

**Acton Gardens Community Board Minutes
Monday 6th March 2023 (6pm-8.15pm)
Main Hall, Acton Gardens Community Centre**

Attendees:

Present	Apologies
<p>Resident Board Members Mathew Hemes (MH) – Chair Ian Gallosi (IG)– Vice Chair Slobodan Vuckovic (SV) Ali Abdullahi (AA) Janet Coker (JC) Untza Sale (US) Keisha Hay (KH) Efran Macaraig (EM)</p>	<p>Resident Board Members Natalie Russell-Wall (NRW) Adham Aloka (AA)</p>
<p>Non- Board Members Georgia Metzger (GM) – L&Q Shakira Henry (SH)- L&Q Rebecca Kelly (RK) L&Q Celeshia Mckenzie (CM)-L&Q Masuma Fatima (MF)-L&Q Frank Baker – (FB)-L&Q Leon Joseph (LJ)-LBE Oliver Wilding (OW)- Countryside Mia Boswell (MB)- Countryside Jamie Wilding (JW)-Countryside Chris McConnachie (CM) – PEP Colin Brent (CB) – Bollo Brook Youth Centre</p>	<p>Non-Board Members Natalie Stump (NS)- L&Q Mairead Lynch (ML) -L&Q Percy Mullany (PM)- Countryside Guy Balmford (GB) – Countryside Tom Devine (TD) – L&Q David Colley (DC) – Ealing Council Simon Donovan (SD) -AGCC Emmanuel Wachukwu (EW) – AGCC Cllr Yvonne Johnson (YJ) Cllr Josh Blacker (JB) Cllr.Callum Adderson (CA) Sergeant Matthew Buckland (MB) -Safer Neighbourhood Team Olu Akande (OA) – Catalyst</p>

1.0 Introductions and apologies (all)

- 1.1 GM opened the meeting and introduced Mathew Hemes as the new chair and Ian Gallosi as the new Vice Chair.
- 1.2 MH welcomed everyone following which everyone 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 GM provided update on Regeneration report.
- 3.3 LJ commented on last year’s Housing Options event. Well received but added, actual aims of future events need to be looked at. Also need to consider different areas of support being offered at these events and how these can be of benefit to residents i.e. how do we break down barriers about rent and what people can realistically afford.

- 3.4. GM advised on similar conversation with CM. Will take above on board when planning future Housing Options event. Also agreed further conversations need to be had around this going forwards.
- 3.5 IG asked about the Youractongardens website, who is responsible for updating this, frequency, and usage from residents. Also, keen to see how we can use the website to better connect with the community.
- 3.6 GM responded. Website can be updated by Regeneration Co-ordinator and L&Q's Brand Team.
- 3.7. GM gave a brief update on the last round of funding. YARDO a previous successful applicant of the Community Chest have started their project for young woman. This takes place at the Acton Garden's Community Centre and will run until July 2023.
- 3.8 GM to come back to the Board and update them on list of questions for the L&Q's service charge team.
- 3.9 MH feedback on the Winter event. This was well attended by the community and monies also raised for the local food bank. Board seeking to do a similar event this year.
- 3.10 GM highlighted staff changes. Confirmed Sharon Naughton has replaced Sheryl Martin as the Regeneration and Communities Manager for South Acton. Regeneration Coordinator Nadine Oforu-Adjei's left the business at the end of February 2023 and will be replaced by Parish Barker in the coming weeks.
- 4.0 **Bollo Youth Centre Update**
- 4.1 CB joined meeting to update on Bollo Youth Centre. CB introduced himself, explained he was giving a verbal update as written update not submitted for this meeting.
- 4.2 Gave a summary of services offered at the youth centre including numbers supported, half of whom are from South Acton.
- 4.3 Varied activities take place at the centre with specialisms around art, support and advice. Main update is three different films they are working on with young people. Gives space for young people to create and explore issues.
- 4.4 Also advised on change of demographics accessing the service. Arab/North African make up biggest group. Woman also highest in attendance at the centre. First film being showed at the Victoria and Albert Museum (V&A) on the 18th March, 1:00pm to -5:00 pm with Q&A session by women involved.
- 4.5 AA asked how CB deals with people not feeling safe when young people around?
- 4.6 CB commented on ongoing drug issues however the youth centre is a safe space where people have reported that they do feel safest. It's about making young people understand that they are part of the community, also for neighbours to understand they are part of the community and how we can get people to know each other.
- 4.7 Young people at the centre doing a great job running food distribution to around 40 families.

4.8 In closing, CB welcomed people to visit the centre and engage with young people. No further questions or comments for CB.

5 Resumed Comments and from the Community Pack

5.1 GM gave a brief update on behalf of the Community Centre, ongoing activities and planned joint future events with L&Q Regeneration Team.

5.2 SV raised a question regarding the demolition of empty flats. Some empty flats are not secured which creates opportunities for people to cause anti-social behaviour. SV has witnessed some comings and goings.

5.3 LJ confirmed walk around planned for this coming Wednesday, 7th March 2023 to see what security measures can be put in place. Advised LBE employs a company called Park Guards to monitor grounds and feedback. SV added, having park guards would be a good idea.

5.3 MH asked about number of Park Guards at present. LJ commented that there are some Park Guards in different buildings to monitor buildings and move people along. There are also Property Guardians living in some of the properties.

5.4 LJ added, Regeneration Team are trying to source properties for tenants. People do not want to move into L&Q buildings. Acknowledged ongoing issue with resident in Carisbrook Court and leaseholder going through CPO process but unable to comment any further on this. LJ also gave a summary of the regeneration and matching process for residents.

5.5 MH asked about a timeline for decanting and how far this has been pushed back. LJ commented on events following March 2020 and COVID-19 Pandemic, the process is about 18 months behind. LBE had to change approach as to whom was a priority and started concentrating on homelessness, clearing streets, and finding homes for people to live.

5.6 IG commented on struggles of some people who have lived here for a long time and want to stay here but unable to do so due to new rent system.

5.7 LJ advised this is not an LBE and South Acton only issue. Most housing associations go to GLA for funding. The GLA have their own rules. Challenges in South Acton replicated anywhere where landlord looking to borrow money from GLA. Sometimes rent higher in other places that we may not know about. LJ suggested it would be good for the board to have a training exercise as to how this is done.

5.8 CM asked to expand on this. Every regen scheme is different and how its funded. Affordable rent is affordable for some, and not others. LBE secure tenants believe that they will get a choice in having a property for a lifetime without checking things out. Rumours have been circulating that new homes aren't affordable; people should check this out first.

5.9 LJ added, several people want to remain in their local community. Some people here short term and eager to move out.

No further comments on the Regeneration Update (Acton Gardens and Ealing Council)

[Break: 18:58. Meeting resumed 19:10]

6.0 Community Chest update

- 6.1 GM now leading on the Community Chest. Gave a brief overview of approved and rejected applications at November's Community Chest Subgroup Meeting.
- 6.2 Four applications have been received for this quarters funding and these are to be reviewed at the next Community Chest Subgroup Meeting on the 21st of March 2023. Current vacancies for subgroup members, anyone interested to speak to GM for more information.

7.0 Action tracker updates (all)

- 7.1 See action tracker.
- 7.2 Community Board Aims and Objectives-Will decide via email.
- 7.3 Road Safety Concerns- JW advised, waiting for Highways to come back. **Action – JW to update CB.**
- 7.4 New Café operator- JW advised fittings almost complete and café should be opening around a weeks' time.
- 7.5 Local amenities- JW advised vacant units being marketed at present. Unit in Phase 9.2 stirring some interest from news agents. 4 offers, doing due diligence on these.
- 7.6 Signage- JW to email signage information on this to GM for circulation. JC asked for signage in her block. JW has spoken to board members about this at the recent AGM. IG wanted clarification if signs to include signage of blocks. JW confirmed this would be included. **Action – JW to email signage information to GM to circulate to the CB.**
- 7.7 AA asked for clarification on types of trade permitted in commercial premises as people were interested but unable to get a spot. JW aware that certain restrictions on permitted trade did apply, however this was for a set time which may have now ended. Will need to clarify this with Countryside colleague. **Action – JW to confirm type of trades permitted.**
- 7.8 Volunteer Road Speed Watch Programme – GM to follow this up and feedback to the board. **Action – GM to update CB on Volunteer Road Speed Watch Programme.**
- 7.9 Updating the Community Board Constitution- MH commented that board looking at this at present.
- 7.10 Parking enforcement- IG updated on parking issues on Enfield Road, Osborn Road, West Park- and people parking on double yellow lines making it difficult for pedestrians to get across. Asked, how this can be discouraged. **Action – JW to follow up with David and update CB.**
- 7.11 Secure Parcel Lockers- FB has been looking at various options and has spoken to L&Q facilities to see if they can cover cost. Amazon lockers are free but will need to pay for electrics. Had some quotes but these may have expired. Some considerations going forwards about how this incorporated into new phases i.e. lockers put outside.

AA commented that something is needed for current phase as things keep going missing. IG suggested lockers outside empty units of commercial space.

Action – JW to take suggestions back to commercial re lockers outside newsagent.

- 7.12 West Park - IG advised that things have got better regarding antisocial behaviour. Some issues with group congregating at night time. Asked if anything can be done to better manage this going forwards. MH asked about lighting and if an application can be submitted for this. Suggested replicating solar lighting fixtures in Southfields Park.

JW responded, all lighting managed by Ealing Parks Team. **Action – JW will ask the question again about solar lighting to update CB.**

8.0 Housing Management Action Tracker (SH)

- 8.1 See appendix 9 for the housing management action tracker updates.
- 8.2 SH introduced this section of the meeting. Recapped on premeeting with board to go through Action Tracker and outcomes of some of the items agreed to be taken off the tracker or kept on for completion/further action.
- 8.3 Water outages - RK commented that L&Q services to help resident.
Action – SH to remove this from the tracker.
- 8.4 Door gates repairs- AA gate has been open for several months, fob not working and residents occasionally unable to get in. SH advised fob issue now resolved. Plans for gate contractor to attend tomorrow and leave it in working order following which, residents will be emailed. Bike doors damaged for some time, have received quotes, and hoping to get these resolved.
Action – SH, item to remain on tracker. SH to also add other two gates not already listed.
- 8.5 Bike store door- Ongoing. SH advised looking to change across scheme to get fob systems in place to ensure more secure. Will provide further updates accordingly. IG asked SH if she had a date. SH is expecting a quote and will know more following this. Quotes for Gerda locks. **Action – SH, ongoing item to remain on tracker.**
- 8.6 Service charges- IG raised issues with how this is administered, residents paying for services that they aren't receiving. Requested information pack with breakdown of service charge for last financial year as identified several issues. Still awaiting from L&Q Service Charge Team, told it was complicated. **Action - MH to forward email to SH re issues about service charges.**
- 8.7 US raised issues with communication about repairs and residents not being notified when these are completed. SH advised that Housing Management do try and send text messages to inform residents.
- 8.8 Pipes replacement Phase 1 - Now completed. **Action- SH, item can be removed from tracker.**
- 8.9 Ongoing leaks- Leaks have been resolved with remedial works carried out. **Action – SH, item can be removed from tracker.**
- 8.10 Waste/Bins- Issues with external bins not being collected. Countryside agreed to pick this up. **Action – SH, item can be removed from tracker.**

Action – JW to update CB.

- 8.11 Pest control- **Action – SH, item can be removed from tracker.** JW highlighted issues with Phase 2 & 5. **Action – SH, to add issues with Phase 2 and 5 to the tracker to investigate.**
- 8.12 New item added, car park gates. SH advised she has a quote which has been approved. SH to also include other gate issues as part of this item. Car park issues also reported as a defect- **Action – SH, to add car park gates to tracker.**

9.0 AOB

- 9.1 AA commented on community engagement work LJ has been doing. Encouraged L&Q to attend workshops with LJ to meet with and answer resident queries and give updates.
- 9.2 SH advised on new Housing Management drop-in surgeries. Text messages have been sent to notify residents of surgeries occurrence, Tuesdays 10am - 1pm, Thursdays 1.00pm - 4.00pm. LJ asked if residents could drop in or appointments based only. SH responded, appointments are encouraged, residents will be seen on arrival and staff available to meet with them.

Action – SH, to get posters of drop-in surgeries out to residents.

- 9.3 Compensation and ground maintenance- Previously covered in earlier meeting.
Action – SH, to come back to board with an update on this.

[End of meeting 19.58pm – Duration 1.58mins]