

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

Monday 28 September 2015 between 18:00-20:00pm

Berrymede Junior School, Osborne Road

<p><b>Board Member - Present:</b></p> <p><b>Resident Board Members:</b>                  Cathyann Thomas (CT) – Chair &amp; South Acton Resident                  Margaret Brown (MB) – Vice Chair &amp; South Acton Resident                  David McKay (DMK) – South Acton Resident                  Helen Julien (HJ) - South Acton Resident                  Robert Little (RL) - South Acton Resident                  Jude Ogbonna (JO) - South Acton Resident                  Glen Miller (GM) – South Acton Resident                  Marta Nunes (MN) - South Acton Resident                  Jason Campbell (JCa) – South Acton Resident</p> <p><b>Ward Members:</b>                  Cllr Yvonne Johnson (YJ)                  Cllr Josh Blacker (JB)</p> <p><b>Non Resident Board Members:</b>                  Mike Woolliscroft (MW) - Countryside                  Steve Flynn (SF) - Acton Community Forum                  Jeremy Hutchings (JH) - L&amp;Q</p> <p><b>Board Members – Apologies:</b>                  Janet Coker (JC) – South Acton resident                  Aisha Bibi (AB) – South Acton Resident                  Saeed Oluwadipe (SO) - South Acton Resident                  Cllr Mik Sabiers (MS) – Ward Member                  David Colley (DC) - LB Ealing                  Paul Sweeney (PS) - Countryside                  Adam Simpson (AS) -L&amp;Q                  Lubna Khan (LK) - Berrymead Junior School                  Billie Anne Ohene - (BO) – Berrymede Infant School</p>	<p><b>Non Board Members – Present</b></p> <p><b>Attendants – Present:</b>                  Bianca Goulden (BG) - L&amp;Q                  Mark Ludlow (ML) – Countryside                  Toni Hodson (SK) - L&amp;Q                  Leon Joseph (LJ) - LB Ealing                  Keith Mann (KM) – PEP                  Roz Williams (RW) – Countryside</p> <p><b>Attendants - Apologies:</b>                  Amar Sokhi (AS) – LB Ealing                  Shakira Henry (SH) - L&amp;Q                  Andy Benjamin (AB) – LB Ealing                  Maureen Anderson (MA) – Catalyst                  Mathew Randle (MR) – L&amp;Q</p>
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<b>1.0</b>	<b>Introductions and Apologies</b>	
<b>2.0</b>	<b>Minutes of the Last Meeting</b>	
2.1	GM queried why questions were being unanswers in minutes and not further elaborated or updated at the next Community Board meeting. GM felt the minutes and the statements recorded of his comments were not a true reflection of what had been said at the meeting.	
2.2	BG advised the board that if any members had any questions or points that they wished to be readdressed these needed to be requested through the Acton Gardens team or Community Board Chair three weeks before the meeting is due to take place. GM stated that this timeframe was not achievable	

	<p>or him and residents to be able to do this.</p> <p>2.3 GM referred the board to page 7 where he asked whether there was any plan to have cycle storage similar to that currently existing in Brixton, ML stated that these had mpt fully been decided to date.</p> <p>2.4 GM commented that his questions in the previous minutes are noted and left unresolved.</p> <p>2.5 At point 10.4 DMK asked whether there is any update of the rephasing of the masterplan. BG advised this will be addressed later in the evenings meeting.</p> <p>2.6 GM indicated that where his name has been stated in all of the minutes, he disputes how these have been written.</p> <p>2.7 GM requested a further meeting with BG and asked Board members to be present. BG advised that she had contacted GM on multiple occasions as well as other Acton Gardens staff contacting GM but had not been responded to regarding discussing his concerns.</p> <p>2.8 GM stated that all residents are unhappy with the regeneration and the Board needed to listen and speak to the whole community.</p>	
<b>3.0</b>	<p><b>Matters Arising</b></p> <p><b>Rephasing Update:</b></p> <p>3.1 MW provided the Board with an update regarding Acton Gardens rephasing of the masterplan, referring the Board to a statement produced for the meeting (included as an appendix to these minutes).</p> <p>3.2 MW informed the Board that to accelerate the masterplan (and reduce the overall programme by 3 years) Acton Gardens had applied for a £44 million loan from the HCA. However, the HCA were not able to contract in line with terms and conditions that were previously agreed and therefore Acton Gardens have made a decision not to persue the loan. Acton gardens are undergoing further discussions and considerations for alternative funding sources. MW continued to advise the Board that Acton Gardens are still committed to accelerating the masterplan</p> <p>3.3 MW reaffirmed that Acton Gardens will to deliver housing for residents over the age of 55 before decommissioning blocks of sheltered accommodation. He also confirmed that the proposed phasing will aim to deliver North Park early and the new road links sooner than anticipated.</p> <p>3.4 MW explained that estate wide surveys have been and will continue to be conducted to inform Acton Gardens how to prepare and strategize.</p> <p>3.5 GM asked why Phase 7.1 was being continued if all the funds are not in place. MW advised that regardless of external funding Acton Gardens will develop Phase 7.1 in line with timescales previously set out. MW explained that Phase 7.1 has been brought forward to help acceleration (through the delivery of additional affordable housing) and also to enable some residents from north of avenue road to decant into Phase 7.1 rather than to Phase 5 as they have requested.</p>	

<p>3.6</p> <p>3.7</p> <p>3.8</p> <p>3.9</p> <p>3.10</p> <p>3.11</p> <p>3.12</p> <p>3.13</p>	<p>MW advised the Board that the new proposals will be presented to the Board before they are confirmed and released to all residents. MW explained that Acton Gardens understood the urgency to progress the rephasing to be able to update the residents and community as soon as possible.</p> <p>GM asked the Board for assurances that any future housing surveys are conducted properly. BG responded that the last survey conducted was not a housing needs survey but social study. BG continued to inform GM that Ealing Council complete a phase by phase housing need survey.</p> <p>BG explained that Acton Gardens are about to conduct a further survey ('Your Household Survey') to determine a snapshot of the current household numbers need and requirements of the estate. An online survey will initially be sent to residents to complete they will be able to attend the office to complete with Acton Gardens staff. For residents who are unable to complete the survey online or attend the office a further company will be employed to carry out the door knocking exercise to gain this information. This will help inform and determine the rephasing exercise.</p> <p>GM asked how Acton Gardens are able to evidence the survey is representative of real views of the estate. BG confirmed residents are expected to answer this truthfully. LJ suggested GM speak with KM as the Independent Advisor for the estate for any further resident queries.</p> <p>GM was advised that the door knocking was confidential. GM agreed that this topic was delicate and that this needed to be handled gently and in a supportive manner for residents. GM felt that previous surveys were not accurate.</p> <p>GM asked for real answers and real information to be provided to evidence that the information collated was accurate. YJ explained that this information cannot be presented to Board members but would provide Acton Gardens and Ealing Council with basic information such as whether residents wish to remain on the estate and the number of bedrooms required.</p> <p>BG agreed to provide statistics to the Board on the information gained but would not be able to breach data protection and discuss individual residents needs and responses.</p> <p>JH asked GM how Acton Gardens can assure him. GM did not respond. LJ advised that Acton Gardens do every way of consulting and communicating with residents possible from meeting and having events during the day, during the evening, at weekends etc. KM added that Acton Gardens are using a variety of communication methods from the website, to newsletters, posters to surgeries which are popular to different people at different times throughout their stages or the regeneration.</p>	<p></p> <p>BG</p> <p></p>
<p><b>4.0</b></p> <p>4.1</p> <p>4.2</p>	<p><b>Community Chest Application and Updates</b></p> <p>BG updated the Board on the financial update of the Community Chest application funding. With this application period nine new applications were received and one previous application is being reviewed. There is £29,699.27 remaining in this year's funds with five projects already been funded.</p> <p>CAT, BL and TH fed back the Community Chest Sub Groups views on the ten applications submitted:</p>	<p></p>

<p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p> <p>4.7</p> <p>4.8</p> <p>4.9</p> <p>4.10</p> <p>4.11</p>	<p>The Somali's Women's Group and Older Peoples Lunch Club by the West London Somali's Society:</p> <ul style="list-style-type: none"> <li>• The Board were reminded that the project provides information and support in accessing health services, benefits, banking and education</li> <li>• The Boards previous queries were answered in that the West London Somali's Society allows residents to participate despite nationality or ethnicity</li> <li>• The organisation was unable to change their name for legal reasons.</li> <li>• All voting members agreed to fund this application except two at £4,970.00</li> </ul> <p>Bridging Generations by Cultivate London:</p> <ul style="list-style-type: none"> <li>• The Board discussed the project where a recommendation was made to support the projects in providing partial funding.</li> <li>• All voting members agreed to fund this application at £1,390.00.</li> </ul> <p>Redbrick Residents Project by the Redbrick Residents Association:</p> <ul style="list-style-type: none"> <li>• This application was withdrawn at the beginning of the meeting by GM.</li> </ul> <p>Dancing to Black History by Majestic MAS Movement:</p> <ul style="list-style-type: none"> <li>• The Board discussed the project questioning whether the group would be performing at the Notting Hill Carnival. It was confirmed that the group did not an event or scheduled show following the project.</li> <li>• All voting members agreed not to fund this application except one.</li> </ul> <p>In Memorium and Present Perfect by Acton Community Theatre:</p> <ul style="list-style-type: none"> <li>• TH presented the project summary to the Board. It was questioned whether professional companies could apply for funding. It was confirmed that any group or organisation could apply as long as the application benefitted the South Acton community.</li> <li>• All voting members agreed not to fund this application except one.</li> </ul> <p>Wordpress &amp; Photoshop Courses by Amar Mallek:</p> <ul style="list-style-type: none"> <li>• BL summarised the project to the Board. GM asked how this was advertised around the estate. It was confirmed these courses are advertised online, through newsletter and are displayed at the Oaktree Community Centre.</li> <li>• JB asked for evaluation forms to be provided when a project has already been previously funded. BG confirmed these are provided at the end of any project and are including within the Board papers.</li> <li>• All voting members agreed to fund this application except one at £3,012.00.</li> </ul> <p>Klassic Learning by Klassic Learning CIC:</p> <ul style="list-style-type: none"> <li>• TH provided a summary to the Board confirming this was a continuation of an existing project funded through the Community Chest.</li> <li>• All voting members agreed to fund this application at £3,500.00</li> </ul> <p>Activities for the Elderly by the Harleyford Manor Residents Association:</p> <ul style="list-style-type: none"> <li>• BL summarised the project to the Board.</li> <li>• All voting members agreed to fund this application at £1,994.99</li> </ul> <p>English for Better Life Opportunities by Action Acton:</p> <ul style="list-style-type: none"> <li>• TH summarised the project to the Board. The Board felt there were other ESOL in the areas that supported the community.</li> <li>• All voting members voted not to fund this application</li> </ul>	
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<p>4.12</p> <p>4.13</p> <p>4.14</p>	<p>Bikes into Acton by London Bike Hub:</p> <ul style="list-style-type: none"> <li>• BL summarised the project to the Board. The Board felt there were other bike maintenance and similar services in the areas that already supported the community.</li> <li>• All voting members voted not to fund this application</li> </ul> <p>During the review of the applications the Board discussed the recommendation percentages made by the sub group ahead of each Community Board meeting. It was agreed that the Board would accept the sub groups decision, where any applications within the 40-60% recommendation would be discussed.</p> <p>TH/BG to amend the Terms of Reference for the Community Chest sub group to reflect this.</p>	<p><b>TH/BG</b></p>
<p><b>5.0</b></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>5.9</p>	<p><b>Regeneration Update</b></p> <p><b>Update by Mark Ludlow – Countryside Properties</b></p> <p>ML provided the board with an update for all active phases. ML advised the Board that the scaffolding is being removed from Phase 2, explaining that the majority of units have been completed and residents have moved into two of the four cores. ML updated that all residents are expected to have moved in by the end of October 2015.</p> <p>Phase 3.1 located by the South Acton Over ground’s concrete frame has now been built to the fourth storey. Brickwork to the ground level has now begun and Acton Gardens are actively seeking interest for the retail units.</p> <p>Similar to Phase 3.1 Phase 3.2’s concrete frame is growing, currently at the second floor point. The foundations for the houses in this phase have been laid.</p> <p>For Phase 4 the demolition took place over the Summer. The Piling Rig will commence within the next couple of months.</p> <p>Phase 5 hoarding is in place around the buildings with soft stripping now taking place. The physical demolition will begin towards the end of the year.</p> <p>Phase 7.1’s planning application has been submitted and is currently going through the consultation processes. The outcome is expected to be known October 2015.</p> <p>Phase 6 is currently undergoing consultations especially surrounding the community use. Acton Gardens are talking to interested parties for the retail units with LM submitting the planning application toward the end of this year.</p> <p>GM advised the Board that the Redbrick Residents are continuing to consult with residents on Redbrick Sundays to all the blocks throughout the estate. GM stated there are still a mix of responses in relation to Phase 7.1 Planning Application. GM stated that there is a high volume of objection to the application. GM stated the consultations as stated within the application are untrue, further stating that there has been no respect to the residents wants and needs in redesigning element of Avenue Park.</p> <p>GM showed the Board that there have been over 300 signed objections received. GM stated the Board need to stop ignoring residents opinions, stating</p>	

	<p>that the Redbrick Residents Association have door knocked on private residents home and confirmed they are also dissatisfied with the processes.</p>	
5.10	<p>GM stated that residents feel they are being dictated to rather than heard and are not being contacted by staff when requested too. GM demanded Acton Gardens hold Community wide meetings.</p>	
5.11	<p>GM advised the Board that he had looked at the decanting figures for the Redbrick area (phase 7.1) with only four residents having currently moved. He advised that residents are phoning the existing services in place and the calls in respect to repairs are not being answered. GM detailed that elderly residents are needed more support than currently provided. Board members advised GM to refer residents to KM for independent support.</p>	
5.12	<p>CAT advised GM that residents need to come forward independently to receive support from the services already in place as the Board are unable to progress these matters.</p>	
5.13	<p>GM stated more support is need from the various local services and had attended the councillors surgeries to express his concern.</p>	
5.14	<p>YJ reassured the Board that at the councillors surgeries many residents had attended and did not express the same concerns stated through GM. YJ advised that she and JB had been supporting residents with their independent issues where possible.</p>	
5.15	<p>JCa advised that a disabled residents and having a further disabled family member he did not know enough information about the regeneration specific to his circumstances.</p>	
5.16	<p>BL responded that residents are angry and resentful towards Acton Gardens.</p>	
5.17	<p>MN asked whether residents have spoken to the residents who have already moved and have gone through the process. MN explained that they all had the same feelings but once have moved now see the positive aspects in moving. GM confirmed JC had attended their last meeting to talk to residents.</p>	
	<p><b>Update from Bianca Goulden - Acton Gardens</b></p>	
5.18	<p>BG thanked the Board members for visiting Phase 2 and giving their feedback. Two visits were arranged for the board during September, visiting multiple properties throughout the development.</p>	
5.19	<p>BG explained there were mixed views from the feedback, some Board members found the room layout larger than they currently have, some smaller. The board overall like the external look of the building and were impressed with the garden layout and landscaping.</p>	
5.20	<p>BG advised the Board that Acton Gardens are employing a professional photographer to take photos of the internal homes to be added to the regeneration website so residents can see for themselves the room layout and sizes online.</p>	
5.21	<p>BG continued to update the Board that there was increased storage and improved security from the lessons learnt of Phase 1. HJ agreed having the wooden slats for the bins storage improved the look as well as help eliminate odours.</p>	

5.22	BG updated the Board that there was a new L&Q caretaker, Cliff Bowser to Phase 2.
5.23	BG stated that all offer letters to the residents moving to Phases 3.1 have been sent with Phase 3.2 letters being sent shortly.
5.24	GM asked whether these offers were for all Hardy Court residents. LJ responded that Hardy Court residents have been offered Phase 2, 3.1 or 3.2, where those who have expressed their interest to remain within South Acton understand they will have to double decant.
5.25	GM asked whether young adults within family households would be offered independent housing. LJ confirmed only the resident in which the tenancies name is within is offered housing. All other household members who want independent housing would need to be assessed by Ealing's Homeless Team or have their own applications and follow their processes.
5.26	BG continued the inform to the Board that the updated website has been active since the end of August.
5.27	BG advised that Acton Gardens are currently gathering testimonials from local residents to be including online and in the quarterly newsletter. TH confirmed four interviews have already taken place.
5.28	BG informed the Board that the Housing Surgeries are increasingly becoming more and more popular with residents. GM asked whether these were public meetings, as he had only attended one previously. LJ confirmed these are drop in surgeries where any resident can attend and talk to the team without appointments.
5.29	BG advised that the South Acton Party for All on 05 September 2015 was a success where Acton Gardens were able to exhibit the Phase 6.1/6.2 and 7.1 designs. A painting competition was also held for local children's designing the future of South Acton, these will be used on future hoardings.
5.30	BG explained to the Board they will shortly receive an invite for the Phase 6.1 and 6.2 exhibition and design sub group meetings.
	<b>Update by Leon Joseph – Ealing Council</b>
5.31	LJ began with explaining that residents within Hardy Court and Charles Hocking House have identified themselves when interested in remaining within South Acton and understood this would mean double decanting.
5.32	LJ continued that in Phase 7.1 there has been little movement as the households here are larger 3 or 4 bedrooms homes. LJ asked that any referrals for leaseholders in this area be sent to Amar Sokhi and for tenants to himself.
5.33	LJ confirmed that Ealing are keen to maintain a dialogue with all residents within phase 7.1 regarding their moving options.
5.34	GM advised that there are many complaints regarding the decanting. LJ asked for residents details of those residents to be provided by GM or referred by GM. GM advised these residents have been dismissed by all parties. LJ asked how the Board can move forward. GM advised that multiple group meetings are the solution.

5.35	GM stated Acton Gardens do one consultation event and then are not seen for months. GM expressed once more that residents views are dismissed and not considered as important.	
5.36	GM once more referred the board to the 300 objections signatures, advising these are to be submitted at the planning application meeting to the Town Hall in October. GM stated he did not wish to ask any more questions as these are dismissed. GM asked Acton Gardens to come and talk to the residents to hold proper consultations, more one to one meetings, more surgeries, and more posters.	
5.37	BG explained it would not be possible for an estate wide meeting with the volume of residents affected. LJ confirmed that we have multiple open meetings with different groups and offer individual meetings with residents on a continuous basis.	
5.38	MW asked GM how else can we consult. MW explained we have engaged in openly offering to attend and have attended meetings, presented to various groups at multiple stages, have held exhibitions, continue to provide monthly evening surgeries, are available at the office Monday to Friday and have a dedicated website.	
5.39	MW continued that Acton Gardens have responded to residents feedback using alternative venues more convenient for residents within the redbrick area and the masterplan had been changed to accommodate residents requests to remain North of Avenue Road.	
5.40	GM responded that Acton Gardens need to talk to residents more and hold resident meetings. GM advised that residents wanted to be involved in as many details as possible i.e. plants in the Avenue Park.	
5.41	GM wanted the residents to have assurances in writing.	
5.42	LJ continued his update by stating that any available homes from Phase 1 and 2 will be advertised on Locata ring-fenced for South Acton residents.	
5.43	LJ advised that SCBC will be moving into their new office space in October, currently residing within the Change Base within Hardy Court.	
5.44	LJ updated the Board that Catalyst Housing have begun holding housing surgeries within the Ealing Regeneration Office.	
5.45	GM asked LJ information regarding the outcome of a resident within Tefler Close. KM confirmed many agencies were involved and could not discuss this further due to data protection. GM commented this evidence residents feeling misinformed and highlights the sensitivity needed through the Board regarding the regeneration.	
<b>6.0</b>	<b>Housing Services Update</b> <b>Jeremy Hutchings Update – L&amp;Q</b>	
6.1	JH apologised to those residents who have been affected by the lift repairs to Beeching Court. JH confirmed that SH will provide residents with a text update and confirm in writing to residents the outcome and provide the report once received.	

6.2	JH advised the Board there have been damages to the Phase 2 lift residents have been moving in and will look through the CCTV to establish those doing this.	
6.3	MN asked when the Phase 1 residents will receive the reimbursement for the lift costs. JH will ask SH to provide an update to residents regarding this matter.	SH
6.4	MN asked that when the lift next is out of action, a member of L&Q staff conduct a quick door knocking to advise residents this has been reported and enquire into their wellbeing as a consequence.	SH
6.5	HJ advised the door to the bin store had been damaged but had already been reported to L&Q.	
	<b>Leon Joseph Update – Ealing</b>	
6.6	LJ advised that Ealing Council have been made aware of rough sleepers within some of the vacant properties. The relevant organisations have been made aware and are patrolling the area.	
6.7	LJ confirmed SCBC have been invited to the Community Board meeting also receiving the board papers and minutes. BG advised that an Estate Management meeting is being reinstated looking to begin in October, Acton Gardens, L&Q, Catalyst and Ealing's Caretaking Team will all be attending these meetings to answer residents queries.	
<b>7.0</b>	<b>ITA Update</b>	
7.1	KM provided an update to the Board on the report within the papers.	
7.2	GM asked KM role for the residents of Phase 7.1, this was confirmed as is for all residents, an independent advisor.	
7.3	GM questioned why the Ealing Repairs Road show was not held within South Acton. LJ advised this was not arranged through Acton Gardens, but he was aware this was due to no venue being available in South Acton. GM further responded this was once more evidence that organisations were not prepared to meet with him or the residents.	
7.4	BG confirmed there has always been an offer for GM to meet with Acton Gardens outside of the Board meeting to discuss his concerns. GM advised he did not want to meet without other Board members being presented.	
<b>8.0</b>	<b>Any Other Business</b>	
8.1	MN asked the longevity of the new buildings. ML answered these are expected to be lifetime homes around 50 years.	
	The next meeting will be held on Monday 23 November 2015 between 18:00 to 20:00pm at the Berrymede Junior School, Osbourne Road, South Acton	