

Acton Gardens Community Board Minutes
Monday 11th September (6 pm-8.15 pm)
Main Hall, Acton Gardens Community Centre



Attendees

Present	Apologies
Resident Board Members Mathew Hemes (MH) Ian Gallosi (IG) Keisha Hey (KH) Natalie Russel (NR) Adham Alokha (AA) Slobodan Vuckovic (SV)	Resident Board Members Janet Coker (JC) Untza Sale (US) Ali Abdulahi (AA)
Non- Board Members Georgia Metzger (GM) – L&Q Angela James (AJ)- L&Q Shakira Henry (SH)- L&Q Thomas Devine (TD)- L&Q Leon Joseph (LJ)-LBE Guy Balmford (GB)- Countryside	Non-Board Members Natalie Stump (NS)- L&Q Frank Baker (FB)- L&Q Rebecca Kelly (RK) L&Q Simon Donovan (SD) -AGCC Miriam Burke (MB) – AGCC Cllr Yvonne Johnson (YJ) Sarah Phillips (SP)- LBE Chris McConnachie (CM) – PEP Jamie Wilding (JW)-Countryside

Item	Description	Action
1.	Introductions ALL	
2.	Minutes of previous meeting No comments.	
3.	Regeneration Update (Acton Gardens and Ealing Council) AG Newsletter/Website <ul style="list-style-type: none"> • Newsletter moving online-text messages sent to this effect and posters circulated asking residents to subscribe to revived digital copy. However, these haven't been received by all. • Some copies to be made available in public spaces e.g., Community Centre. • IG- be useful to know how people engage with newsletters and website- get an insight pre/ after newsletter going online. Central Plaza	GM to recirculate posters for residents to subscribe to digital newsletter. GM to feedback on engagement with website. Also, feedback on the move to online newsletter. GM to circulate date and poster for Central Plaza opening event

- GM and GB gave an update on what this will look like once finished (x2 playgrounds/Peoples Thrown Statue). Also confirmed date for opening of Central Plaza.
- IG- Green spaces and people to be involved.
- GB- yes, will have people engagement- posters/invites to be circulated.
- The next park to be delivered will be around Avenue Park

Phasing plan

- NRW-Phasing update useful
- IG- asked about an updated phasing plan and overarching communication on what will be available for residents.
- Also asked about keeping residents updated on properties that will be available for current residents.
- LJ- communication to be sent out via newsletters once worked through.

LJ gave an update from Ealing Council

- Ongoing issues with obtaining vacant possession including CPO for some properties in remaining blocks.
- 7.2.- Avenue Road and Belgrave Close blocks to be demolished as part of the regeneration once vacant possession is achieved. Legal action will aid this effort, but we are behind schedule. VP having already been achieved with Cheltenham Blocks 6&8 as well as Frampton Court
- Unbale to give specific date at present for when 7.4 to be built.
- Confirmed we are behind.
- SV-7.3- this is not mentioned in LBE's update.
- LJ- LBE concentrating on blocks for immediate decant, phases 7.2, 8.1, 8.2, 9.5 & 9.6. However, tenants who wish to move early from phases 7.3/any other phases can move via LOCATA and are doing so accordingly.
- Rephasing of updates and progress halted due via covid.
- MH- queried phasing numbers are changing due to above impacts.
- GB- no, numbers won't change but the sequence of delivery might due to vacant possession challenges
- MH asked if updates can be made available on the AG website.
- GB-Yes, can look into it. New phases far out, around 4-5 yrs.
- LJ- Early buybacks have been successful. However, now funding has ended this has now stopped. This will be reviewed periodically.
- Shared equity- something we can look at for existing leaseholders who currently live in their properties..

Publicity

LBE to give an update on phases 7.2, 8.1 & 8.2 once the legal process concludes.

GB- Phasing plan to be adjusted and updated on the Acton Gardens website.

	<ul style="list-style-type: none"> Jerome Towers and recent BBC news article: Acton: Inside the tower block set for demolition - BBC News, BBC iPlayer - We Are England - What Happened Next: Hanging Onto Home: What Happened Next LJ- yes, all aware and protests in July from former/residents on blocks needing vacant possession. Demonstrations resulted in reviews on how LBE and L&Q staff work. People have right to protest, it may happen again. <p>Action Tracker-Signage</p> <ul style="list-style-type: none"> No updates at present <p>Parcel Lockers</p> <ul style="list-style-type: none"> Parcel Lockers- Being explored at present, several things to consider. 9.2 Commercial Unit a potential. 	<p>GM to forward Community Board feedback on Wayfinding proposal to GB. GB to review and feedback.</p>
4.	<p>Acton Gardens Community Chest Applications</p> <p>GM gave an update.</p> <ul style="list-style-type: none"> Currently also holding 7 applications for the Community Subgroup to review for September 2023 round of funding. Funding attracted through various means- Acton Garden Website/ Case Studies, building and maintaining relationships with community groups previous applicants, inviting applications for specific events i.e./ Central plaza opening 	<p>Community Chest Subgroup to review applications for September funding round.</p>
5.	<p>Acton Gardens Community Centre Update</p> <p>GM gave an update</p>	
	<p>Break. 7:00pm</p>	
6.	<p>L&Q Housing Services Update (provided by SH and AJ)</p> <p>Heating and Hot water issues ongoing</p> <ul style="list-style-type: none"> L& Energy- charge not representative of service delivery. <p>Grounds Maintenance</p> <ul style="list-style-type: none"> Some improvements 7.1 (NRW)- overgrown bushes on to paths Angela happy for residents to contact her directly to arrange a walkabout. Estate service- not responsible for watering plants. AJ currently looking at types of plants and schedule for watering. <p>Communal Repairs</p>	<p>AJ to arrange for L&Q Energy to attend a session with residents.</p> <p>AJ to confirm watering schedule and speak to estate service re-quote for watering.</p> <p>AJ to rearrange Walkabout of grounds. Invite to be extended to all Board members.</p>

<ul style="list-style-type: none"> • X3 issues including Joyce Court lights not working. • Bin store doors • Executive team trying to make improvements and how we invest to make these improvements. • Looking at what's going wrong and how to move things forward. • IG- local focus important e.g., Neighbourhood Lead (NHL) being present. Not everything needs to go on tracker if NHLs are being proactive. • AJ- revamp on Acton and NHL's • Movement of NHL staff, will have x3 more NHL, at least 6 for Acton. • Board members looking at setting up a new Housing Management Subgroup involving members of the Housing Management team. <p>Bike store doors-</p> <ul style="list-style-type: none"> • MH queried when will these be fixed as police recommended action across estate. Also, asked what can be done to improve security. • AJ trying to work with repairs to see when this can be done. • IG-Regen perspective for future phases and lessons learnt to make improvements. • GB- yes, been noted as improvements for future phases. <p>Service Charges</p> <ul style="list-style-type: none"> • Board members have been asking to meet with someone from the Service Team for some time, but this hasn't progressed. <p>Communal window cleaning</p> <ul style="list-style-type: none"> • Not all blocks have been cleaned. <p>Housing Management Surgeries</p> <ul style="list-style-type: none"> • Confirmed times for Tuesday 10am-1pm and Thursday 1pm-4pm at Acton Gardens Community Centre • Looking at putting on a time for an evening surgery. • Will look at this when new team is in place. • Surgeries need to be promoted more with residents. <p>Bollards</p> <ul style="list-style-type: none"> • Bollards by Sainsbury's installed on 15th August 2023 • Parking being managed with PCM company 	<p>SH- Update tracker by adding new issues including car park gate in phase 4.1. Team to also Share updates with residents re gates being repaired.</p> <p>SH- Bin doors item to be made clearer on HM tracker.</p> <p>AJ to update board members on progress and possible dates for when repairs to be carried out.</p> <p>AJ-Follow up on actions from April 2023 meeting with Adrian Shaw (Head of Rents and Service Charges) regarding the service charges and accounts.</p> <p>AJ- to clarify which window L&Q is responsible for and to get confirmation for when cleaning will start in Autumn.</p> <p>NHLs get posters circulated for current HM surgeries.</p> <p>AJ to keep Board members updated on progress of remaining bollards to be fixed by Bollo Brook Youth Centre.</p>
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	<ul style="list-style-type: none">• Remaining Bollards to be fixed, works being co-ordinated by team.	
7.	ITLA Update	Note
8	AOB Non	

End of Meeting- 20:05pm.