



WDCO REPORT



20th April 2023

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1. DEVELOPMENT PROGRESS

1.1 Phase 2 Block D & B

Phase 2 (Blocks D and B) contains 134 Shared Ownership homes. To date 122 homes have been sold and are occupied. There are 5 homes left for sale in block D and 7 homes in block B.

1.2 Phase 3

Phase 3 is progressing well and a site tour with LB Hackney and NHG internal teams will be arranged for late April.

The service charge for Phase 3 is being produced and NHG are creating budget estimates so that we can finalise the management strategy. NHG have also requested budget information from Berkeley Homes on the estate management costs for inclusion.

1.3 Phase 4 and Masterplan

Phase 4 design has been completed up to planning stage. However, due to changing building regulations Berkeley are reviewing the design to incorporate second staircases; this re-design will need to be completed before the planning application is re-submitted in September 2023.

Masterplan collaboration with Delivery Partners is ongoing and Design Committee meetings have commenced.

2. SOCIO ECONOMIC UPDATE

2.1 Easter Event

NHG supported and provided funding to Berkeley Homes for the Easter event on 1st April. The event took place at the Redmond Community Centre where the local community were invited to a treasure hunt, Easter themed arts and crafts and a small animal petting zoo. Staff from our Social and Economic and Housing teams attended. Everyone had a good time.

3. OPERATIONAL UPDATES

3.1 Mechanical and Electrical – Ashview

Nothing to add since the last report.

4. Housing Management Update

4.1 Housing Staffing Arrangements

Jada Guest continues to manage the Housing and Estate Teams on Woodberry Down, as well as the Housing Officers covering the other NHG properties in LB Hackney (temporarily). We are currently recruiting for a Team Leader to manage the non-Woodberry Down Hackney properties.

The Housing Officers currently working on Woodberry Down are as follows:

- **Nicola Barker** - covering 1-40 Watersreach, Maplewood, Birchwood
- **Mohammed Mayet** - covering Rowan, Hornbeam, Reservoir
- **Nirmal Saggi (temp cover) / Ayse Maguire** (due to return w/ 24 April) - covering Berryside, Bluebell, Honeysuckle, 41-84 Watersreach, 268 Green Lanes

4.2 Estate Walkabouts

Estate walkabouts with WDCO and other key stakeholders take place on the 1st Tuesday of every month. The last walkabout took place on 4 April 2023 and the next will take place on 2 May 2023.

4.3 Annual Visits

Housing Officers visited over 75% of our general needs residents in their homes on Woodberry Down between April 22 - March 23, providing welfare checks and support with a variety of housing management queries.

4.4 Estate Wide Pest Control Update

Estate Wide Pest Control Strategy discussed at the SMB meeting in March. A follow up meeting with partners will be held on 13 April 2023. An update will be provided at the meeting.

4.5 Repairs

Our dedicated on-site Wates repairs operative, Claude, has done an amazing job so far this year achieving over 90% in the categories below:

- Repairs completed within SLA: 94% / 92%
- Appointments made and kept: 99% / 97%
- First time fixes: 93% / 94%

We have received lots of positive feedback from residents about Claude:

- *“The contractor was polite and professional. I was happy with the service; he was very efficient.”*
- *“The man that came to do the job was very polite and he made no mess and cleaned up after*

himself, he was a very nice man.”

- *“He did the job efficiently, just got on with it, but also, he was polite, and decent.”*

4. COMMUNICATIONS

NHG continue to attend the monthly Woodberry Down Communications Group and supported completion of the Woodberry Down Communication Activity Planner and contributed towards the Woodberry Down Newsletter. NHG are also part of the Kings Coronation Working Group, which is meeting on a fortnightly basis.

