

# WDCO Report January 2023



## 1. DEVELOPMENT PROGRESS

### 1.1 Phase 2 Block D & B

All homes have sold except one in block D retained to use as a show flat for Phase 3. This is a temporary solution to help residents visualize the homes until the new show flat is handed over in June 2024.

### 1.2 Phase 3

Phase 3 build programme is progressing well and the first handovers remain on track for late September 2024. The priority this month is to finalise the Management Strategy and service charge budgets. We will also progress the Occupation Strategy to ensure the process for new residents is as straight forward as possible, especially given the high numbers of residents moving in at a similar time.

A second tenant's choice workshop was held on 10<sup>th</sup> January at the Redmond Centre; this opportunity was for residents moving into Phase 3b but also included residents from later phases who submitted an "expression of interest" to move earlier. The workshop was positive and six additional residents made choices; there are no further sessions. The session included representatives from NHG, LB Hackney, Public Voice and Berkeley to assist with choices, explaining flat layouts and decant queries. The default specification package is a neutral colour palette and samples will be held at the Public Voice Office to view. This package will be included in all homes where residents did not make a choice.

### 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 finalising 2023 Understanding Woodberry Down Report. This impact assessment repeats the research carried out in 2019, using the indicator framework that was developed. The report tracks the impact of change on longstanding and newer residents from all tenures focusing on; residents' sense of belonging, wellbeing, social relationships, sense of agency, alongside material changes in people's lives. Social Life will be presenting the findings to WDCO Board in January.

### 2.2 Project highlight – The Zen Project

The SEI team have commissioned the Zen Project to deliver a range of wellbeing and mental health services to the community. The project uses a yellow American school bus that have been converted into peaceful, calming sanctuaries to provide a range of simple activities for residents to improve their mental health and wellbeing.

The Zen bus will continue to deliver sessions on Woodberry Down into 2024, so watch out for the yellow bus on the estate. If anyone has any questions or wants to find out more about the project or get involved, please contact Samantha Cheadle on [samantha.cheadle@nhg.org.uk](mailto:samantha.cheadle@nhg.org.uk)

### **3. OPERATIONAL UPDATES**

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

We have instructed D&L to continue the works on the buried sewage pipework and overcome the issues detected at the end of 2023. This will facilitate the pump replacement. D&L have also upgraded some manholes in the public area to the rear of Ashview Terrace.

Enhanced maintenance of the sewage system continues at no cost to residents whilst these works are completed.

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

#### **4.1 Service Charges**

We regret the delay in addressing outstanding historic service charges at Woodberry Down and acknowledge the service shortfall. Our focus is reviewing the 2020/21 accounts and publishing the 2021-22 and 2022-23 accounts, with a commitment to improving future service charges. We'll meet with colleagues in the service charge team w/c 15 January 2024 to plan the completion of outstanding tasks, with confirmation on the timeline to follow. Once the review has taken place, we will be able to confirm if refunds are due and will then make a decision on requests for compensation.

### **5. COMMUNICATIONS**

NHG continue to meet with the communications leads for Berkeley Homes and LB Hackney to contribute to the Woodberry Down Newsletter. The last meeting was held in November. We sponsored the successful Woodberry Down Winter Festival and funded the delivery of over 60 hampers to older residents on Woodberry Down.