

Acton Gardens Community Board Minutes
Monday 13th June 2022 (6pm-8pm)
Main Hall, Acton Gardens Community Centre

Attendees:

Present	Apologies
Resident Board Members Natasha Esson (NE) – Chair Sally Carlton (SC) – Vice Chair Slobodan Vuckovic (SV) Cathyann Thomas (CT) Ali Abdullahi (AAb) Natalie Russell-Wall (NRW) Ian Gallosi (IG) Untza Sale (US)	Resident Board Members Janet Coker (JC) Raymond Moll (RM) Matthew Hemes (MH) Marta Nunes (MN)
Non- Board Members Eve Mouser Smith (EMS) – L&Q Emily Macpherson Smith (EMA)– L&Q Nadine Ofosu- Adjei (NO) – L&Q Ryan Gardener (RG) – L&Q Frank Baker – (FB)-L&Q Christina Coe (CC) – Countryside Catrin Andrews (CA) – Countryside Sahira Khan (SK) – Bollo Brook Youth Centre Cllr Callum Anderson (CAN) Leon Joseph (LJ)-Ealing Council	Non-Board Members Percy Mullany (PM)- Countryside Guy Balmford – Countryside Jamie Wilding (JW) – Countryside Chris McConnachie (CM) – PEP Colin Brent (CB) – Bollo Brook Youth Centre Tom Devine (TD) – L&Q Karen Lennon (KL) – L&Q Aubrey Chambers (AC) – L&Q David Colley (DC) – Ealing Council Simon Donovan (SD) -AGCC Cllr Yvonne Johnson (YJ) Cllr Mik Sabiers (MS) Cllr Josh Blacker (JB) Emmanuel Wachukwu (EW) – AGCC Sergeant Matthew Buckland (MB) -Safer Neighbourhood Team Olu Akande (OA) – Catalyst

1.0 Introductions and apologies (all)

1.1 NE opened the meeting and attendees introduced themselves.

2.0 Review minutes from the last meeting (all)

2.1 No comments.

3.0 Comments from the Community Board pack (all)

3.1 See the Community Board pack.

3.2 SC queried the date presented in the Board pack for the Summer Event, as there is a discrepancy. NO confirmed that at the time of writing there was some uncertainty, but it has since been confirmed as the 30th July.

3.3 NRH raised the issue of the phasing update in Phase 7.2. CA responded that there have been issues with obtaining vacant possession with the LBE block. LJ added that while some demolition work has begun, it will be continued into the following months.

3.4 NE attended the entry of Avenue Park on 10/06/22. Commented that it was a nice event and slid down the slide – recommended attendance on the slide. LJ confirmed with a double thumbs up.

3.5 SV adds further questions in the chat regarding the demolition work – LJ confirms that there will be a follow up conversation after the meeting via email.

3.6 EMA provided updates on the Community Chest – what projects have been approved, the outstanding budget, and ongoing auditing works.

3.7 CA brought up the fact that there has not been an away day in nearly a year – and raised the possibility of organising another one in the near future

4.0 Action tracker updates (all)

4.1 See action tracker.

4.2 EMS updated that one vacancy has been provisionally filled by NRW, and the other has been filled by a representative from the Youth Centre.

4.3 NO stated that the aims of the Community Board include increasing engagement with the residents and stakeholders important to the area. The Community Board are organising a summer event for the community in summer. Resident members have also been working to use their communication channels to publicise the work that they do.

4.4 LJ provided an update on the road safety concerns in the area. Responded that a budget is needed for a drop curb around the Bollo Brook Park, and would be an outstanding action between Acton Gardens and L&Q.

4.5 CA updated on the new café operator – the commercial team are very close to securing the deal. SC asks for clarification regarding the fit-out of the shell – CA clarifies that Countryside are assisting with the cost of the fit-out, rather than doing it themselves.

4.6 CAT asked for an update on the gym operator. CA added that there is a gym operator very close to securing a deal, but they have had a long negotiation which has meant it is not regularly discussed in meetings. EMS added that it is an action point to take away to provide further updates on the gym operator. **Acton: L&Q to provide more regular updates on the gym operator**

4.7 NE and SC asked for further clarification over the vacant café unit at Phase 6.2 – asking about the potential of putting in walls and floors with JW who had previously mentioned it in a meeting. NE reiterated that the Community Board would prefer that a community owned café would be put in place, this is confirmed by CAT.

4.8 NE asked about the potential for future shops – particularly concerned about the rising cost of living and the presence of a Sainsburys on the estate. Asked about the potential of a cheaper option for residents who are struggling with affording the higher prices at Sainsburys.

EMS added that there is a potential for a vacant unit at Phase 9.2 which could house a corner shop. LJ added that is very hard to attract lower value shops with the high commercial rents, and that this is being repeated across the estates that he works on. SC stated that there is currently a lack of facilities for low-income residents, and that they have lost a lot of units which used to cater to such groups.

4.9 NE asked for an update about signage on the estate. CA said that they have three potential companies in place to put up signs. CAT requested that the Community Board are consulted on the choice of provider. NE added that she would like to see signage of the whole estate, not just in front of the homes, so that visitors can orientate themselves

4.10 FB asked NE which blocks specifically have the issues with signage, to address them specifically. **Action: NE to contact FB with specific blocks.**

4.11 NE asked about the progress of the volunteer road watch. NO updated that the first session was cancelled by the police a day before, but they will arrange a new date.

4.12 NO updated on the bike marking project, and the kits have arrived, but police are waiting to be trained in it.

4.13 NO will be liaising with CM and the resident board members in organising a silent vote to decide on term lengths for board members.

4.14 Several board members raised issues with parking on different areas around the estates. FB updated that the CPZ parking zone needs to be redrawn by LBE, but he needs to continue to chase. **Action: FB to chase LBE regarding CPZ**

5.0 Youth Centre update (SK)

5.1 SK provided an update on the activities that took place at Bollo Brook Youth Centre over the last three months. They had arranged events for the Jubilee weekend. An ongoing project is that one of their members has secured a place at Julliard, and is currently undertaking crowdfunding, which the Youth Centre is supporting. Their weekly food bank has proved very popular with residents. Their ongoing projects include a film festival aimed at girls in the area, as well as exercise classes.

6.0 AOB

6.1 EMS added clarification on the Phasing Plan at Acton Gardens. The revised dates have now been approved by the LBE cabinet, so that these can be communicated to residents and Board Members. Some of the dates have changed significantly, as well as which blocks residents have been allocated to – some residents will get to stay closer to their current home as a result of the updated Phasing Plan.

6.2 CM stated that she welcomes a resident engagement strategy for the new phasing plan. She added that this could be a useful tool for the board to understand what offers are being taken up by residents, and how to understand what their options are, continuing that it is worth understanding the pros and cons of moving to a new home or staying with LBE.

6.3 CAT added that residents who are due to move over often hear a lot of rumours or incorrect information. Her and JT said that residents struggle to understand some of the deals on the properties, and that a cohesive strategy is needed.

6.4 SC added that in her experience at the Children's Centre, a lot of misinformation is still routinely circulated. NE reiterated that it would be wise to have more meetings for residents of the South Acton Estate, perhaps on a regular schedule. Perhaps residents who have been through the process and could advise what their experience has been like.

6.5 EMS offered that when they did host regular meetings attendance was falling. LJ added that consultation needs to be smarter and work for the contemporary resident landscape. The current reality is different, particularly in relation to affordability and cost of living.

6.6 CM summarised that we currently live in very different circumstances. More than ever, people are concerned about cost, and that we are emerging out of COVID-19.

8.0 Housing Management Action Tracker (RG)

See appendix 1 for the housing management action tracker updates.

8.1 RG provides an update on the new Neighbourhood Housing Lead's (NHL), previously known as Property Managers starting their roles on the Housing Management team. All residents will be sent a letter to inform them of their new NHL.

8.2 RG gives the update that he is transferring to another area with L&Q but there will be a new manager in place with an immediate handover. **Action: RG to arrange introduction meeting between community board and new Area Housing Manager.**

8.3 Heating and Hot Water - RG advised that out of hours heating and hot water queries should go through the the generic L&Q number, which will always have an L&Q Energy representative on call. NE asks for clarification over whether there is an option for topping up the payment in out of hours. **Action: RG to take away and ask L&Q Energy.**

8.4 Service charge – RG reiterates that L&Q have a legal obligation to provide a breakdown of service charges. CA asks why the residents need to be proactive about requesting service changes. RG clarifies that the breakdown is provided throughout the year to all residents, but L&Q can provide further breakdowns if requested by residents.

8.5 Repairs – Housing Management teams are working through their backlog to provide a better standard of service to residents.

8.6 SC asks about the corner of Munster Court and asks why it is still broken. RG advised that this was sitting with the insurance team and the repair has now been approved. NE asks why it has taken so long, and why it hasn't been fixed since last year. RG explains that the insurance company has taken a significant amount of time, as well as mobilising the maintenance companies.

8.7 NE raises that it is indicative of a wider issue in L&Q with slow mobilisation for repairs.

8.8 SC and NE asks whether or not the roof will be repaired in time for their Summer Event at the end of July. RG responds in all likelihood that it will not be.

8.9 RG confirms that the bollard repair works should be carried out on 15th June. Currently, NE, SC & CAT all reiterate that the space is currently unsafe for residents.

8.10 To address road safety concerns, RG is working with the management company to be able to more effectively ticket vehicles which are parked illegally.

8.11 CCTV – cycle thefts are continuing in the area. L&Q can provide the CCTV footage to the police, but residents need to first and foremostly contact the police with a crime. Because of GDPR restrictions, this footage cannot be released to residents.

8.12 AA asks for clarification over watching CCTV, specifically why only 25 minutes can be viewed by the police.

8.13 AA raises that the door to the bike store is still broken at Joyce Court, which is reiterated by NE. **Action: RG to take this issue away to looking into getting the door being fixed.**

8.14 Lifts – RG advised that to the best of his knowledge, there are no current issues with the lifts.

8.15 IG in the chat had previously asked about the repairs of the lift in his block. The lift team will be providing an update imminently.

8.16 Bins – there are currently two bins on the Central Plaza Park, one of which is filled. The long-term strategy is to have the bins managed by Ealing Council, but in the meantime, it is being taken over by the caretaking team. **Action: L&Q to confirm interim strategy of managing the bins until Central Plaza Park opens fully.**

8.17 Planting – the planting season is coming forward in August and September. NRW asks for clarification over why Lancastrian House isn't being maintained by the contractors. This will be taken away and investigated by the new NHL. **Action: RG**

8.18 AA asks about home loss payments – residents have been asking him about accessing the payments but have not been going through. LJ reiterates the channels of contact of the Regeneration officers at LBE.

8.19 RG provides an update on the water outages. SC adds further clarification that she is the one which added this item to the tracker – residents have been experiencing long delays in trying to contact L&Q's contact centre, as well as not being able to get through at all. SC adds that the texts which were meant to be going out are not being sent, and that there needs to be more effective communication. This issue will remain on the action tracker until resolved.

8.20 Communication and update – RG confirmed that the NHL names will be distributed to all residents and Community Board members as soon as possible. They will be maintaining face to face contact and will be attending future meetings with the Board. **Action: RG**

8.21 NRW raises concern over parked car at Phase 7.2. RG updates that his team have been putting notices on cars, and that there will be a bigger presence from the NHL team, as well as PCM managing cars/parking.

8.22 CT advised that there have been several posts on Facebook regarding the structure outside the nursery at phase 3.2. Some residents have posted that L&Q are not allowing the children from the nursery to play outside.

8.23 RG confirmed that this is not the case. The nursery was asked to remove a structure that they installed outside the unit without permission from L&Q.

End of meeting

Meeting ended at 20.50pm