

**Minutes of the Acton Gardens Community Board Meeting**

Monday 17<sup>th</sup> September 2018 18:00-20:00pm

Berrymede Junior School, Osborne Road

**Board Member - Present:**

**Resident Board Members:**

Natasha Esson (NE) – Chair  
 Tim Ogunlesi (TO) – Vice Chair  
 Janet Coker (JC) – Resident Board member  
 Helen Julien (HJ) – Resident Board member  
 Glen Miller (GM) – Resident Board member  
 Sally Carlton (SC) – Resident Board member  
 Valerie McLean (VM) – Resident Board member  
 David McKay (DMK) – South Acton Resident  
 David Colley (DC) – London Borough of Ealing (LBE)  
*(arrived at approximately 6.20pm)*  
 Jeremy Hutchings (JH) - L&Q

**Non Resident Board Members:**

Cllr Josh Blacker (JB) – Ward Member

**Board Members – Apologies:**

Cathyann Thomas – Resident Board member  
 Shuaib Abdille (SA) – Resident Board member  
 Margaret Brown (MB) – Resident Board member  
 Cllr Yvonne Johnson (YJ) – Ward Member  
 Mike Woolliscroft (MW) - Countryside  
 Paul Sweeney (PS) – Countryside  
 Cllr Yvonne Johnson (YJ) – Ward Member  
 Lubna Khan (LK) - Berrymead Junior School  
 Christopher Smith-Wong (CS) – Resident Board Member  
 Billie Anne Ohene - (BO) – Berrymede Infant School  
 Cllr Mik Sabiers (MS) – Ward Member  
 Revd. Dean Ayre (DA) – Associate Rector of Acton  
 Michael Simms (MS) – Acton Community Forum

**Non Board Members – Present:**

**Attendants – Present:**

Eve Mouser Smith (EMS) – L&Q  
 Peter Smith (PS) – L&Q  
 Keith Mann (KM) – PEP  
 Mark Ludlow (ML) – Countryside

**Attendants - Apologies:**

John Dakin (JD) – L&Q  
 Alan Llorente (AL) – Catalyst Housing  
 Frank Baker (FB) – L&Q  
 Rob Copley (RC) – Countryside  
 Leon Joseph (LJ) - LBE  
 Shakira Henry (SH) - L&Q

		<b>Action</b>
<b>1.0</b>	<p><b>Introductions and Apologies</b></p> <p>NE welcomed everybody and sent apologies for those who could not attend. Attendees went round the table and introduced themselves.</p> <p>NE explained that Bianca Goulden and Suzanne Keys have now left the Acton Gardens team and wished them all the best for the future.</p>	
<b>2.0</b>	<p><b>Minutes of the Last Meeting</b></p> <p>GM felt that point 2.1 was not clear and did not reflect what he said in March’s Board meeting regarding objections to masterplan proposals. ML explained that point 2.1 was to clarify that not <i>all</i> residents objected to Masterplan proposals and that we accept and expect some objections but this did not come from all residents.</p> <p>2.1</p> <p>2.2 SC clarified that the purpose of this agenda item is to go through the minutes of last meeting and point 2.1 refers to minutes taken in March 2018.</p> <p>2.3 DM referenced point 5.6 and asked when residents can expect to see the social life</p>	

<p>2.4</p> <p>2.5</p> <p>2.6</p>	<p>report summarising the findings from the study taken with sheltered residents as this is taking a long time to be issued. ML advised that the report is drafted and will be issued imminently.</p> <p>In reference to point 7.7 DM stated that in his view, two Sainsbury's will not be beneficial because of lack of variety of shops in the borough. ML advised that this point will be addressed later on in the meeting (see point 6.4).</p> <p>In reference to point 7.12 GM asked if Ealing council's website was now up and running as he was experiencing issues with the website over the weekend. JB said that Ealing council do update the website over the weekend, but he hasn't had an issue with this recently so the issue should now be resolved.</p> <p>In relation to point 8.8 GM said that cleaning is still an issue in some of the blocks on the estate. NE advised GM to raise this in agenda item 3 (matters arising).</p>	
<p>3.0</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p>	<p><b>3.0 Matters Arising</b></p> <p>GM advised that he and some other residents in the red brick area feel that the deadlines set to complete the housing needs surveys and pre-allocation acceptance forms for phase 7.1 are too narrow. GM asked if Ealing council could consider extending these deadlines. PS confirmed that he has had a telephone discussion with GM regarding this, and he and KM are going to visit a particular resident who has raised a concern regarding allocation deadlines this week (w/c 17.09.18).</p> <p>DC arrived at approximately 6.20pm and GM reiterated the query regarding housing need surveys and pre-allocation deadlines to DC. DC explained that the housing need surveys are not contractual. DC advised that on later phases where there is sufficient time, Ealing council plan to begin the decant and reallocation process two years before expected move date to give residents more time to respond. GM said he thinks this would be beneficial because in his view, tight timeframes are making some residents feel anxious.</p> <p>GM stated that some residents find it difficult to make a decision about their pre allocation as they have not seen the property because it has not yet been built. DC asked if guided tours of the show flat would be beneficial residents and GM stated that he thinks this would help. NE advised that residents can request to view the show flat and that this was very useful in her own experience of moving to an L&amp;Q new build property.</p> <p>JB said that the 'Your South Acton' website has useful videos of new build flats from previous phases. GM said that it is difficult to get an idea of the space by looking at the videos on the website. DC said that we will take this on board and look to organise guided tours of the show flats to benefit residents who have been made a pre-allocation. AG LLP to offer dates of when such tours could be managed.</p> <p>NE asked attendees if there were any other items for matters arising. GM asked if the redevelopment will include park facilities which can be used by adults and the elderly. DC said that he will take this query back to parks team. ML confirmed that Acton Gardens will be providing adult gym equipment in West Park (see point 6.1).</p>	<p><b>DC/ML</b></p>
<p>4.0</p> <p>4.1</p> <p>4.2</p>	<p><b>4.0 Community Chest Applications and update</b></p> <p><i>Verbal update provided by Janet Coker</i></p> <p>JC provided a verbal update, explaining that we had two applications for community chest funding and the application forms can be found within the appendix.</p> <p>The first application was from 'StayActive4Life' and the second application was from Bell Music Academy. The sub group were happy to pass both.</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><b>Sheltered residents update</b></p> <p><i>Verbal update presented by Mark Ludlow</i></p> <p>ML explained that the purpose of this update was to address the queries raised in DM's report, which was referenced at June's Board Meeting.</p> <p>In response to the query regarding the breaking up of sheltered blocks, ML advised that the revised masterplan proposals have requested to redevelop the land where the Michael Flanders centre currently sits which is located at the North of the estate. If the revised masterplan proposals are agreed and the Michael Flanders centre is to be re-provided then the AGLLP would propose the over 55's accommodation be in the same area. ML stated that the detailed design of this area is yet to be undertaken and he could not commit to all of the over 55's units being housed in a single block.</p> <p>ML confirmed that the over 55's accommodation will not be located in phase 6.2 or phase 9.2. ML confirmed that it is intended that residents living in the current sheltered blocks will not face a double decant and will move once.</p> <p>GM asked if proposed day care facilities can be used by all age groups or only for over 55 residents. ML said that if re-provided the facility would be managed by Ealing council and such arrangements would be for them to advise. DC advised that Adult Services are consulted on this matter.</p> <p>DM asked if Sycamore lodge will still remain. DC advised that Sycamore Lodge is not part of the masterplan and there is no cross over between the services it provides and the current Michael Flanders centre.</p> <p>GM asked if a dentist or doctor's surgery will be built on land where Michael Flanders centre currently sits. DC and ML confirmed that this is not planned but facilities for both a doctors and dentist are included in phase 6.</p>	
<p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p>	<p><b>Regeneration update (Ealing council and Acton Gardens)</b></p> <p><i>Verbal update provided by Mark Ludlow</i></p> <p><b>Phase 5:</b> The final blocks at this phase completed in August and September and the majority of units are now occupied. The final piece of work on this phase is the West Park area which should complete by the end of the month (September 2018). West Park will include adult gym equipment in response to earlier query raised by GM (point 3.5).</p> <p>SC asked if there were changes to plans on phase 5 as there was a gate leading out to park on plans seen previously. ML advised the approved plans do not include a gate. DC and ML further advised that security of the phase 5 courtyard would be compromised by a gate in this location.</p> <p><b>Phase 6.1:</b> Core C handed over last Friday and some residents have moved in. This phase will progressively complete with final completion scheduled for January 2019. The Sainsbury's store at this phase is due to open in October 2018.</p> <p>Sainsbury's have decided that the small store near South Acton station will not remain and AGLLP will market the unit for a new tenant. VM asked if the new occupier can include a Pay Point machine to make it easier for residents to pay their rent. JH suggested that we talk to the Sainsbury's moving to phase 6.1 to see if there are provisions for a Pay Point machine to be installed here. ML confirmed that he will look into this.</p> <p>NE asked if the opening hours at the new Sainsbury's will be the same as the opening</p>	<p><b>ML</b></p>

	hours in the smaller Sainsbury's. ML confirmed that opening hours will be between 7am 11pm.	
6.6	NE stated that she thinks a Café would do very well near the new Sainsbury's at phase 6.1. ML agreed and advised that there are plans for a café in phase 6.1 next to the community centre.	
6.7	GM asked for confirmation that no betting shops will be moving onto the estate and ML confirmed that this will not happen.	
6.8	ML advised that the community centre will be completed and operational by the end of year and the youth centre should be ready by the beginning of next year.	
6.9	<b>Phase 6.2:</b> The demolition of Charles Hocking House is nearly complete and foundation work is due to commence. Building works are expected to last between eighteen months and two years. This phase will be the home to a GP, a Nursery and other smaller retail units.	
6.10	HJ asked how high phase 6.2 will be. ML advised that it will be a similar height to phase 6.1.	
6.11	GM asked how close phase 6.2 will be to phase 6.1 and ML advised that there will be about a 20m distance between the two buildings.	
6.12	NE asked how close phase 6.2 will be to the open space. ML advised that the building will extend to the back edge of the footpath on School Lane / Osborne Road.	
6.13	GM asked if the trees that have been lost due to redevelopment will be replanted and ML confirmed that there will be new tree planting.	
6.14	<b>Phase 7.1:</b> This phase is progressing to programme and is approximately twelve months away from completion.	
6.15	GM asked if more notice can be given to residents regarding road closures in this area. ML advised that where road closures are in Acton Garden's control, notices go out well in advance, Acton Gardens are working with third parties such as utility service providers so that more notice can be given for planned closures.	
6.16	KM raised an issue with the lighting on the hoarding at phase 7.1. KM reported the lights on hoarding being on in the day and off during the night. This issue was previously raised with Countryside but has not been rectified yet. ML confirmed that he will report to the site manager first thing tomorrow morning (18.09.18).	ML
6.17	GM advised that the street lights in the area surrounding phase 7.1 are not turning on at night time and that this is causing anti-social behaviour in the area. KM confirmed that this issue was raised with community safety team. JB advised that there is a new community safety team and he will put team in contact with EMS as it would be beneficial for them to attend a future community board meeting.	JB
6.2	<i>Written update provided by Acton Gardens</i>	
6.2.1	NE explained that a written update has been provided in BG's absence. NE briefly read through written report provided by Acton Gardens.	
6.2.2	NE stated that she attended the outdoor cinema event with her family and thoroughly enjoyed the event. NE said that she thinks it would be a good idea to have an events committee to plan similar events in the future. SC said there was a great feeling at the outdoor cinema event and it created a strong sense of community spirit.	
6.3	<i>Verbal and written report presented by Peter Smith (LBE)</i>	

<p>6.3.1</p> <p>6.3.2</p> <p>6.3.3</p> <p>6.3.4</p> <p>6.3.5</p> <p>6.3.6</p> <p>6.3.7</p> <p>6.3.8</p> <p>6.3.9</p>	<p>PS confirmed that the phase 7.2 housing needs surveys commenced in July. All tenants and leaseholders in this phase have now been contacted regarding their move. GM asked what the issues were with the remaining Osborne Road resident (in reference to progress table provided in written report). PS advised that he could not provide information on this as this would breach confidentiality.</p> <p>SC asked what happens to the residents who are living in properties scheduled for decant owned by a leaseholder. PS explained that leaseholders follow a legal procedure to serve notice on their residents, and Ealing council work with leaseholders to ensure that this process is happening.</p> <p>DM asked why residents are moving into properties which have been decanted. DC advised that these are Property Guardians, who are occupying properties temporarily during the interim period before demolition. DC advised that property guardians are useful as they keep these empty properties safe and keep an eye out for possible disruption in the area.</p> <p>GM stated that he feels that the rents at the new build properties continue to increase. DM stated L&amp;Q rents have gone up 4% every year in the last four years. JC said that hers hasn't gone up so this is not the case for every phase.</p> <p>DS advised that the 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.</p> <p>DM stated that social rents are lower than affordable rent. Affordable rents are unaffordable for some sheltered residents who are on fixed pensions.</p> <p>GM stated that he feels that the rents need to be more transparent, and more legal and benefit advice should be offered to residents regarding affordability. DS advised that the rents are transparent as they are clearly published in our Acton Gardens newsletters and on the 'Your South Acton' website.</p> <p>EMS advised that in response to GM's query regarding affordability she is currently looking into benefit advice services for South Acton residents and is in the process of finalising these details. KM confirmed that the proposed benefit advice service seems to offer a good service for residents and at good value for money. There are also legal advice surgeries held on Tuesday's at Hanbury Road community centre for residents to attend.</p> <p>GM asked if L&amp;Q could commit to sourcing legal advice for residents also. NE said that residents can seek their own legal advice online and suggested that GM passes relevant websites on to residents who ask for it.</p>	
<p>7.0</p> <p>7.1</p> <p>7.2</p> <p>7.3</p>	<p><b>Housing services update (L&amp;Q and Catalyst)</b></p> <p><i>Written update provided by Shakira Henry.</i></p> <p>NE explained that SH has sent apologies for tonight's meeting and has provided a written update within the board papers. NE asked if there were any queries regarding this report.</p> <p>TO asked when residents could expect to see the report which looks into service charges across all phases at South Acton. JH confirmed that L&amp;Q are in the process of commissioning this research which will be conducted by an independent consultant.</p> <p>JB asked if compensation has been provided to the residents affected by heating and hot water outages at phase one &amp; two earlier on in the year. JH advised that he would</p>	

	<p>look into this and confirmed that L&amp;Q are looking at the compensation policy across the organisation. JH advised that it is recognised within L&amp;Q that the current mechanism for compensation doesn't reflect the inconvenience experienced by residents. <b>Since the Board meeting JH has investigated and confirmed that some residents at phase one and two have received compensation and this was dependant on individual circumstances. JH has confirmed that L&amp;Q are currently looking at compensation packages for all residents at phase one and two.</b></p> <p>JC expressed that she was not happy with the customer service received from a member of staff from the Energy team at June's heating and hot water update meeting. JC believes she overheard somebody being advised that leaseholder's service charges have increased to subsidise social resident charge. JH confirmed that this that is definitely not the case. JC advised that the issues with heating and hot water have now been fixed.</p> <p>DS apologised that JC felt that the heating and hot water update meeting did not go well and this feedback has been noted. DS also explained that L&amp;Q are looking to introduce 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. JC stated that she thinks this would be beneficial for residents.</p> <p>GM asked if heating and hot water outages are a problem in all phases. JH said no and that this has particularly been a problem for phases one and two. DS explained that Acton Gardens hold 'lessons learned' meetings after each completed phase to address the areas which need to be improved on in future phases.</p> <p>NE said she was stuck in one of the lifts at Auden Court over the summer and was advised that it would take up to forty five minutes for somebody to come out and assist. JH advised that this could have been due to lift engineers being located far away. NE stated that it would be good if this could be monitored remotely as explained by DS earlier and that it was lucky that there are two lifts at Auden Court so that one of the lifts could be used whilst the other was not working.</p> <p>7.8 <i>Written update provided by AL.</i></p> <p>There were no queries raised regarding this report.</p>	JH
<p>8.0</p> <p>8.1</p> <p>8.2</p>	<p><b>ITA update</b></p> <p><i>Written and verbal updated provided by Keith Mann.</i></p> <p>KM asked the board to turn to his written report on page 35. KM explained that early August was very quiet and that this has now picked up considerably. KM advised that he has predominantly been speaking to residents from the red brick area and most queries are related to overcrowding issues.</p> <p>GM asked for clarification on Ealing council's criteria regarding splitting households. DC advised that when Ealing council would not loose a bedroom, a household split would be considered. For example, if a resident would have needed a three bedroom property, but has requested a one bedroom property and two bedroom property, a split would be considered. DC advised that this is a discretionary policy.</p>	
<p>9.0</p> <p>9.1</p>	<p><b>AOB</b></p> <p>JC requested a copy of the cleaning schedule at Beeching Court, highlighting what should be cleaned and how often. JH advised that he will query this with caretaker supervisor and respond. <b>Since the board meeting, the caretaking supervisor, Jose Suarez-Amaya has advised that the cleaning schedule exists inside the block at</b></p>	

**Beeching Court (please see below)).**



*Photograph of cleaning schedule at Beeching Court.*

9.2 JC stated that since phase 6.1 has progressed she has noticed a deterioration of the mobile phone signal at Beeching Court. JC asked if this could be investigated by Countryside to see if the phase 6.1 building is having an affect on the mobile phone signal. ML advised that this is the first time that this query has been brought to his attention but Countryside can investigate.

ML

9.3 HJ reported that she has seen contractors from Countryside working on Sunday's and bank holidays and leaving late during the week. ML confirmed that working hours are stipulated in the planning permissions. ML apologised for this and advised that he will take this back to the construction manager.

ML

9.4 HJ asked if the trees in front of Beeching court will be trimmed. DC advised that there is generally three year cycle for this but he will check with colleagues from Ealing council Parks team.

DC

9.5 GM stated that parking on the estate is becoming more limited. DC advised that parking is a problem across London and is unlikely to improve as new homes come with fewer parking spaces. DC highlighted that this is a policy driven move, aimed to benefit the environment. DC advised that Acton has great transport links, so there is not always a need for a car. DC also advised that residents moving to the new build properties at South Acton are issued with three years free car club membership.

9.6 GM asked if residents could be advised of the number of parking spaces at each phase. DC advised that once Acton Gardens have received a response regarding the revised master plan, we can look into providing parking space percentages to residents.

9.7 JH advised that L&Q are actively recruiting for BG and SK replacements.

The next meeting will be held on Monday 17<sup>th</sup> December 2018  
between 18:00 to 20:00pm at the Berrymede Junior School, Osborne Road, Acton

