

**Acton Gardens Community Board Minutes
Monday 8th March 2021 (6pm-8pm)
Microsoft Teams**

Attendees:

Present	Apologies
<p>Resident Board Members Natasha Esson (NE) – Chair Sally Carlton (SC) – Vice Chair Slobodan Vuckovic (SV) Raymond Moll (RM) Matthew Hemes (MH)</p>	<p>Resident Board Members Janet Coker (JC) Cathyann Thomas (CT) Kerron Lezama (KL) Maria Ashcroft (MA) Marta Nunes (MN) Dr K Azami (KA) Ali Abdullahi (AA)</p>
<p>Non- Board Members Anna Allan (AA) – L&Q Eve Mouser Smith (EMS)– L&Q Frank Baker – (FB)-L&Q Nadine Ofosu- Adjei (NO) – L&Q Rudy Danso (RD) – L&Q Phillipe Greaves (PG) - L&Q Nick Gleave (NG) – Countryside Percy Mullany (PM)- Countryside Sabina Jereczek (SB) - Countryside Joe Caple (JC) - Countryside Bradley Sheridan (BS)-Countryside Colin Brent (CB) – Bollo Brook Youth Centre Olu Akande (OA) – Catalyst Chris McConnachie (CM) – PEP Nicola Bacon (NB) – Social Life Emmanuel Wachukwu (EW) – AGCC Simon Donovan (SD) -AGCC</p> <p>Non-Resident Board Members Cllr Yvonne Johnson (YJ) Cllr Mik Sabiers (MS) Cllr Joshua Blacker (JB)</p>	<p>Non-Board Members John Dakin (JD)- L&Q Christina Coe (CC) – Countryside Leon Joseph (LJ)-Ealing Council David Colley (DC) – Ealing Council</p>

1.0 Introductions and apologies (all)

1.1 Introductions were made.

2.0 Minutes from the last meeting – for approval (Chair)

2.1 The Chair went through the minutes from the previous meeting. No comments were raised.

3.0 Commercial Units at Acton Gardens (Bradley Sheridan)

3.1 Bradley Sheridan introduced himself and explained his role within the Commercial Team at Countryside.

3.2 NE asked about the Nursery which occupied the small retail space by South Acton Overground station and advised that some residents thought that this would be transferring over to the larger commercial unit at phase 6.2.

3.3 BS advised that the smaller nursery which occupied the unit near South Acton Overground station nursery isn't large enough to occupy the larger space at phase 6.2.

3.4 NE asked how operators are selected for the commercial units at Acton Gardens and advised that it would be good for residents to be asked about what they would like to go into these.

3.5 BS advised that this process is managed by Countryside's Letting Agent, the units are open to applications from any member of the community. Expressions of interest are raised with the Letting Agent which gets passed on to the Commercial Team.

3.6 The team have consideration for local businesses and independent operators. BS advised that an operator for the café unit at phase 6.2 has now been selected, and the owner lives locally. This is the same for the dentist (former resident) and Cybertots Nursery who are a local family.

3.7 SC asked if the commercial team speak to residents about what they would like to see going into the commercial units. BS advised that it is very important to get the balance right and for selected operators to serve the needs of the community. Resident's views are considered and one of the selected local operators advised in their proposal that they have spoken to members of their community about what they would like to see.

3.8 RM advised that he hadn't had any conversations with the local operator mentioned by BS. BS advised that the operator had advised that he'd spoken to residents, so may not be from the community board.

3.9 MH asked how rents for the commercial units compare to those on the High Street. BS advised that Countryside do not set a guide price and wait for offers to be received and review these against others that are received. The unit does not automatically go to the operator offering the most money, this is a carefully considered process and the operator has to be the right fit for the community and benefit all residents.

3.10 YJ asked how many bids were placed for the new café and the name of the person who will be occupying it. BS advised that we can't disclose any confidential information until the contract has been signed. BS advised that we have had a number of enquiries during the marketing period. Some had fallen through due to the pandemic.

3.11 NE thanked BS for his update.

4.0 Draft Social Life report update (Nicola Bacon)

4.1 NB delivered a PowerPoint presentation which included some of the key findings of 2020's 'Social Life report'. The report is currently in its draft stage, but once finalised, will be shared with Community Board members and Acton Gardens / South Acton residents.

4.2 NB advised board members to email her with any questions or thoughts about the report once it has been circulated.

4.3 AA confirmed that the report will be sent over to Board members for feedback shortly.

5.0 Proposed changes to the structure of Community Board meetings (Chair & EMS)

5.1 EMS and NE delivered the written report from the community board papers. The report was broken into two sections – 1) Areas for change and 2) proposed changes.

5.2 EMS advised that she will make contact with Colin Brent to discuss how youth club members can get more involved in Community Board meetings. An idea put forward was to invite a member of the youth club to Community Board meetings. **Action: EMS**

5.3 MH agreed that it would be best use of time for board members to read the papers before the community board meetings. MH noted that pre-meets between community board members would be very useful also.

5.4 SC asked what people thought about more frequent but shorter meetings. It was agreed to see how June's meeting goes and re-evaluate then.

5.5 RM asked if resident board members could have meetings in person once lockdown measures have eased. It was agreed to keep an eye on government guidance and reassess at the next meeting.

5.6 EMS confirmed that the changes would come into place at the next Community Board meeting (June 2021).

5.7 SC and NE confirmed that resident board members will have their pre-meet approximately two weeks before June's Community Board meeting.

6.0 Regeneration update (Acton Gardens and Ealing Council)

6.1 AA and NG delivered the written report from the community board papers. EMS advised that LJ sends his apologies and that decant figures are included in community board papers.

6.2 NG confirmed the reserved matters planning application details for phase 7.2 (see below):

<https://pam.ealing.gov.uk/onlineapplications/applicationDetails.do?keyVal=QO9OBZJM0GW00&activeTab=summary> **Application Reference: 211783REM**

6.3 NG confirmed that Sainsbury's have been approached by Acton Gardens to enquire about installing a Pay Point and Sainsbury's have responded to say that this is not currently something that they want to explore. NG has contacted Pay Point directly to see if there is any other solution to this and is still awaiting a response.

6.4 MH asked if we know how many people at Acton Gardens are affected by limited access to Pay Point machine. AA advised that we don't have specific numbers and that this feedback has come off the back of resident board member's conversations with the wider community.

6.5 SC advised that the timing of the Bollo Brook Park opening was not good due to the fact that we were in middle of a pandemic. The park became very busy at a time that strict social distancing measures were supposed to be in place.

6.6 NG advised that it is possible for Acton Gardens to speak with Ealing council about closing the park. NE suggested speaking with the schools. AA confirmed that Acton Gardens will take this away and come back to the board with an update. **Action: AA/NG**

7.0 Community Chest Projects Annual Report 2020-2021

7.1 AA delivered the written report from the community board papers.

7.2 AA advised that we have two vacancies on the community chest sub-group and asked resident board members to let the team know if they would like to join the panel.

8.0 Housing Services update (L&Q and Catalyst)

8.1 Caretaker and Property Manager site inspections will resume to normal this month.

8.2 Resident meetings will continue and agreed actions will be followed up by Property Managers. **Action: NO / RD**

8.3 A meeting with resident board members will be scheduled to follow up on the actions that have been agreed with residents. **Action: NO / RD**

8.4 NO introduced the new Property Manager, Philippe Greaves. PG and advised that he will be managing phases 1 and 2.

8.5 A reminder for residents to raise queries via the contact centre as these are formally logged and can be tracked.

8.6 Property Managers are taking an active role in responding to service charge queries and are working with the service charge team to ensure appropriate responses are given.

8.7 NE advised that the lift in her block has been out of service for two years and has raised this issue on a number of occasions. NO advised that the Property Managers will get out an update on this issue to residents within ten working days. **Action: NO / RD**

8.8 NE advised that the resident block meeting was very useful, and it would be good to get more of these in the diary. It reassures residents that things are being done to resolve common issues. RD advised that another meeting will be organised soon. **Action: RD**

8.9 MH advised that his and a lot of other resident's service charge estimates have gone up by 11%. This is a concern considering people's salaries aren't generally increasing. MH advised that he is on a WhatsApp group with at least 150 other residents across Acton Gardens and this seems to have affected most people in the group.

8.10 MH advised that the issue relates to 1. the sharp service charge increase, and 2. transparency. MH advised that sections keep moving from the yearly service charge breakdowns so it becomes very difficult to identify where the increases are coming from.

8.11 MH proposed that the same items are listed in the same format each year on service charge letters. This will enable residents to see where the increases have come from. MH advised that there was an independent service charge report 2019 and recommendations have not been actioned or revisited. Residents would like the report to be re-visited and the actions to take place.

8.12 RO advised that if there are any specific items on the service charge heading that need queries property managers can go back to the service charge team and find out what the heading would have been previously and what this covers. RD advised that she will take this feedback back to the service charge team. **Action: RD**

8.13 RM advised that he contacted his Property Manager in January and has not yet received a reply. RD advised that RM should raise this through the contact centre and not directly to the property manager as queries can get lost this way.

9.0 Acton Gardens Community Centre update

9.1 EW delivered the written report from the community board papers.

9.2 EW advised that he is looking for more residents to sit on the Acton Gardens Steering Group and asked for Community Board members to contact him if they are interested or know anybody who is interested.

10.0 Update from the Youth Centre

10.1 CB advised that the team have continued with interventions with young people and have approximately 150 interventions per week (music, online catch ups, outreach).

10.2 The centre is now open for one to one Art sessions. There are a couple of young people doing their art GCSE's with the centre. Six young people are participating in face to face art psychotherapy sessions.

10.3 The Youth Centre have approximately 20 different projects going on at present.

10.4 Two young people from the Youth Centre now sit on the Race Equalities commission run by Ealing Council, as a response to the Black Lives Matter movement. Both young people Chair the Youth Committee also.

10.5 Food distribution which started in January, has been getting food to approximately 75 people, twice per week. This is being run by a 15-year-old and a 16-year-old from the youth centre.

10.6 The youth centre is involved with a film project with 7 young people about the reality of life for them. The youth centre is working with very high-profile film makers on this.

11.0 ITLA Update

11.1 CM delivered the written report from the community board papers.

11.2 CM advised that going forward she will be providing a summary of common themes which are raised to the ITLA service to give the board an idea of the general issues / queries coming through.

12.0 AOB

EMS advised that she will email over her updates on the New Year's Gifts and Resident Engagement Strategy after the meeting due to time constraints. **Action: EMS**

End of meeting

Meeting ended at 20.15