

WDCO REPORT- October 2023



1. SALES AND CONSTRUCTION PROGRESS

1.1 Phase 2 Block D & B - Sales Progress

Phase 2 (Blocks D and B) comprises 134 Shared Ownership homes, of which 130 homes have been sold and are occupied by residents. There are 3 homes left for sale in block D and 1 home in block B.

1.2 Phase 3 - Construction Progress

Phase 3 continues to progress well with regular inspections from Notting Hill Genesis and our Quality Management Team taking place.

A meeting between Berkeley Homes and NHG has been scheduled on the 19th October to discuss the occupation, management and sales/marketing strategies. We are expecting the new NHG hoarding to be installed on the 11th October, helping raise awareness of the new Shared Ownership homes in Phase 3.

NHG and LB Hackney met on the 2nd October to discuss progress with allocations for residents moving into Phase 3. Once all allocations have been completed, a tenants choice workshop will be held so that residents can view floor plans and select specification options. This workshop has been scheduled for the 14th November and will be held at the Redmond Centre.

1.3 Phase 4 and Masterplan

The detailed Phase 4 planning information was distributed to the Delivery Partners on the 12th September to review and provide feedback. Following this the planning application was made on the 9th October and we are awaiting the outcome in early 2024.

The Masterplan consultation has been delayed until November. There will be two rounds of consultation, firstly in November and then an exhibition in early February 2024.

2 SOCIO ECONOMIC UPDATE

2.1 Hidden River Festival

NHG along with the other delivery partners sponsored this year's Hidden River Festival, which is in its 10th year. London Development Trust delivered another successful festival that brought together the local community with live music, children's entertainment, arts and crafts and wellbeing activities.

2.2 The Zen Bus

The Zen bus made its Woodberry Down debut at this year's Hidden River Festival, with significant engagement throughout the day at breathwork, meditation and sound bath workshops. The bus

has been provisionally rebooked by The Edge during the October Half Term between the 23rd-27th October to support young people with their mental wellbeing during the school holidays.

2.3 London Wildlife Trust partnership

The London Wildlife Trust (LWT) have been successful in securing funding from our NHG Foundation to deliver an outreach programme on the estate with the aim to encourage more residents to access the Woodberry Wetlands (especially underrepresented groups of those living in social housing and people of colour) and the existing LWT programmes. A schools and family programme will also be delivered.

The next step is to mobilise engagement activities on the estate and LWT are beginning to engage with local partners and projects to collaborate. LWT participated in the Hidden River Festival.

3. OPERATIONAL UPDATE

3.1 Mechanical and Electrical Issues - Ashview

In our previous update, we advised that D&L began works in September to replace the current pump and inline macerator with a combined pump and macerator unit. These works have been further progressed as detailed below:

- New manholes installed to the rear of Birchwood
- New 160mm dia. HDDP pipework installed between manholes and pumping station
- New slab laid for the pumping station controls
- New concrete base laid for retaining wall at base of slope by controls
- New ducting installed for control and power wiring to serve new pump and macerator set
- Backfilling of holes for above works in park and land to rear of Birchwood.

Further works include the replacement of a manhole cover in the park. This serves the pumping station backup chamber. We have instructed Waterman Group to look at the design for this and anticipate rebuilding the top layer to ensure that it is compliant with latest standards. This will be at no cost to residents.

3.2 Planned maintenance

The condition of the rest of the drainage system serving Ashview has been found to be in good condition and the next planned maintenance (including survey and pipework clean will be carried out in December.

4. HOUSING AND ESTATE MANAGEMENT UPDATE

4.1 Staffing Arrangements

Aneka Bogle has been welcomed as the new Head of Region – East (previously held by Samehra Arif). Mandip Kumar, the Woodberry Down Team Leader will now report to Aneka.

The Woodberry Down Estates Team roles (Jada Guest and Nick Oemcke) have moved from 'Housing' into the 'Places and Estates' Team. Jada will report to Mica Joseph, Head of Estate

Management, who begins in November. Both will remain part of the wider Woodberry Down team, working from the neighbourhood office shared with Hackney.

4.2 Estate Walkabouts and Inspections

NHG proposed recently that the monthly estate walkabout is replaced by an open invitation to our monthly estate inspections, which are currently undertaken by Nick and involve carrying out a visual inspection of every NHG managed block (communal areas on all floors, communal gardens etc) once a month.

NHG wants to encourage residents to attend so that we can reach a wider audience, allowing residents the opportunity to discuss any concerns. Our Resident Involvement Team is helping plan for joint estate inspections, starting in November. Details will be communicated by text, email and by using block noticeboards.

4.3 M&E Repairs

We have appointed a specialist lift contractor to take over repairs and maintenance in replacement of Jacksons.

Our new contractor, 'WeMaintain' have been through an extensive procurement exercise to check they are able to deliver what we and our residents need. We are confident they share our values and are committed to putting customer service first.

Changing lift contractors will help us to deliver on our customer outcomes of ensuring residents feel safe in their homes and that we fix problems promptly.

WeMaintain focus on innovative technology used to predict maintenance issues and reduce energy use. Their technology promises energy savings and environmental benefits. By proactively identifying potential problems, they aim to reduce repair costs and inconvenience. This predictive approach ensures minimal service disruptions.

We know that we need to improve the service we deliver to our residents around M&E repairs. Our Assets and Compliance colleagues are progressing a detailed action plan to improve contractor performance and service delivery across the board. We continue to feed into this process and will provide a further update after our meeting with them later in October.

4.4 New Heating & Hot Water contractor

We have recently retendered our long-term heat maintenance contract for all our estates with a district heating network and have appointed a new specialist heating contractor, 'Vital Energi' to replace BSW.

Vital are a large, well-known energy company with considerable experience in heat network maintenance at a national level.

The contract KPIs and service standards, put together with 'Fairheat', our heat consultants, are very high and will be rigorously measured. Our consultant, 'Clear Safety' will continue to provide the quality assurance role.

4.5 Service Charge Update

Service charge final accounts for the financial year 2022-23 have been signed off for our leasehold blocks and Annual Statements will be sent to residents by 13 October 2023.

We have noted some errors within the information on the Annual Statement for social rent residents and are aiming to send an update to residents by 31st October 2023.

The service charge budgets for the financial year 2024-25 are being progressed and we have until 10th November 2023 to complete these. Once completed, we will consult residents on the proposed budgets until Christmas. Scheduled resident drop-in sessions will be held at the neighbourhood office.

A dedicated Service Charge Officer is working to review the 2020/21 final accounts for all NHG managed blocks and we aim to complete this review by 3 November 2023.

4.6 COMMUNICATIONS

NHG continue to attend the monthly Woodberry Down Communications Group and support the completion of the Woodberry Down Communication Activity Planner, with regular contributions to the Woodberry Down Newsletter. We attended and supported the Hidden River Festival.