst the service is quite reactive more should be done to restrict the trollies from being able to go so far. SH has asked if the councillors can assist with this.</p> <p>7.9 L&amp;Q have received a number of queries relating to Sky Q and L&amp;Q have since agreed to upgrade the communal satellite systems across the organisation. There are no dates for when the upgrade will commence but residents will continue to be kept informed.</p> <p>7.10 A FAQ information booklet is currently being produced: this will provide residents with information on L&amp;Qs various departments, and contact details for all.</p> <p>7.11 NE requested that a letter be sent to residents within Phase 3.2: the bin room is sometimes left unlocked and refuse bags are being left on the floor, and not placed in the designated bins. This has resulted in sightings of maggots. SH confirmed letter will be circulated.</p>	
		SH

	The following update was provided by AL, on behalf of Catalyst Housing:	
7.12	The rodents issue has improved significantly - pest control contractors are still carrying out communal baiting in bin stores and have found very little activity in recent months.	
7.13	The service charge actuals are being finalised this week for the 2016/17 accounts.	
7.14	Quarterly updates are being circulated to all Catalyst residents in phase 2 and regular meetings with Chaplin House residents are happening.	
7.15	AL asked whether there are any plans to repair the main roads (such as Bollo Bridge Road and All Saints Road): YJ explained that all repairs will be carried out once construction is complete.	
7.16	AL also reported that children are regularly playing ball games on the above main roads and asked whether anything is in place to address the issue: YJ explained that it is difficult to deter children playing football in the area, despite there being ample open space in close proximity to the area. BG also suggested the young people be identified, so QPR can carry out some outreach work under the One Goal project.	
<b>8.0</b>	<b>ITA Update (PEP) - Update by Keith Mann</b>	
8.1	KM explained that he has experienced a very busy period: details can be found within his report.	
8.2	KM requested that he work together with Acton Gardens and MSi to relocate his monthly surgery to the new Community Centre. KM will reprint his cards to convey this, and asked Acton Gardens to also feature change of location in their next newsletter.	TH/ SK/ MSi
<b>9.0</b>	<b>AOB</b>	
9.1	MN requested that maps be erected around new phases for ease of reference for residents, visitors and delivery drivers. JC explained the area can be confusing, due to Catalyst calling some blocks by their road name and requested that blocks be given names, rather than numbers. It was requested that this feedback be given to AL.	
9.2	MN enquired whether any equipment designed for disabled children will be installed in the new parks: DC explained that there is no provision at present. All parks will be adopted by LBE: DC to enquire with relevant department. ML also explained that he is meeting with the relevant team with regards to reinstalling the park on Avenue Road and will raise this.	DC/ ML
	The next meeting will be held on Monday 11 <sup>th</sup> December 2017 between 18:00 to 20:00pm at the Berrymede Junior School, Osborne Road, South Acton	