



WDCO REPORT



July 2023

WDCO REPORT- June 2023

1. DEVELOPMENT PROGRESS

1.1 Phase 2 Block D & B

Phase 2 (Blocks D and B) comprises 134 Shared Ownership homes. To date 127 homes have been sold and are occupied. There are 4 (2 in pre-sales, 2 available) homes left for sale in block D and 2 (1 reserved and 1 available) homes in block B.

1.2 Phase 3

Phase 3 comprises 13 Shared Equity homes, 113 Shared Ownership homes and 117 Social Rented homes. The site is progressing well with no delays reported in the current period. The quality is good and is being overseen by our Quality Management Team. The first Shared Ownership handovers are due in May 2024; the Social Rent homes will follow from June 2024 onwards.

1.3 Phase 4 and Masterplan

Phase 4 design was completed up to planning stage, however due to changing building regulations, Berkeley Homes is reviewing the design to incorporate second staircases. This re-design will need to be completed and agreed with the Delivery Partners before the planning application is re-submitted. Berkeley is targeting a submission in early 2024.

Masterplan collaboration with Delivery Partners and WDCO is ongoing and Design Committee meetings are continuing. The four public masterplan consultation events facilitated and run by Berkeley Homes will commence in September 2023.

2. SOCIO ECONOMIC UPDATE

2.1 Social Impact of the Regeneration Programme (WD Social Impact Framework)

Since the last update, Social Life have instructed the survey company (Acumen) to start and conduct the interviews. They have liaised with the 3 landlords (NHG, LBH and BH) to arrange access to blocks where needed and the interviewers will be carrying a letter that explains who they are and what they are doing. The door-to-door surveys have started this.

2.2 Woodberry Down My Place

London Development Trust (LDT) have received 15 applications for the Community Ambassador

Role. This role is targeted at young people and applications closed on the 7th July. The next steps will be to review the applications and invite the shortlisted candidates to interview. Once the young people have been recruited, the training will begin.

2.3 Let's Get Active Programme

Active Within who deliver the 'Let's get Active' programme on Woodberry Down have been successful in securing a grant from the NHG Foundation to continue to deliver their physical wellbeing programme for another year. This will continue to deliver 10 weekly exercise classes from BoxFit to yoga (and many more) that are delivered outside on the estate or online for all abilities. In addition, they provide a 121-health coaching service that provide residents with focussed sessions on their health and wellbeing goals. This service is free to all residents. Active Within is also a preferred referral partner from the local health centre and the social prescribing service from Family Action.

3. OPERATIONAL UPDATE

3.1 Mechanical and Electrical – Ashview

In our previous update we advised that the current pump set would be replaced with a combined pump and macerator unit. We included a timeline for procurement and confirmed that once contractors had returned their bids, we would be able to share an expected end date for works. The final programme of work will be published as part of mobilisation.

The works will be split into 3 phases;

- a. Sewage pit area (pump station to wall – this will cover the path).
- b. Communal Garden behind Ashview/Birchwood – 4/5m will not impact on any fire routes or residents egress via back doors.
- c. Between Ashview and Birchwood to connect into an existing manhole before the foul water pipes connect into the sewer beneath the street. The works are expected to last 8 weeks in total.

The works are to be phased so that there is no impact upon the existing service and residents use of the foul water pipework is not impacted.

We can now advise that the works will be completed by end of Autumn 2023 and these works will be completed at no cost to residents.

In June, D&L Ltd carried out a CCTV survey and jetting out of the below ground and drainage. The aim of this was to gauge the level of build up over the past 6months since the last thorough clean and therefore inform a new maintenance programme. The pipes did not have much sediment/encrustation but what was deposited was jetted out.

D&L also installed a new manhole in the public area behind Ashview. This enabled them to re-route some pipework that had been installed incorrectly and enables better operation going forward. These works were not at cost to residents.

4. Housing Management Update

4.1 Housing Staffing Arrangements

We are pleased to confirm the recruitment of Mandip Kumar to the role of Housing Team Leader. He will start in post on 10 July 2023 and will be responsible for the line management of our five Housing Officers working across Woodberry Down and wider Hackney.

Jada Guest will return solely to her role as Estate Operations Manager for Woodberry Down.

Housing Officer Nicola Barker has begun a 6-month secondment in another team and her properties will now be managed by Alexandra Nita.

Housing Officers currently working on Woodberry Down are as follows:

- **Alexandra Nita** - covering 1-40 Watersreach, Maplewood, Birchwood
- **Mohammed Mayet** - covering Rowan, Hornbeam, Reservoir

- **Ayse Maguire** - covering *Berryside, Bluebell, Honeysuckle, 41-84 Watersreach, 268 Green Lanes*

4.2 Estate Walkabouts / Inspections

Estate walkabouts with WDCO and other key stakeholders take place on the 1st Tuesday of every month.

Alongside this, our estates team carry out monthly estate inspections in all NHG managed blocks. We are keen to engage a wider range of residents to provide regular feedback on the standards of cleaning, gardening and repairs carried out by our contractors. We will contact residents shortly to confirm the ways in which they can get involved in the inspections / monitoring of their own blocks.

4.3 Service Charge Resident Drop-ins

In June we held two service charge drop-in sessions at our Woodberry Down office. This was an opportunity for residents to meet with their Housing Officer and/or the estate team in person, to ask any service charge related questions and raise/discuss any concerns.

In our communication with residents, we encouraged those who could not attend on either day to contact their Housing Officer directly to arrange a suitable alternative date and time to meet which some residents have done.

We will hold more resident drop-ins in October 2023 once the service charge final accounts (actuals) have been published.

In relation to the wider service charge procedure, both estimates and final accounts, our operations directorate are working on an improved service charge process across the organisation. It is currently in the early stages of development and therefore we will share more details when we can, as well as any opportunities for residents to feed into this process.

Please note that our 'Rents and Service Charge Resident Forum' is currently on pause due to an internal restructure within the central service charge team but will be re-instated soon. We will share information on how residents can register their interest in getting involved.

4.4 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.