

## Minutes of the Acton Gardens Community Board Meeting

Monday 14<sup>th</sup> December 2020 18:00-20:00

Meeting via Microsoft Teams

### Present:

#### Resident Board Members

Natasha Esson (NE) – Chair  
Cathyann Thomas (CT)  
Kerron Lezama (KL)  
Slobodan Vuckovic (SV)  
Raymond Charles Moll (RM)  
Valerie McLean (VM)  
Ali Abdullahi (AAb)  
Matthew Hemes (MH)

#### Non-Resident Board Members

N/A

#### Non- Board Members

Anna Allan (AA) – L&Q  
Eve Mouser Smith (EMS) -L&Q  
Keisha Samuels (KS) – L&Q  
Frank Baker (FB)- L&Q  
Nadine Ofosu- Adjei (NO) – L&Q  
Rudy Danso (RD) – L&Q  
Leon Joseph (LBE)  
Joanna Rushton (JR) – Countryside  
Colin Brent (CB) – Bollo Brook Youth Centre  
Olu Akande (OA) – Catalyst  
Chris McConnachie (CM) – PEP  
Matthew Buckland (MB) – Safer Neighbourhood Team

### Apologies:

#### Resident Board Members

Sally Carlton (SC) – Vice Chair  
Janet Coker (JC)  
Maria Ashcroft (MA)  
Marta Nunes (MN)  
Dr K Azami (KA)

#### Non-Resident Board Members

Cllr Yvonne Johnson (YJ) – Ward Member  
Cllr Mik Sabiers (MS) – Ward Member  
Cllr Josh Blacker (JB) – Ward Member

		Action
<b>1.0</b>	<b><u>Introductions and Apologies</u></b>	
<b>1.1</b>	EMS welcomed everybody to the meeting and congratulated Sally, Natasha and Matthew for being elected onto the Community Board.	
<b>1.2</b>	EMS advised that the election of Chair and Vice Chair positions has been moved to agenda item number 2.	
<b>1.3</b>	EMS went through the house rules of the meeting and advised that the meeting is being recorded for minute taking purposes.	
<b>1.4</b>	Introductions were made and apologies were noted.	
<b>2.0</b>	<b><u>Election of Chair and Vice Chair</u></b>	
<b>2.1</b>	CM confirmed that Natasha Esson has agreed to re-stand as Chair and Sally Carlton has agreed to re-stand as Vice Chair.	
<b>3.0</b>	<b><u>Matters arising</u></b>	
<b>3.1</b>	EMS confirmed that there were no matters arising.	
<b>4.0</b>	<b><u>Minutes of the last meeting</u></b>	
<b>4.1</b>	NE went through the minutes of the last meeting and there were no comments or amend requests.	

<b>5.0</b>	<b><u>Community Board Aims and Objectives 2021 (Eve Mouser Smith – L&amp;Q)</u></b>	
<b>5.1</b>	<p>EMS explained the purpose of setting the community board's aims and objectives and thanked residents for their suggestions so far which were:</p> <ul style="list-style-type: none"> <li>- Improving interview skills</li> <li>- Improving negotiation skills</li> <li>- First aid course</li> <li>- Digital communications training</li> </ul>	
<b>5.2</b>	EMS advised that the three aims and objectives for 2021 will be confirmed with resident board members after the meeting via email.	<b>EMS</b>
<b>5.3</b>	LJ suggested that one of the aims and objectives for 2021 could be to look at how the community board can transition from working with Acton Gardens and Ealing Council to something which is stand alone. LJ noted that this would be useful for when the regeneration project is complete.	
<b>5.4</b>	AA noted that MHDT are setting up a steering group which looks at community development in South Acton. AA advised that if this was an aim that the community board wanted to look at, Acton Gardens could get resident board members to start working with MHDT on this.	
<b>5.5</b>	EMS introduced the next question from MH.	
<b>5.6</b>	MH asked when the aims and objectives will be decided and what are the timescales of achieving them.	
<b>5.7</b>	EMS confirmed that the aims and objectives will be decided on w/c 14 <sup>th</sup> December and they will be achieved by December 2021.	
<b>5.8</b>	NE introduced the next agenda item.	

	<p><b><u>6.0 Safer Neighbourhood Team Update (Matthew Buckland)</u></b></p> <p><b>6.1 Team update:</b> MB advised that the South Acton SNT is fully staffed.</p> <p><b>6.2 Covid-19:</b> MB advised that the pandemic poses new challenges for the Safer Neighbourhood Team. The ward teams have been working to enforce quarantine rules which will continue into the new year with the new Tier 3 regulations.</p> <p><b>6.3 ASB:</b> MB confirmed that there are no specific ASB issues on the estate at present. However, low level ASB persists and this is mostly at the old blocks on the estate. The SNT are working with LBE to secure these blocks.</p> <p><b>6.4 Operations:</b> There have been a series of knife and drugs operations at South Acton overground station and various weapon sweeps in recent months. The SNT are looking to set up a 'pub watch' in the new year.</p> <p><b>6.5 Ward Panel:</b> The Ward Panel will restart in the new year and meetings will be held online via Microsoft Teams. This panel will be looking to improve the reputation of the ward. A quarterly newsletter will also be set up.</p> <p><b>6.6 Crime trends:</b> Current crime trends include theft of motor vehicles and parcel thefts.</p> <p><b>6.7 Mutual Gain:</b> MB explained that Mutual Gain is a Met funded project which aims to encourage the community to speak to the police about prominent issues. MB advised that his team are currently setting up a working group as part of this project and the Metropolitan Police are still looking for members of the community to join.</p> <p><b>6.8</b> MB advised that he would put his details in the Teams chat and asked resident board members to contact him if they want to join the working group.</p> <p><b>6.9</b> RM asked MB to arrange for the contact details of Safer Neighbourhood Team to be included in the notice boards within L&amp;Q buildings at Acton Gardens.</p> <p><b>6.10</b> MB said that this could be looked into. MB advised that all contact details are up to date on owl.co.uk. and advised that he could look at getting a poster together with these details and speak to L&amp;Q about getting these onto notice boards.</p> <p><b><u>7.0 Acton Gardens Commercial Strategy (Joanna Rushton - Countryside)</u></b></p> <p><b>7.1</b> JR went through the Acton Gardens Commercial Marketing and Lettings Strategy (below):</p>	<p><b>MB</b></p>
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## **Acton Gardens Commercial Marketing & Letting Strategy**

### **Acton Gardens LLP**

The Acton Gardens Commercial Marketing & Letting Strategy's core aim is to attract tenants and occupiers of calibre to the new opportunities. We actively seek to ensure that a suitable, self-sustaining and appropriate mix of retail, childcare and healthcare occupiers, meets the everyday needs of existing residents and those living in the new Acton Gardens development.

The overarching commercial objectives of the scheme relate to the creation of a commercial offer for the local community that enhances the development and combines social, environmental and economic viability in a high-quality scheme of lasting value.

Acton Gardens LLP is a development by Countryside and L&Q.

L&Q was established in 1963. L&Q owns and manages more than 90,000 homes across London and the South East - making it the largest landlord in the capital and one of the largest residential property developers in the UK.

Countryside is a leading UK mixed-tenure developer through its two divisions, Partnerships and Housebuilding. Countryside's Partnerships division was established over 40 years ago, specialising in estate regeneration, with operations in London, the South East, the North West, the Midlands and Yorkshire. It works mainly on public sector owned and brownfield land, in partnership with local authorities and housing associations to develop private, affordable and PRS homes. Its developments include large scale urban regeneration projects at Beam Park (Rainham), Acton Gardens (Ealing) and Rochester Riverside (Medway).

#### **Countryside's Commercial Experience**

Countryside has a specialist Commercial Development Team which has developed in excess of 4.1 million sq ft of commercial space in over 100 different projects and has a multi-sector future commercial development programme of circa 2 million sq ft. We have delivered a full range of projects; which have included local retail centres, high street retail, offices, warehouses, distribution centres, employment parks and health centres. We have also been a leader in the provision of major and local foodstores; and we continuously engage with the NHS and Clinical Commissioning Group to deliver Medical Centre's across a number of our schemes.

It is Countryside's breadth and depth of experience which has made the Group a leader in mixed-use development and creating sustainable places that people love.



### Schedule of Accommodation

PHASE 6.1	Status as at 15/10/2020	SQ M	SQ FT
Local Format Foodstore	Let - Sainsbury's	454	4,891
Flexible Unit	Let - Independent Barber	61	657
Community Centre	Let / Occupied	841	9,052
Youth Centre	Let / Occupied	114	1,230
Dentist	Let - Relocation Dentist	135	1,457
Café	Marketing	114	1,226
<b>Total</b>		<b>1,720</b>	<b>18,513</b>

PHASE 6.2	Status	SQ M	SQ FT
Nursery	Let – Independent Operator	752	8,096
Flexible Business Unit A	Marketing	214	2,305
Flexible Business Unit B	Marketing	247	2,662
Retail Unit C	Marketing	57	619
Retail Unit D	Marketing	53	573
Retail Unit E	Marketing	52	558
Medical Centre	Under Offer - NHS	583	6,275
<b>Total</b>		<b>1,959</b>	<b>21,088</b>

### Commercial Unit Summary

The units are constructed to shell and core condition with capped services at appropriate locations. A number of the units can, if required due to market demand, be merged to create a larger unit. The commercial units are constructed with a uniformed glazed shop front and designated signage zones. This is to ensure continuous quality and synergy across all units and the development. During the marketing period shop fronts are animated with imagery and branding to assist marketing, create activity and secure tenants.

It was of paramount importance to the success of Acton Gardens that Phase 6.1 was anchored by a professional national local format foodstore of high quality, with excellent customer service and retail experience. The Sainsbury's Local exceeds these requirements. The presence of the foodstore drives footfall to the new hub of Acton Gardens, this in turn is vital to safeguard the continued success of the small retail / commercial units and the creation of a new destination. In addition, the presence of a Medical Centre at the forefront of Phase 6.2 solidifies the protection of the retail and flexible spaces via continual footfall, activation and utilisation. A vibrant, sustainable commercial space requires people, without people the prospects of success are limited.



### **Property Agents**

Acton Gardens LLP have purposefully appointed local property agent, R&C Property Consultants, to act as letting agent for the commercial at Acton Gardens. R&C Property Consultants were established in 2008 and are an independent property consultancy business based in Chiswick, West London providing unified agency, development and investment advice to occupiers, developers, investors and landowners. R&C specialise in mixed use developments which include retail, leisure and residential uses within schemes in urban environments and major cities in the UK. The company offers a bespoke service to selected clients built upon established personal and strategic relationships over 35 years.

### **Marketing**

Acton Gardens LLP have developed a vibrant marketing brand for Acton Gardens, as a new mixed-use development, which has been utilised to promote the commercial elements of the scheme. Acton Gardens LLP's and R&C's primary objective is to secure a diverse range of tenants to the benefit of the local community that complement each other, breathe life into the streetscape and create a sense of place with a relaxed and welcoming atmosphere for all.

A bespoke Acton Gardens commercial marketing brochure with associated images and unit floor plans has been created and a copy has been provided alongside this strategy. The brochure provides all the required information to allow an occupier to make an informed decision in relation to the commercial space.

Acton Gardens LLP's and R&C's combined extensive network of contacts within the market means that we are able to take a pro-active approach in circulating information in relation to the opportunity. This enables us to keep up to date with current demand in the market and respond to relevant requirements.

We also welcome and encourage the local community to establish contact with Acton Gardens LLP and R&C to introduce community members or businesses who are interested in letting commercial space. Contact details of R&C are within the brochure.

### **Selection**

Via R&C and Acton Gardens LLP's wide experience of commercial property we have and continue to seek national and independent occupiers of vision.

Once a potential retail operator or business has shown interest in a commercial unit, Acton Gardens LLP and R&C play an active role in understanding the tenant requirements and assisting in the process from the tenants initial offer through to occupation, which includes advice in relation to unit fit-out to discussions surrounding lease terms.



Retailers that do not achieve or express the quality, attitude, financial standing, self-belief and community interaction that is required for Acton Gardens are not offered units at Acton Gardens.

Placemaking is at the heart of Acton Gardens. Countryside's core driver is to create 'Places People Love'. For this to be achieved an objective view in relation to all offers and interest received must be undertaken to identify the best tenant mix for the good of the community and overall development. A local centre is wholly different to a high street and the importance of selecting reputable businesses that will be of benefit to the community is a priority.

### **Challenges**

The impact of Covid-19 has had a profound effect on the commercial property market, the majority of businesses have placed a moratorium on all new acquisitions and are focusing resources on survival through measures such as suspension of rent, non-payment of rent or redundancies to employees.

Currently due to Covid-19 the retail and commercial market across the world is extremely sensitive and we must continue to ensure that a potential tenant is fully aware of their financial and legal commitments when considering a lease at Acton Gardens. If they are not aware then the ramifications may be damaging for many years.

### **Summary**

All marketing and letting strategies are live processes that require review and redirection over the course of their duration. As evidenced in the change to the world from Planning in 2016 to Present Day, where unforeseen world events have impacted on the commercial market.

We are delighted to announce a local independent nursery operator will shortly commence their fit-out. The presence of a new nursery at Acton Gardens will act as a catalyst to generate activity, increase dwell time and footfall; which in turn will stimulate interest in the Café unit and available units within Phase 6.2.

As Phase 6.2 moves from being a busy, concealed building site to reveal a new building with new commercial opportunities, we envisage new tenants will be encouraged to come forward and express their interest. The majority of prospective tenants need to physically witness the end product as opposed to viewing images within a brochure.

Acton Gardens LLP are determined to provide a vibrant, diverse and dynamic local centre that is of benefit and value to the local community.



7.2	AAb advised that he was looking to open a grocery store at one of the empty commercial units opposite the community centre but the rent was too high, so he is now looking at Acton High Street.	
7.3	JR advised that the market may be changing slightly now but will raise this issue with the commercial team.	JR
7.4	MH asked how much interest is being shown in the commercial units at Acton Gardens and what is the feedback being received.	
7.5	JR advised that interest has slightly subsided this year, due to the difficult market. However, there is still interest in the café unit. JR advised that it is important to find occupiers that are suited to the community.	
7.6	MH asked if other options have been looked at such as pop-up shops to fill these units temporarily.	
7.7	JR advised that she will ask the commercial team about this option.	
7.8	NE asked what retail units are being looked into as there is only a Sainsbury's at present. NE asked if residents are being asked about what retail units will be useful for them (convenience stores, post office).	
7.9	JR advised that residents' needs are considered when deciding on occupiers for the commercial units, this can be seen through the new GP Practice and Dentist. JP advised that she will take away the point about how residents can get further involved with this process and how communication can be improved.	JR
7.10	NE advised that she was aware that a nursery would be included at phase 6.2 but was not aware that it would be Cybertots. NE thought that the nursery temporarily occupying commercial unit by South Acton station would be moving to phase 6.2.	
7.11	NE advised that there are a number of nurseries at Acton Gardens now, and asked if Cybertots are moving from Avenue Road because they already have a nursery in Acton.	
7.12	JR advised that she will query whether Cybertots are moving from Avenue Road.	
7.13	NE thanked JR for her update and introduced the next agenda item.	JR
<b><u>8.0 Regeneration Update (Ealing Council &amp; Acton Gardens)</u></b>		
8.1	<b>Phase 6.1:</b> JR advised that the search for a café operator continues. An operator recently pulled out due to concerns over current business environment. The landscaping around Phase 6.2 is being spruced up to assist with the marketing of this unit.	
8.2	<b>Phase 6.2:</b> JR confirmed that all affordable housing units have been successfully completed and handed over to L&Q. Acton Gardens LLP exchanged the Agreement for Lease with Cybertots nursery and early start units.	

	<p>The new tenant is due to commence fit out and is anticipated to open Q1 2021. Commercial / retail space – currently being soft marketed but we would expect to complete these units to maximise viewings and letting opportunities.</p>	
8.3	<p><b>Phase 7.1:</b> JR confirmed that Phase 7.1 is now build complete with minor snags to be finalised and areas have been handed over to L&amp;Q. There are private sale homes still available for sale.</p>	
8.4	<p><b>Phase 7.2:</b> As reported in last community board planning design work has commenced with a planning application submission to LBE anticipated in Jan 2021.</p>	
8.5	<p>JR confirmed that a number of engagement events have been held with the Design sub-group and two public consultation events. All were held virtually due to restrictions at time of events. The consultation boards have also been installed on the hoarding by Central Plaza for those who couldn't attend the online events. Further information can also be found on 'Your Acton Gardens' website.</p>	
8.6	<p>JR advised that the planning submission will propose 185 new homes (50% affordable on habitable room basis) including shared ownership, social rent and active living/ over 55's accommodation along with private for sale. Proposals will also include the site wide energy centre which will provide heat and hot water to the estate as part of a district heating network. It is proposed phases 1,2,3 do not connect to this network.</p>	
8.7	<p><b>Phase 8:</b> JR advised that the scheme received unanimous planning approval at Ealing's Planning Committee on 17th June 2020.</p>	
8.8	<p><b>Phase 8.1:</b> JR advised that this phase will deliver a total of 161 new homes. Phase 8.2 will deliver a total of 175 new homes. Demolition is currently forecast to commence in March 2021.</p>	
8.9	<p><b>Phase 9.1:</b> JR confirmed that construction at this phase is now complete, and all blocks have been handed over to L&amp;Q. Phase is fully reserved and final completion expected imminently.</p>	
8.10	<p><b>Phase 9.2:</b> The sales launch for this phase is currently scheduled for February 2021 and the PRS block is due to be complete and handed over in July 2021.</p>	
8.11	<p><b>Community Funding:</b> In addition to the £14,000 that was donated earlier this year to support the food bank, hot meals and children's art pack projects, the Countryside Communities Fund have recently donated £7,000 for Christmas hampers.</p>	
8.12	<p>L&amp;Q are working closely with the schools, community centre, Cultivate London, children's centre, youth centre, local volunteers and sheltered schemes to deliver the hampers of food, toiletries and small gifts. Hampers will be distributed on Thursday 17th December 2020.</p>	
8.13	<p>KL asked whether there would be a commercial unit at phase 9.2 or phase 9.4. JR confirmed that there will be a small commercial unit at phase 9.2 and nothing at phase 9.4. The occupier for the commercial unit at phase 9.2 has not been confirmed yet.</p>	

8.14	CT asked if the early start unit at phase 6.2 will be the main base for early start workers, or will it be for early start workers currently based in Acton.	JR
8.15	JR confirmed that she would find out from the commercial team and let CT know.	
8.16	RM asked if Acton Gardens are aware of the needs of the community and is this being used to inform community funding.	
8.17	AA confirmed that Acton Gardens have been working with community partners to put together projects that will best benefit the community. So far, funding has been used for digital inclusion and hot meals projects.	
8.18	AA advised that MHDT have an Impact Assessment team who measure the impact that funding has had on individuals and the community. This will help to identify further projects and the results can be looked at to inform future Community Chest projects.	
8.19	AA confirmed that the additional money from Countryside Communities Fund (£7000) has been used for a Christmas hamper project. The regeneration team and local volunteers spent most of the day making these hampers for families living at Acton Gardens and South Acton.	
8.20	<p>Christmas Hampers will be delivered by the regeneration team and Cultivate London to the following locations:</p> <ul style="list-style-type: none"> <li>- Berrymede Infant School</li> <li>- Berrymede Junior School</li> <li>- LBE Sheltered Schemes on South Acton Estate</li> <li>- Bollo Brook Youth Club</li> <li>- South Acton Children's Centre</li> <li>- Acton Youth Association</li> </ul>	
8.21	AA advised that deliveries will take place on Wednesday 16 <sup>th</sup> December.	
8.22	<b>Regeneration update (Anna Allan- L&amp;Q)</b>	
8.23	AA advised that 42 residents have moved into their new homes at phase 7.1 and resident sign ups began on 14 <sup>th</sup> July 2020 and were completed over a 5-week period.	
8.24	All 41 residents have moved into their new homes at phase 6.2. Resident sign ups commenced on Tuesday 6 <sup>th</sup> October and were completed on Wednesday 28 <sup>th</sup> October.	
8.25	AA confirmed that phase 9.2 comprises of 63 affordable units. The accommodation schedule and plot plans have been issued to LBE who have started nominating residents to this phase. AA advised that the regeneration team have received 40 nominations to date.	
8.26	<b>Shared Equity at Acton Gardens:</b> AA confirmed that one shared equity purchase is being progressed at phase 6.2 and two further leaseholders are completing application forms and have shown interest in phase 6.2.	

8.27	<b>Community Events:</b> AA advised that as all events had to be cancelled over summer, the regeneration team organised for goody bags to be delivered to young children on the estate and residents in South Acton's sheltered accommodation blocks.	
8.28	The children bags included items such as bubbles, sweets, activity books and sunglasses and the older residents received an afternoon tea gift bag with biscuits, jams and an Acton Gardens mug.	
8.29	AA advised that over the summer, the LLP teamed up with charity and social enterprise Cultivate London to donate free gardening kits to residents across South Acton and Acton Gardens. Around 90 residents picked up their gardening starter kits of pots, seeds, compost and hemp sacks and received advice from Cultivate London on how to best care for their new plants.	
8.30	AA advised that to mark the festive period, a Christmas tree has been installed at Central Plaza. AA confirmed that Acton Gardens won't be able to hold the annual Christmas lights switch on event but hope residents still enjoy the display.	
8.31	AA advised that the regeneration team have secured funding from the Countryside Community Fund to deliver Christmas hampers to families and sheltered accommodation residents at South Acton and Acton Gardens.	
8.32	The team will be working closely with the local schools, children's centre, youth centre, community groups and council to deliver the hampers full of food, fresh fruit, toiletries and small gifts throughout December.	
8.33	<b>Social Life Study 2020:</b> AA confirmed that the surveys for the 2020 Social Life study have been completed and analysis of the results is currently underway. The draft report should be received by January 2021 for the Board to review.	
8.34	<b>Phase 7.2 Consultation:</b> AA advised that the socially distanced consultation process for phase 7.2 has been going well with two online exhibitions in November, posters being displayed across the estate, written information packs in the community centre and boards being displayed on phase 6.2's hoarding walls. An online feedback form is also available for residents and local people to return their feedback on the plans ahead of a planning submission date in late January 2021.	
8.35	<b>Over 55's Offer at Acton Gardens:</b> As part of the phase 7.2 consultation strategy, a specific sheltered accommodation consultation process has been taking place with letters, booklets and feedback forms being sent out to sheltered residents at South Acton.	
8.36	AA confirmed that a separate consultation session for sheltered residents and their families is being organised for this month.	
8.37	<b>Space for Winter Clothes Hub:</b> AA advised that the LLP have been working with local charity, Descendants, to secure space at Acton Gardens to store clothing donations to support local residents and families over winter. A storage room at phase 7.1 was made	

available for the project that Descendants will have access to throughout the winter months.

8.38

**Bollo Brook Park Opening:** AA confirmed that the LLP and Ealing Council officially opened Bollo Brook Park in October. Bollo Brook Park now offers a range of sports, health and wellbeing activities for local people of all ages and abilities. The park also has a floodlit multi-use games area, children's play area (including an interactive games arch that is the first of its kind in London), exercise equipment including a dedicated 'senior fitness' unit, an astro-turfed activity area and a footpath circuit for walking and jogging with timber distance markers. A performance area has also been created, with a stepped terrace providing informal seating around a small stage area. The motif cast into the concrete stage was designed by pupils from Berrymede Infant School, while a new mural that will be installed later this year has been designed by Berrymede Junior School pupils and members of Bollo Brook Youth Centre.

NE thanked AA and JR for their updates and introduced the next agenda item.

#### **9.0 Ealing Council Regeneration Report – (Leon Joseph- LBE)**

8.39

LJ went through the following summary of properties to be Decanted by Phase:

	<b>Secure Tenants</b>	<b>Leaseholder s/Freeholder s</b>	<b>Total</b>
<b>Phase 7.2</b> Avenue Road, Belgrave Close, Buckland Walk, Cheltenham Place (Block 6 (26-44) & Block 8 (46-74)) & Frampton Court	92	23	115
<b>Barrington Court 7.5</b> Barrington Court	59	4	63
<b>Phase 8.1</b> Carisbrooke Court	42	12	54
<b>Phase 8.1</b> Ludlow Court	48	6	54
<b>Phase 8.2</b> Barwick House & Brouncker Road	87	20	107
<b>Phase 9.4</b> Bollo Lane	2	6	8
<b>Phase 9.5</b> Doyle House & Jerome Tower	99	9	108
<b>Total</b>	429	80	509

8.40

Dates for Vacant Possession by phase:

- Phase 7.2 – Vacant possession required Spring/Summer 2020
- Phase 7.5 – Vacant possession required Winter 2022
- Phase 8.1 – Vacant possession required Summer 2018/Spring 22
- Phase 8.2 – Vacant possession required Summer 2019
- Phase 9.4 – Vacant possession required Winter 2018/19
- Phase 9.5 – Vacant possession required Spring 2019

8.41

Progress to Date

The table below shows progress moving secure tenants to new homes (or another council property if they have chosen to move away from South Acton) and leasehold/freehold buy-backs:

	Tenants Remaining	Freeholder/Leaseholders Remaining	Void %*
<b>Phase 7.2</b> Avenue Road, Belgrave Close, 26-74 Cheltenham Place & Frampton Court	12	5 (3 leaseholders have agreed a value with the Council)	85%
<b>Phase 7.5</b> Barrington Court	51 (4 Pre-Allocation to Phase 9.2)	4	13%
<b>Phase 8.1</b> Carisbrooke Court	0	3 (2 leaseholder has agreed a value with the Council)	94%
<b>Phase 8.1</b> Ludlow Court	23 (11 Pre-Allocation to Phase 9.2)	0	43%
<b>Phase 8.2</b> Barwick House & Brouncker Road	3	2 (Leaseholders have agreed a value with the Council)	95%
<b>Phase 9.1</b> Enfield Road	0	0	100%
<b>Phase 9.4</b> Bollo Lane	0	1 (Freeholder has agreed a value with the Council)	90%
<b>Phase 9.5</b> Doyle House & Jerome Tower	49 (20 Pre-Allocations to P9.2)	6	50%

\*Some empty homes have been re-let via LBE Temporary Accommodations Team on short term tenancies. Some empty properties have been re-let to via either VPS Property Guardians or Lowe Guardians Ltd.

8.42

Phase 7.2:

Existing residents wishing to remain on South Acton Estate, will have received Pre-Allocation letter to phase 7.1, former site of Church Road, Ragley and Telfer Close. These properties will be ready in 2 phases: Sept/Oct 19 and early 20. Tenants wishing to move away from South Acton Estate, will receive Band B 12 months before vacant possession of their property is required, in line with LBE Allocations policy.

8.43

All resident and non-resident leaseholders will have now received buyback guidance, which give all resident leaseholder the opportunity to remain on South Acton Estate, should they wish to consider shared equity.

8.44

Phase 7.5:

Tenants wishing to move to phase 9.2, have received their pre-allocations letters. Other tenants have stated their preference to remain in phase 7, if the option becomes possible or to move away from South Acton Estate, a decision will be made on this option soon. This will allow housing needs surveys to be completed.

8.45	<b>Phase 8.1:</b> Carisbrooke – Last secure tenant moved in September. Negotiations with remaining leaseholders are on-going.	
8.46	Ludlow Court – Tenants wishing to move away will have LOCATA Band upgraded to Band A, 1 <sup>st</sup> December to assist with their onward move. Pre-allocation to 9.2 to completed. Some tenants have had a chance to move slightly earlier having been pre-allocated properties at phases 6.2, 7.1 and 9.1 accordingly. Last leaseholder moved out at the end of November.	
8.47	<b>Phase 8.2:</b> Barwick House - Remaining tenants are in the process of moving, with moves complete prior to Xmas/January 21. Negotiation with remaining leaseholder is on-going.	
8.48	Brouncker Road – Last tenant moved at the end of November. Financial agreement has been settled with the remaining leaseholder, whose tenant will move soon.	
8.49	<b>Phase 9.4:</b> Bollo Lane – Negotiation on completion date on-going between freeholder and LBE.	
8.50	<b>Phase 9.5:</b> A number of tenants moved to phase 6.2 recently. The remaining tenants fall into two categories those awaiting moves to phase 9.2 which will take place between summer and winter, next year and those wishing to move away from South Acton Estate.	
8.51	LJ advised that there may be delays with the demolition of Carisbrook Court and Brouncker Road due to possible compulsory purchase orders.	
8.52	LJ advised that not all LBE residents want to move to L&Q properties, and in the past there have been a small number of residents declining their L&Q accommodation offers at the last minute.	
8.53	LJ advised that a common reason for residents declining offers last minute is due to affordability issues. LJ advised that residents are used to paying traditional council rents which tend to be much lower than London Affordable rents set by the GLA.	
8.54	LJ advised that it would be useful for resident board members who have moved from LBE to L&Q properties to draw upon their own experiences to offer advice to fellow residents thinking about moving over to L&Q and querying affordability.	
8.55	LJ advised that empty blocks on the estate creates opportunities for squatters and because of this, preventative steps such as sourcing property guardians have been taken by the council.	
8.56	LJ advised that LOCATA is being used by residents wanting to move away from Acton Gardens. LJ advised that recently there have been very few two-bedroom (or larger) properties advertised on LOCATA. This is because the council's priority at the moment is to help to get the homeless off the streets.	
8.57	NE asked LJ how many people remain in Carisbrooke Court. LJ confirmed that there are three leaseholders left at Carisbrooke Court. There is one resident left at Brouncker Road and a small number of residents remaining at Barwick House.	

8.58	NE raised concerns about these nearly empty buildings (squatters and crime). LJ advised that these buildings are being secured in the best way possible by the council. In addition to Property Guardians, LBE are also “Squatter Proofing” empty units (ripping out kitchens, bathrooms and heating), making them uninhabitable.	
8.59	LJ asked residents to report issues of squatting so that these can be dealt with as soon as possible.	
8.60	NE asked if phase 7.2 will be delayed. LJ advised that there is a delay at present because of remaining residents and leaseholders.	
8.61	SV congratulated LJ and KM for introducing property guardians at Cheltenham Place, noting that this has made such a positive difference to the area.	
8.62	LJ thanked SV for this feedback and advised that he will pass this on to his colleagues at LBE and the property guardian company.	
8.63	NE introduced the next agenda item.	
	<b><u>9.0 Community Chest Applications (Keisha Samuels L&amp;Q)</u></b>	
9.1	KS advised that there were three applications submitted to the November Community Chest panel, which were: <ul style="list-style-type: none"> <li>• Bollo makes Fashion</li> <li>• ARTifiction – Connect</li> <li>• The great get together</li> </ul>	
9.2	KS advised that the full applications can be found within the appendix.	
9.3	KS confirmed that the application from ‘Bollo makes Fashion’ was successful and they were granted with £5000 from the Community Chest fund. The other two applicants were unsuccessful and have been provided feedback.	
9.4	KS confirmed that following the approval of one application at the November Community Chest panel, the funding for this financial year April 2020-March 2021 remains at £55,050. KS noted that this is a large amount to remain in the Community Chest fund in the last quarter of the year, but this is understandable due to the pandemic.	
9.5	KS advised that the regeneration team are going to work closely with the Community Chest sub-group to look at ways to best use this funding going forward.	
9.6	KS advised that there are currently vacancies on the Community Chest panel, and she will be contacting resident board members about these in the new year.	
9.7	NE thanked KS for this update and introduced the next agenda item.	
	<b><u>10.0 Housing Services Update (L&amp;Q and Catalyst)</u></b>	

KS



<b>10.1</b>	OA advised that she has recently taken over some of the Catalyst owned properties at Acton Gardens. OA noted that she is currently dealing with issues with the lifts in some of the blocks that she manages and there has been an increase in bike thefts recently.	
<b>10.2</b>	OA advised that she has also received complaints about All Saints Road and the one-way systems in place. OA has received reports of people driving up one-way roads and advised that the road markings on these roads have faded. OA confirmed that this has been reported this to LBE, who have confirmed that they will attend to re-paint the roads to make the one-way system clearer.	
<b>10.3</b>	CT asked if LBE can advise Highways that All Saints Road has become very dangerous for drivers as they cannot see what is coming from the right-hand side. CT asked if Highways can put up a mirror at the top of this road so that cars can see what is coming. CT advised that this issue is being caused by cars parking on Bollo Bridge Road.	
<b>10.4</b>	LJ advised that this is something that he will take away from the meeting and asked CT to send him an email with this so query that he can feedback to LBE.	LJ
<b>10.5</b>	NE advised that cars are parking by the bus stop on Bollo Bridge Road making it very difficult for cars to pass. NE asked if there would be a Zebra crossing going back onto Bollo Bridge Road as this would make the road safer for children attending the schools and nurseries.	
<b>10.6</b>	LJ advised that he will speak to DC to see if they can get Highways to do something to about this.	LJ
<b>10.7</b>	MH reiterated NE's point regarding the Zebra crossing and advised that it would be great if it was located between Palmerston Road and Stanley Road.	
<b>10.8</b>	MH queried what parking spaces L&Q own and what parking do LBE manage. MH advised that there are several cars parking across Acton Gardens, despite the fact that the development is supposed to have limited parking available.	
<b>10.9</b>	MH advised that it is becoming evident that people are parking their cars, jumping on the tube to go to work and then picking up their cars in the evening, this raises questions about whether or not parking is being monitored.	
<b>10.10</b>	AA confirmed that L&Q manages the underground parking on the development and the on-street parking is managed by CPZ. Spaces outside Phase 6.2 will be going over to CPZ shortly, but there has been a delay with this. AA confirmed that CPZ do issue tickets and she knows people who have received parking tickets.	
<b>10.11</b>	LJ advised that there are many schemes of parking at Acton Gardens such as PCM, CPZ and underground parking. If an area is newly adopted by CPZ, this can sometimes take a while to transfer over which may explain the delay in some vehicles being ticketed.	
<b>10.12</b>	NE advised that to her knowledge, leaseholders moving into Acton Gardens are required to purchase an underground parking space from L&Q, and residents moving over from LBE to L&Q are entitled to a CPZ permit.	
<b>10.13</b>	NE advised that Zone J (known as the Acton Town zone) is being monitored and enforced.	
<b>10.14</b>	AA advised that there are good transport links at Acton Gardens which explains the limited parking available.	

10.15 AA introduced the next agenda item.

**L&Q Housing Services update (Rudie Danso – L&Q)**

10.16 RD delivered the following update:

Issue/Update	Comment
Lifts	Schindler fitted a phs sensor in the lift shaft which they think is the issue although it's a process of elimination. tech is aware of this job and if there is another issue he will attend straight away. (Alacia) – Called out for Auden for a similar issue will trial same solution.
Car Park Gates	Residents have been having issues with failed fobs or a delay in the gate opening. AST have investigated, a new part has been ordered. (Phase 3.2/4)
Cleaning	Joint inspections with the relevant caretaker and their supervisor. We are also happy to include residents in these inspections so they are able to point out areas of concern. Caretakers details to be updated on noticeboards.
Security Issues	The number of stolen packages has increased since the last lockdown. This has been confirmed as London wide issue by the police. L&Q are looking into increased security measures, where appropriate, including additional cameras, signage and deactivating the fire drop panels.
Communication with residents	When queries are raised through the contact centre, property managers are aiming to acknowledge the query within 24hours of receipt. Based on feedback from residents, we are also trialling a new communication method, a dropbox function providing information on a block by block basis for residents to access relevant information for items such as parking etc. This would initially operate on a trial basis and should it be successful it could potentially be rolled out across Acton Gardens.
End of Defect Inspection	Communal areas of Donne and Munster court will come out of defect in Jan 2021. L&Q will be liaising with Countryside to ensure any communal matters are addressed accordingly.
Waste management at West park.	Residents raised concerns around the frequency of waste removal at from West Park due to delayed collection. It has been decided that it would be best if Acton Gardens LLP manage this process until the park is officially adapted by Ealing Council. Waste will be removed weekly from West Park moving forward. Residents are advised to raise any concerns or questions around West park to their property manager.

10.17	NO advised that resident meetings will be set up in the new year to tackle issues experienced within each block at Acton Gardens, as discussed at the Annual General Meeting.	
10.18	KL asked if resident board members could have a Microsoft Teams meeting to discuss broader resident issues. NO said that this is something that will be followed up.	
10.19	RM noted that the cleaners in his block are excellent. He advised that the bins at West Park and Bollo Brook Park are too small and are now overflowing.	
10.20	NO advised that any queries relating to the bins at Bollo Brook Park should be directed the LBE's Parks team. NO advised that West Park is managed by Acton Gardens who have agreed to empty bins and litter pick weekly.	
10.21	NO asked residents to report any further issues with the bins at West Park to their property manager.	
10.22	CM advised that she would be happy to support resident board members with their catch up in the new year and assist with conversations about common themes that emerged from the AGM and discuss how resident board members can feedback to fellow residents.	
10.23	MH asked what happens at the end of the defect inspection period in January. NO advised that Donne Court queries need to be directed to Countryside. L&Q only manage the communal areas.	
10.24	JR confirmed that she would check and confirm with MH.	JR
10.25	NE introduced the next agenda item.	
	<b><u>11.0 Community Centre update (LDT)</u></b>	
11.1	EW delivered the following update:	
11.2	Since the last Board meeting, the Community Centre has continued to play an active role in the community, and we did so by continuing to support local residents with activities online and offline. Taking into account impact on mental health due to the lockdown, it was important that the centre was able to provide residents (especially children and young adults) with activities where they were able to engage with other members of the community.	
11.3	Some of those activities included online Alternative/Street dance classes for children and young adults. AGCC and LDT engaged the services of local organisations to deliver engaging sessions via Zoom. Once the lockdown was lifted, we were able to deliver in-person sessions in partnership with local facilitators who were more than happy to see local resident in person. They report healthy participation numbers.	
11.4	Through LDT's partnership with the Jason Roberts Foundation, the Community Centre also hosted the Community Table Tennis project which was commissioned before the	

11.5	lockdown to deliver a series of engaging sports, health and fitness activities to residents cost free. Since beginning session delivery in September, the projects has provided activities including table tennis, teqball, light boxing classes etc, and has engaged over 50 unique participants.	
11.6	In celebration of Black History Month, AGCC via our social media platforms celebrated some modern prominent black figures including Lewis Hamilton and Acton Gardens' very own, Abdullahi Ali. The aim was to ensure members of the community felt empowered to go out and achieve the best they can and recognise individual contributions to community. We also took advantage of the school holidays to put on Half-Term activities for residents to attend. There was a good turnout and participants felt happy and excited.	
11.7	All of these were put in place to help residents keep engaged, build community communication, ensure great community support system, and reduce period of isolation and the subsequent effects on one's mental health.	
11.8	<b>Re-opening of the Community Centre:</b> Taking into account the Public Health events of the last few months and the challenges it has raised for us, the centre team have worked tirelessly implement safety measure to ensure the centre is Covid-19 secure and any risks are reduced, allowing for Covid-safe activities to be delivered. We continue to update our terms and conditions to reflect any new government advice. We have installed sanitising units throughout the centre, staggered user timings and limiting the number of persons that can be in the centre at any one time – these measure have ensured that the centre remains a safe facility and that visitors feel safe and confident in attending the centre for their activities.	
11.9	As re-open again following another period of national lockdown, our team will continue implement, monitor and follow the latest available government guidance and also apply discretion where possible. We expect that the centre will still play a big part during the festive period as there are set to be a number of community focused partnership activities taking place, the festive hampers which have been arranged in collaborative effort between AGCC, LDT, Countryside and L&Q.	
11.10	As we continue the process of re-opening the centre, we will carry on engaging with local stakeholders. To kick-start the 'in person project' activities again – we will be re-starting our partnership with the Jason Roberts Foundation who will return to continue delivering the Community Table Tennis project safely Thursdays from 5 – 7pm and is free to local residents. We would encourage members to spread the word and come along.  NE thanked EW for this update and introduced the next agenda item.	CM
	<b><u>12.0 ITA update (P.E.P)</u></b>	
12.1	CM asked the board if there were any queries relating to her report provided in the board papers.	
12.2	EMS confirmed that there were no hands raised.	
12.3	CM advised that the advisory project with P.E.P comes to an end on the 31 <sup>st</sup> December 2020. CM confirmed that an ITA service will be provided over Christmas and the beginning of 2021 and there are ongoing discussions with David Colley from LBE about arranging cover until the procurement process for an independent advisor is finalised.	

12.4	CM confirmed that there are two drop-in services at the community centre scheduled for the new year.	CM
12.5	SV asked for CM's contact details. CM confirmed that she would circulate these to SV after the meeting.	
12.6	NE advised that CB has now joined the meeting and asked if he wanted to provide a brief update.	
	<b><u>13.0 Bollo Brook Youth Club update (Colin Brent)</u></b>	
13.1	CB advised that he is extremely busy at present and the youth club is still closed. CB advised that last week he worked on 20 different projects and made around 120 interventions with some of the most vulnerable young people.	
13.2	CB advised that Covid-19 has had a huge impact on young people and the youth club being closed has also negatively impacted young people.	EMS
13.3	CB advised that the youth club staff are currently able to do one-to-one work such as art therapy. CB advised that there has been an increase in the number of young people becoming engaged with the youth services and support is being put in place to make sure vulnerable young people are supported over the Christmas period.	
13.4	NE thanked CB for all of his hard work and noted that his work is very much appreciated.	
13.5	NE introduced the next agenda item	
	<b><u>14.0 AOB (all)</u></b>	
14.1	NE asked what the purpose of this email address was, and who would manage it. NE noted that this should be discussed and agreed formally by resident board members.	
14.2	EMS advised that the idea would be for Acton Gardens residents to contact resident board members directly via email and this would be monitored by community board members.	
14.3	AA advised that this was an idea put forward by an existing resident board member and that the email address has been created as a suggestion only and has not been advertised anywhere yet.	
14.4	AA explained that the suggestion came about because sometimes residents want to report things to resident board members and do not feel comfortable to report these issues to staff. The idea was that issues raised via email can be brought to community board meetings and discussed.	
14.5	MH advised that joint inboxes can become quite messy and unless there is a person with full responsibility for monitoring this inbox he is not sure how this would work smoothly.	
14.6	MH suggested having a SurveyMonkey form embedded on the 'Your Acton Gardens' website instead. That way residents can feed back anonymously.	
14.7	AA confirmed that this can be taken away and resident board members can have a separate discussion about the best way for residents to contact their board members.	
14.8	AAb thanked CB for all of his support.	

14.9	AAb advised that he has set up an all female football team and asked people to contact him if they are interested in joining this team.	
14.10	EW asked resident board members to contact the community centre for more details about joining the resident steering group which will look at what the board will look like after the regeneration.	
14.11	<p>NE thanked everybody for their input and closed the meeting.</p> <p><b>Meeting closed at 8.10pm.</b></p>	