



CONCORDE CLOSE
RESIDENTS ASSOCIATION

"An amplified voice for residents' concerns, united we can make a difference"
Chairman's report 2016 / 2018

Chairman's report 2016/2017

It's almost hard to believe that it has been a year since myself and a few residents decided to formulate the very first Concorde close residents association in June 2016. In just one year we have seen noticeable change and I would like to commend the committee members and residents who have supported the CCRA throughout our journey to make our small close a better place to live. We continue to work on all issues that have presented themselves in the past year and we aim to sustain a good rapport with Home Group especially with the recent announcement of the regeneration of Concorde close in the coming years.

Steady progress

In a short space of time the CCRA have implemented the following actions to improve Concorde close:

Summer / Autumn 2016

- We arranged various constructive meetings with our allocated Home Group housing manager Ozan Ali & the performance manager Mandeep Bhogil to bring to their attention the severe neglect to their properties and disregard to both residents internal and external properties and communal areas. This included an onsite inspection from Ozan & Mandeep where residents were also invited to raise issues. From this inspection the prominent issues that were acknowledged were the unsanitary conditions of rubbish storage and health & safety risks surrounding the bin area such as easy access to the bin shed for drug users / rough sleepers and fly tippers of bulky waste items. Another health and safety risk presented itself in the placement of 2 industrial waste bins that were placed at the end of the road near the 2 large brick planters. The placement of the bins also caused significant damage to the brick work that had started to crumble due to the rubbish collectors pushing the bins against the wall once the bins had been emptied. These two bins did not have covers as these had been damaged and as a result rubbish would pile up and end up dispersing all over the road and communal areas making the close look unsightly and neglected. Evidently the rubbish then attracted foxes and other urban vermin.
- Working with Home Group we arranged for the bin sheds to be cleared of excessive rubbish and bulky waste that covered the floor. This included the safe removal of drug paraphernalia & syringes.



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- The industrial waste bins were then placed in the bin sheds, an 2 new bins were ordered via Hounslow council by the request of the CCRA and Home Groups approval as Home were billed for the new bins.
- Securing the bin sheds – 2 locks were placed onto the bin shed and all residents were allocated a FB11 key to ensure that after rubbish were disposed of in the bins the bin shed doors were then locked after use.
- Sign & Notices – Placed in the bin shed area surrounding areas to notify residents of the criminal offence of fly tipping / dumping of bulky items.

Spring / Summer 2017

- Notice board / Website / Social media – The CCRA had a noticeboard installed on a wall in the bin shed area to keep residents informed of community activities, events, meetings and other relevant information that residents would find useful and informative. In conjunction with this we setup a website www.concordeclose.co.uk a facebook and Twitter page to keep residents informed in the same fashion.
- Rejuvenation of the planters – Through community gardening projects and volunteer help the CCRA managed to rejuvenate the 2 large brick planters that previously were covered in weeds, rubbish, overgrown bushes. The crumbling brick work that posed health and safety risk to residents and visiting pedestrians.
- Community projects & fun raising events – Through the success of fun raising events such as 'Neighbuzz' in conjunction with council funding & sponsorship the CCRA were able to use funds to arrange meetings, gardening clubs / creative projects, Ladies Bolly Bhungra classes, Children's Halloween disco that have. All CCRA led projects had been organized with the aim of bringing our community together to encourage an empower residents to take ownership of where they live to help tackle problems together as a unified front. Based on feedback from residents and visitors alike we are pleased to have achieved this and will continue to work on projects in the future.
- Home Group poor customer / maintenance service – For a number of years residents have been unsatisfied with services provided by our housing association Home Group. One of the CCRA's main objective was to bring this to the attention of Home Group via a report and support from our MP Ruth Cadbury who contacted the CEO Mark Henderson. The sheer amount of neglect through poor interior / exterior repair turnarounds and poor workmanship and communal garden and maintenance. All of these concerns have left residents with no confidence in Home Group and this is a nationwide problem that thousands of Home Group customers are unfortunately



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accustom to. Since raising this in the past year Home Group have decided to regenerated the close to 'better maintain' properties that are no longer fit for purpose.

- Safety issues - Since the properties were built in the 1970's over the years the external areas have deteriorated drastically. The area has been infiltrated by drug users/dealers who contribute to the escalating ASB crime in the area; such as using discreet communal weak spots to use drugs & leave their drug paraphernalia that unfortunately young children stumble upon frequently. The CCRA have been working with Home Group & the Hounslow metropolitan police to work on neighborhood watch initiatives with the assistance of CCTV to help police identify individuals that are using the close for criminal activity. This is an ongoing challenge but we are pleased that residents are collectively working together for the safety and wellbeing of their community. We all need to stand together and be very vigilant to help deter many of the reported activities within Concorde close.

Record of accounts 01 Nov 17 - 21 Nov 17

The current balance to date is: £463.87

As we creep into the winter month's we begin to wind down as many of the committee have personal commitments that have to take priority, we aim to pick up on a steady momentum again next year.

I am sad to announce that towards the end of Oct 2017 our amazing Vice chair Yasmin Khan has had to resign from her CCRA duties. She has however confirmed that she will still be very much part of our projects, events and workshops which we are all very pleased about as her contribution to our committee has been valuable and her efforts has been appreciated by all.

On behalf of the CCRA I would like to thank all the residents for your support this year. We aim to continue our work and would like to encourage residents to try and attend our meetings as your input is always valuable. Our recent AGM meeting on the 18th Oct 2017 was only attended by 12 residents in total which was slightly disappointing, this meeting only happens once a year so it would be good to see more residents attend our AGM next year.

I would finally like to take this opportunity to wish you all a very Merry Christmas and a blessed new year.

Yours sincerely,

Fran Smith
CCRA Chairman