

**Acton Gardens Community Board Meeting**  
**Monday 14<sup>th</sup> June 2021, 6.00pm - 8.00pm**

**2. Action Tracker**

Item No.	Date added	Item	Actioning Officer / Team	Status update / Action required <input type="checkbox"/> In progress / ongoing <input type="checkbox"/> Complete
1.0	14.06.21	<b>Vacancies Community Chest Sub-Group</b>  Two vacancies to be filled with resident Board Members.	NM	One vacancy has been filled and we still have one vacancy on the Sub-Group.
2.0	14.06.21	<b>L&amp;Q Resident Meetings</b>  Resident meetings to continue and actions to be followed up.	RD / NO	Further meetings have been arranged between Property Managers and L&Q residents. A separate meeting has been arranged between Property Managers and L&Q Resident Board Members to go through action plans.
3.0	14.06.21	<b>Update on out of service lifts</b>  Update on Auden Court and Austen Court lift.	RD / NO	RD to send an email to NE with an update on this. More frequent text message updates to be sent to residents at Auden Court and Austen Court regarding out of service lifts.

4.0	14.06.21	<b>Community Board Aims and Objectives</b>  Regeneration team to identify training opportunities for resident board members in line with the annual aims and objectives set.	NM	NM has identified Digital Communications training and will be sending this over to resident board members to sign up to if interested. Equality and Diversity training being arranged and more information to follow.
5.0	14.06.21	<b>Update on Service Charge transparency</b>	RD / NO	Queries regarding service charges to be raised formally through L&Q Contact Centre. Awaiting a response from service charge team regarding MH query raised.  FAQ sheet to go out with service charge letters, resident board members to let NO know if there are any items they would like to include.
6.0	14.06.21	<b>Update on building heights rationale</b>  Concerns around loss of light, views, and mobile phone signal caused by new buildings.	JW	Building heights were set out in the approved Outline Planning Application in 2018. The details of each individual phase, including building heights are considered as part of Reserved Matters application. Phone signal: Signal tests to be looked into
7.0	14.06.21	<b>Rise in thefts from communal areas in L&amp;Q blocks (parcels, bikes)</b>  A feeling that this problem never used to happen at the Ealing Council blocks.	RD / NO	Amazon lockers to be installed in Acton Gardens.  In the short term: Posters, fire protection drop panels trialled in phase 7.1. Deactivating fire drop panels at phase 6.1.  L&Q will continue to monitor and work closely with residents and the police to help things to improve. Residents to continue to report thefts to Property Managers.
8.0	14.06.21	<b>Repairs updates</b>	RD / NO	NE confirmed that Auden Court has improved with cleaning. NO advised that repair and cleaning issues should be raised through L&Q Contact Centre so that they can be formally tracked.

		L&Q lifts, cleaning, time it takes to action repairs.		
9.0	14.06.21	<b>Pest control</b>  Increased reports of pest control issues at Acton Gardens. Issue with a particular resident at Rosenberg Road going back and forth between L&Q and Countryside and not being resolved.	RD / NO	Property address to be emailed to NO by SC so that this case can be looked into.  Survey to be arranged at phase 1, phase 2 and phase 3.2 and phase 7.1 to investigate. This to be addressed at the Resident meeting set up by NO / PG / RD.
10.0	14.06.21	<b>Security doors at Joyce Court</b>  Internal doors within block not opening and causing a number of thefts.	NO	NO to send out letter to residents at Joyce Court to advise timescales and next steps.
11.0	14.06.21	<b>Security camera issue at phase 6.1</b>	NO	NO to investigate this as a defect issue.
12.0	14.06.21	<b>Joyce Court parking spaces</b>  Disabled family within the block require a space	NO	NO to hold a parking workshop. AAI to contact NO directly to resolve this issue.
13.0	14.06.21	<b>Parking issues at phase 6.2</b>  Contractors allegedly causing parking issues.	JW / Countryside	Countryside has taken this to Highways who have now adopted this road and PCM will manage parking controls in this area imminently.

14.0	14.06.21	<b>Road safety concerns</b>  Zebra crossing / island outside or close to Sainsburys  Possibility for a concave mirror at the end of All Saints Road.  Update on the Island opposite the entrance of Beeching Court. Will this be reinstated?	Countryside / LB Ealing	<b>Zebra crossing:</b> Contractors have now been instructed to construct the zebra crossing. Timescales to be communicated.  <b>Concave mirror:</b> this will be taken away and an update to be provided.  <b>Island opposite Beeching Court entrance:</b> this will be taken away and an update to be provided.
15.0	14.06.21	<b>Central Plaza Harris Fencing</b>  Concerns around the hoarding in Central Plaza not being properly secure.	JW / Countryside	This will be actioned and made secure by w/c 21 <sup>st</sup> June 21.
16.0	14.06.21	<b>Community Engagement: Summer Gift packs</b>  Summer Gift Packs to be distributed to students of Berrymede Schools.	NM	To be arranged and actioned by the regeneration team.
17.0	14.06.21	<b>New Café operator</b>  Update and more information about the new café at Phase 6.2.	JW	