

# WDCO Report December 2023



## 1. DEVELOPMENT PROGRESS

### 1.1 Phase 2 Block D & B

Phase 2 (Blocks D and B) is comprised of 134 Shared Ownership homes. 133 homes have been sold and are occupied by residents. One home is left for sale in block D which is currently being used as a show flat for Phase 3.

### 1.2 Phase 3

Phase 3 build programme is continuing to progress well. The roof works are almost complete on Phase 3a (completion September 2024), and the frames are complete on Phase 3b (completion April 2025). The energy centre commissioning is underway and a collaborative kick off session was held on 16 November between; Fair Heat, Max Fordham, NHG and Berkeley to agree a witnessing programme and complete a site tour.

The tenant's choice workshop was held on the 29 November at the Redmond Centre and residents who are moving into Phase 3b were invited to select their specification choices. Only six residents made choices, therefore a final session will be held in early January. This session will be held in the morning after the school run as the cold dark evenings may have discouraged residents from attending. The session had representatives from NHG, LB Hackney, Public Voice and Berkeley.

### 1.3 Phase 4 and the Masterplan

The detailed Phase 4 planning information was distributed to the Delivery Partners on 12 September 2023 to review and provide feedback. Berkeley have incorporated NHG's feedback and NHG supported the planning submission on 9 October 2024.

Berkeley chose to delay the Masterplan consultation events until late November 2023. There will be two rounds of consultation - four consultation events in November and with an exhibition early February 2024. This allows 6 weeks between the first and second consultation.

## 2. SOCIO ECONOMIC UPDATE

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

Social Life are currently working on collating the final data from partners to finalise the 2023 Understanding Woodberry Down Report. This impact assessment repeats the research carried out in 2019, using the indicator framework that was developed. The report will track the impact of change on longstanding and newer residents from all tenures focusing on residents' sense of belonging, wellbeing, social relationships and sense of agency, alongside material changes in people's lives. A draft report is currently being reviewed. It is confirmed that Social Life will present the findings of their work at the January 2024 WDCO Board meeting.

### 2.2 Christmas Hampers

The SEI team are providing funding for Christmas hampers to be given to our vulnerable and elderly residents. Working with the housing team we have created festive baskets filled with food, sweet treats and toiletries. The local Sainsbury's store has been a great help in donating food and a local resident and daughter have also helped with donations and giving their time to help pack the hampers. NHG staff will be delivering these over the next week.

### **3. OPERATIONAL UPDATES**

#### **3.1 Woodberry Grove North Sewage System**

D&L continue to work on the below ground services that were discovered during the pipework installation. Unfortunately, these particular below ground services could not be detected during the surveys, and we are working to resolve this as quickly as possible.

### **4. HOUSING MANAGEMENT UPDATES**

#### **4.1 M&E Repairs**

In November, an engineer from our M&E team carried out an assets survey across all NHG blocks on Woodberry Down. The aim was to investigate the effectiveness of our current systems and the viability of removing existing systems to replace with better and easier to maintain systems. This focused on items such as door entry and AOV's. Once we have the report back, we will share a summary of their findings and our next steps with WDCO.

To further embed our 'better together' programme within NHG, we will continue meeting with our colleagues in the compliance team to discuss the key issues we are facing. The aim is to set up a working group to look at issues in more detail, set out resolution proposals and agree processes for communication.

#### **4.2 Service Charges**

There are some actions relating to historic service charges on Woodberry Down that remain outstanding. We apologise for the delay and acknowledge the shortfall in service.

NHG is currently undergoing a transformative phase, which leads the Woodberry Down Estate Team's transition into the newly established NHG Places department. This restructuring, which involves the integration of new management and the creation of a new department, has inevitably caused some delays.

The organisation recognises the necessity for change and the need for a more concentrated approach to estate management, particularly for larger estates like Woodberry, which is now a part of NHG Places.

We are collaborating with the new leadership team to finalise the previous years' service charge positions. A dedicated supporting role will be recruited to provide specific support on service charges.

Our primary focus is the review of the 20/21 accounts and the publishing of the 21-22 and 22-23 accounts, with a commitment to improving service charges in the future. However, specifying a completion date for this is currently not feasible.

A follow-up is planned for the new year, whereby we will meet with colleagues and agree a plan on how best to complete the outstanding tasks and communicate this to all those affected.

We have not completed the review so cannot confirm an amount we may refund. Once we have reviewed and considered the overall picture, will we make a decision on any requests for compensation.

### **4.3 Billing and Tariff Changes**

Residents should now have received their 'Welcome Packs' from Vital Energi which means they can set up their new billing accounts. We have also provided a separate FAQ document (enclosed) which will help residents to understand the changes to billing and tariffs.

In November, representatives from WDCO and ILTA met with NHG's Heat Network Operations Manager and Billing Manager to discuss the above which proved to be a very worthwhile session.

### **4.4 TRA Meetings**

In November and December, NHG staff from both the Estate and Housing teams on Woodberry Down attended TRA meetings for 'Maplewood and Birchwood' and 'Rowan and Hornbeam'. These meetings were well attended by residents and a good opportunity for us to hear about the experiences of our residents firsthand.

We also met with the Woodberry Down Met Police team (Sargeant and PC's) to raise our concerns around ASB. It was useful for us to understand that the decreased capacity of the local team is due to redeployment of police resources to support areas in significant need (e.g. protests or serious crime), until at least January 2024. Whilst we understand the need, Councillor Young advised that Ward Councillors would write to the Borough Commander to express concern that the ward has been left with significantly decreased neighborhood / community policing.

## **5. COMMUNICATIONS**

NHG continue to meet with the communications leads for Berkeley Homes and Hackney to contribute to the Woodberry Down Newsletter which was published in November 23. We have sponsored the Woodberry Down Winter Fest on the 6th of December 2023 which is being delivered by MHDT.