

**Minutes of the Last meeting – For Approval**

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

Monday 16<sup>th</sup> December 2019 18:00-20:00pm

Acton Gardens Community Centre, Unit A, Munster Court, Bollo Bridge Road, Acton, W3 8UU

**Present:**

**Resident Board Members**

Natasha Esson (NE) – Chair  
Sally Carlton (SC) – Vice Chair  
Janet Coker (JC)  
Cathyann Thomas (CT)  
Valerie McLean (VM)  
Kerron Lezama (KL)  
Marta Nunes (MN)  
Slobodan Vuckovic (SV)  
Raymond Charles Moll (RC)

**Non-Resident Board Members**

Jeremy Hutchings (JH) – L&Q

**Non- Board Members**

Anna Allan (AA) – L&Q  
Tom Brosnan (TB) – Countryside  
Leon Joseph (LJ) – LBE  
Serena Mann (SM) – L&Q  
Keisha Samuels (KS) – L&Q  
Keith Mann (KM) – PEP  
Nadine Ofosu- Adjei (NO) – L&Q  
Mehran Ahmed (MA) – L&Q  
Emmanuel Wachukwu (EW) - MHTD

**Apologies:**

**Resident Board Members**

Maria Ashcroft (MA)

**Non-Resident Board Members**

Mike Woolliscroft (MW) – Countryside  
Cllr Josh Blacker (JB) – Ward Member  
Cllr Yvonne Johnson (YJ) – Ward Member

**Non- Board Members**

Simon Donovan (SD) – Manor House Development  
Trust  
Colin Brent (CB) – Bollo Brook Youth Centre

		<b>Action</b>
<p><b>1.0</b></p> <p><b>1.1</b></p>	<p><b>Introductions and Apologies</b></p> <p>NE introduced new board members and sent apologies</p>	
<p><b>2.0</b></p> <p><b>2.1</b></p> <p><b>2.2</b></p> <p><b>2.3</b></p>	<p><b>Minutes of last meeting</b></p> <p>NE went through previous board meeting minutes. September 2019 Community Board minutes were approved.</p> <p>NE went through 2018 AGM minutes. AGM 2018 minutes were approved.</p> <p>NE went through 2019 AGM minutes. AGM 2019 minutes were approved.</p>	
<p><b>3.0</b></p> <p><b>3.1</b></p>	<p><b>Matters arising</b></p> <p>No matters arising</p>	

<p><b>4.0</b></p> <p><b>4.1</b></p>	<p><b>Election of Chair</b></p> <p>Keith Mann (KM) asked board members to raise hands for Natasha Esson (NE) and Sally Carlton (SC) to be re-elected as Chair and Vice Chair. JC proposed the motion and CT seconded this motion and it was agreed by the Board.</p>	
<p><b>5.0</b></p> <p><b>5.1</b></p> <p><b>5.2</b></p> <p><b>5.3</b></p>	<p><b>Update from Safer Neighbourhood Team</b></p> <p>KM raises concerns of Health and safety in Barwick House as there is no security.</p> <p>Leon Joseph (LJ) explained although there are no security doors in place safer neighbourhood teams are aware as well as park guard patrols and local police.</p> <p>Janet Coker (JC) mentioned she will be attending the safer neighbourhood meeting next year and will carry forward any questions on behalf of residents and board members.</p>	
<p><b>6.0</b></p> <p><b>6.1</b></p>	<p><b>Update from Bollo Brook Youth Centre</b></p> <p>N/A</p>	

<b>7.0</b>	<b>Community Board Aims and Objectives for 2020</b>	
<b>7.1</b>	Verbal update from Anna Allan (AA)	
<b>7.2</b>	AA provided an update on what the Board's aims and objectives were in 2019: <ul style="list-style-type: none"> <li>• Increasing interpersonal effectiveness.</li> <li>• Increasing knowledge of welfare benefits.</li> <li>• Increase understanding of large scale regeneration schemes.</li> </ul>	
<b>7.3</b>	AA informed board members that the visit to Aylesbury Estate will be organised in the new year.	
<b>7.4</b>	AA explained that new aims and objectives need to be set up for 2020.	
<b>7.5</b>	AA asked board members to suggest what they would like to achieve next year so Acton Gardens can set priorities and review progress.	
<b>7.6</b>	Leon Joseph (LJ) asked board members if they are aware of London affordable rents.	
<b>7.7</b>	Jeremy Hutchings (JH) suggested local housing updates due to new government.	
<b>8.0</b>	<b>Community Chest applications and update</b>	
<b>8.1</b>	Keisha Samuels (KS) presented a verbal update to board members.	
<b>8.2</b>	KS explained that one application was submitted from Jason Robbers Foundation. This application has been approved for £5000.	
<b>8.3</b>	KS explained the Community Chest funding for this financial year is £25,500.	
<b>8.4</b>	KS explained the Community Chest process to new board members and the funding process where the Community Sub Group allocate funds.	
<b>8.5</b>	AA explained new guidelines and applications have being introduced to the Community Chest.	

<p>8.6</p> <p>8.7</p> <p>8.8</p> <p>8.9</p>	<p>Slobodan Vuckovic (SV) asked how the Community Chest meetings and projects are communicated to residents so they are aware of it.</p> <p>KS explained this information can be found in newsletters and the website.</p> <p>KS also explained there will be a relaunch for the Community Chest to celebrate 10 years of success.</p> <p>AA informed board members to go onto Your Acton Gardens website to find information on what is going on in the Community Centre.</p>	
<p>9.0</p> <p>9.1</p> <p>9.2</p> <p>9.3</p>	<p><b>Regeneration update (Ealing Council &amp; Acton Gardens)</b></p> <p>Tom Brosnan (TB) presented a verbal update to board members.</p> <p><u>Phase 6.1</u></p> <p>TB informed board members of the vacant unit in Phase 6.1 and plans of having a café in the unit next year.</p> <p>TB explained that the biggest challenge in letting the café unit is the unfinished space outside the community centre</p> <p><u>Phase 6.2</u></p> <p>TB explained there will be 150 new homes, GP surgery, Nursery, office and retail space. TB explained this phase will be due for completion in Autumn 2020.</p> <p>Raymond Charles Moll (RM) asked if TB was referring to the nursery by South Acton over ground station.</p> <p>TB explained this is a Montessori nursery and that it is not related to the nursery being built at phase 6.2.</p> <p>TB informed residents that by May 2020 the plots will be visible.</p>	

<p><b>9.4</b></p>	<p><u>Phase 7.1</u></p> <p>TB informed board members that Phase 7.1 will be finished by mid next year, blocks will be visible and complete by 2020.</p> <p>TB provided an update on the park by Avenue Road. TB explained that the park is currently undergoing temporary works to boost the appearance and to refurbish the play area. TB informed the board members that there is currently fencing around the play area as the ground is wet and needs to be drained.</p> <p>TB explained that a consultation was held on future designs for the park a few weeks ago and that further consultation work will take place in the new year.</p>	
<p><b>9.5</b></p>	<p><u>Phases 8.1 and 8.2</u></p> <p>TB informed residents that the planning application for phases 8.1 and 8.2 will be submitted in December and the reference number will be provided once available.</p> <p>TB explained plans to decant residents along with L&amp;Q and LBE then demolition can start once planning consent has been achieved.</p>	
<p><b>9.6</b></p>	<p><u>Phase 9.1</u></p> <p>TB explained this will be completed next month along with the new sales and marketing suit that will be completed in January 2020.</p>	
<p><b>9.7</b></p>	<p><u>Phase 9.2</u></p> <p>TB informed residents that works have started and confirmed demolition is ongoing</p>	
<p><b>9.8</b></p>	<p><u>Phase 9.4</u></p> <p>TB informed that the planning application had been accepted in September, demolition has started and then works will begin in October.</p>	
<p><b>9.9</b></p>	<p>TB mentioned the issue mentioned in the recent AGM about the crossing outside Sainsburys. TB informed board members that he has approached the Council to raise this concern.</p>	
<p><b>9.10</b></p>	<p>Janet Coker (JC) explained she would like an island outside Beeching Court and informed board members she was told Highways would not allow it in the recent AGM. JC then asked if LJ could ask for the original island to be put back.</p>	

<p><b>9.11</b></p> <p><b>9.12</b></p> <p><b>9.13</b></p> <p><b>9.14</b></p> <p><b>9.15</b></p> <p><b>9.16</b></p> <p><b>9.17</b></p> <p><b>9.18</b></p> <p><b>9.19</b></p>	<p>TB explained he has asked for a temporary island to be put in and has raised this issue on behalf of the LLP and is currently liaising with Highways. TB informed board members that he is still waiting on an update. TB suggested he will have an update for the next meeting.</p> <p>NE mentioned this is also a health and safety issue if there is no island and the road is used by children and families traveling to school.</p> <p>Verbal update provided by Anna Allan (AA)</p> <p>AA updated board members about the busy few months for the Regeneration team.</p> <p><u>Phase 6.2</u> AA informed residents that allocations have started, the block will be handed over in May 2020 ready for residents to move in.</p> <p><u>Phase 7.1 Block E1 and E2</u> AA explained that all social residents have moved into blocks E1 and E2, had home inductions and received welcome bag.</p> <p><u>Phase 7.1 Block W4</u> AA informed board members that residents can move into their properties in March 2020.</p> <p>AA thanked the old board members and welcomed the new members.</p> <p>AA informed board members about the success of recent events in Acton Gardens:</p> <ul style="list-style-type: none"> <li>• Construction Event</li> <li>• Phase 8.1 and 8.2 Public Exhibition</li> <li>• Christmas Event</li> <li>• AGM</li> </ul>	
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9.20	AA explained that we are planning events for 2020 and asked for board members to get involved by sharing ideas on what they would like to do.	
9.21	<p><u>Comms materials</u></p> <p>AA informed the board of the new updated tenant and leaseholder booklets about the regeneration which can be found on the website as well as a brand-new guide on shared equity.</p>	
9.22	<p><u>Visits and Tours</u></p> <p>AA informed board members of the recent visit and tours from Tokyo, South Korea and New York to learn about urban regeneration and how to involve residents in the process.</p>	
9.23	AA informed residents that Acton Gardens held their first Open House London event this year in September	
9.24	AA explained that Acton Gardens is planning for the 2020 Social Life study report that will be completed by the end of 2020. AA informed residents there will be a meeting in the new year.	
9.25	AA congratulated Sally for winning Hero of the year at L&Q's Creating Places Awards	
9.26	Leon Joseph (LJ) provided a verbal and written report	
9.27	LJ explained the regen process to new board members and that residents have option to stay on the estate or move out.	
9.28	<p><u>Phase 7.2</u></p> <p>LJ informed board members that there are 6 blocks remaining which need to be emptied by early next year.</p>	

	<p><u>Phase 8.1</u></p> <p><b>9.29</b> LJ explained that Carisbrooke Court will be emptied by February 2020 and Ludlow Court is 18 months away before being demolished.</p> <p><u>Phase 8.2</u></p> <p><b>9.30</b> LJ informed the board that residents from Barwick House are moving to phase 7.1/9.1 in early next year.</p> <p><u>Phase 9.3</u></p> <p><b>9.31</b> LJ explained that Osbourne road is now completely empty and completed demolition today (16.12.19)</p> <p><u>Phase 9.4</u></p> <p><b>9.32</b> LJ informed the board members that only two people are remaining in Bollo Lane</p> <p><u>Phase 9.5</u></p> <p><b>9.33</b> LJ explained that Jerome House and Doyle House will remain for 18 months and that residents have opportunity to move to 6.2/9.2 next year.</p> <p><b>9.34</b> Slobodan Vuckovic (SV) asked if a secure tenant moves into a L&amp;Q property how would that effect their tenancy.</p> <p><b>9.35</b> SV informed the board that residents have moved out, but a lot of furniture and rubbish has been left behind. SV suggested areas should still be maintained when residents move out as other residents are still living there, and it is creating ASB issues.</p> <p><b>9.36</b> LJ explained that Ealing Council are working on anti-social behaviour and are working with safer neighbourhood and park guard wardens who patrol the area regularly.</p> <p><b>9.37</b> LJ advised board members that residents need to report issues to police.</p> <p><b>9.38</b> Kerron Lezama (KL) asked if there are available properties for all council residents.</p> <p><b>9.39</b> LJ explained that there is not availability for all residents, however not all residents want to remain here, and some residents do not take L&amp;Q properties due to the higher rent.</p>	
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<p><b>10.0</b></p> <p><b>10.1</b></p> <p><b>10.2</b></p> <p><b>10.3</b></p> <p><b>10.4</b></p> <p><b>10.5</b></p> <p><b>10.6</b></p> <p><b>10.7</b></p> <p><b>10.8</b></p> <p><b>10.9</b></p> <p><b>10.10</b></p> <p><b>10.11</b></p> <p><b>10.12</b></p>	<p><b>Housing Services Update (L&amp;Q)</b></p> <p>Verbal update presented by Nadine Ofosu-Adjei (NO) and Mehran Ahmed (MA).</p> <p>Nadine Ofosu -Adjei (NO) explained the recent patch change for property managers and informed board members of the patch covering phases 5, 6.1, 7.1 and 9.1</p> <p>Mehran Ahmed (MA) introduced himself as the new property manager for phases 1 – 4</p> <p>MA informed the board members of the reoccurring issue with the lift in Beeching Court and confirmed the lift is now working. MA mentioned he has appointed a new contractor Omega who will now be managing the lift.</p> <p>JC mentioned the lack of communication from L&amp;Q regarding the lift issue.</p> <p>Kerron Lezama (KL) agreed with JC that he has also received no communication from L&amp;Q when experiencing issues with a gate and lift in Phase 4. KL suggested if L&amp;Q send a message out residents will be aware that the issue is being dealt with.</p> <p>NO explained that L&amp;Q are working on communication and agreed that updates should be sent out regular via emails and SMS.</p> <p>Jeremy Hutchings (JH) informed the board that these examples of the lift and gate will be investigated further to understand what happened and what should have happened.</p> <p>JH explained that L&amp;Q are conscious of residents with mobility issues and within certain hours L&amp;Q provide staff to help residents when the lifts are not in use.</p> <p>Cathyann Thomas (CT) requested for an action plan on the lift as Christmas is coming up and staff will be on leave.</p> <p>MA explained Omega will be looking after the lifts temporarily throughout Christmas. MA reassured residents by confirming he will also be monitoring the lift and doing weekly tests to avoid any future issues.</p> <p>MA informed board members of an issue in Elmond Mansions where the guru unit lost power. MA confirmed this has now been resolved.</p>	
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<p><b>10.13</b></p> <p><b>10.14</b></p> <p><b>10.15</b></p> <p><b>10.16</b></p> <p><b>10.17</b></p>	<p>JC explained no one has received any bills from L&amp;Q energy and residents are worried about receiving a large bill and the timescale they will be expected to pay it in.</p> <p>NO explained a batch of letters have been sent out which will outline the outstanding amount to pay. NO also suggested if a resident has paid insight they need to contact L&amp;Q to get their money back.</p> <p>Valarie McLean (VM) enquired about when the vents/windows get cleaned as a lot of dust is building up and going into the communal areas.</p> <p>VM informed the board that a digit from the L&amp;Q energy booklet is missing so residents have been provided with the wrong contact number.</p> <p>MA clarified this will be followed up and will notify L&amp;Q to not send out any more booklets until the contact details are updated.</p>	
<p><b>11.0</b></p> <p><b>11.1</b></p> <p><b>11.2</b></p> <p><b>11.3</b></p> <p><b>11.4</b></p> <p><b>11.5</b></p>	<p><b>Community Centre Update</b></p> <p>Verbal update presented by Emmanuel Wachukwu (EW)</p> <p>EW updated the Board on the set up of the Acton Gardens Development Trust and the Impact Steering Group that had their first meetings in early December. Both groups will be formally set up in the new year.</p> <p>EW informed the board that the Community Centre is building strong links with Redbrick area and Acton Youth Association.</p> <p>EW explained that the Community Centre has become a central hub for the community who are utilising the space for parties, community groups and meetings.</p> <p>EW updated residents on the recent Winter Fiesta event where over 150 residents attended.</p>	

<b>12.0</b>	<b>ITA Update (PEP)</b>	
<b>12.1</b>	Verbal update presented by Keith Mann (KM)	
<b>12.2</b>	Keith Mann (KM) explained it has been very busy in the past few months	
<b>12.3</b>	KM raised concerns for Barwick House as it is currently very insecure allowing rough sleepers access as well as an increase of ASB issues reported by residents	
<b>12.4</b>	KM informed the board that some residents don't want to move into a new build, however Locata has a limited selection of properties, residents complaining they are on a large waiting list when bidding.	

**13.0 Board Members Christmas Meal 2020**

**13.1** Verbally presented by Keisha Samuels

**13.2** KS invited board members to a Christmas Meal on Thursday 16<sup>th</sup> January at The Bollo on Bollo Lane.

**13.3** KS informed board members that they will receive an email to formally invite them along with the menu within the next 2 weeks.

14.0	<b>AOB</b>	
14.1	NE raised concern to the board about Auden Court and that the 6 <sup>th</sup> floor communal area has been dirty for some time.	
14.2	MA informed the board that a deep clean should be done in communal areas every two weeks.	
14.3	NO informed residents that there had been some issues recently with the caretaker and that a new caretaker has been recruited.	
14.4	MA advised he will do a walk around to resolve these issues and point it out to the new caretaker.	
14.5	NE informed the board of two young males that enter Auden Court from the communal garden.	
14.6	NE expressed her concerns about a gate that is not closing properly in Auden Court	
14.7	Sally informed the board members that people are getting into the buildings using their own fire key.	
14.8	MA suggested to always report these issues to the police as L&Q work very closely with them	
14.9	Meeting closed at 8.00pm	

