

WDCO Report March 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 visualise 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 September 2024. Inspections (snagging) have commenced. The benchmark inspection was held in February attended by NHG and their Clerk of Works to set the quality standard. We are happy with the quality of the homes and our Clerk of Works has been check measuring floor areas against our marketing plans to ensure accuracy.

We have a visit scheduled on 21 March for a Shared Equity buyer to view a 3-bedroom property and the benchmark home. This is to help guide their decision on whether to purchase a home on Woodberry Down Phase 3. We are expecting the show flat to handover to NHG in June so that we can commence with viewings for potential buyers.

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 are awaiting confirmation from London Borough of Hackney Planning department as to which planning committee it will go to, April is being targeted.

Berkeley chose to delay the Masterplan consultation events until late November 2023, with four consultation events held in November. A second round on consultation with a further four events, three in-person and one webinar, were held in February ahead of the planning submission.

2. SOCIO ECONOMIC UPDATE

2.1 Community events for 2024

Work has been ongoing behind the scenes about the funding and delivery of the community events for Woodberry Down in 2024. The results from the latest Social Value Impact assessment, conducted in 2023 tell us that the community really value these annual events as important occasions for bringing together people from different backgrounds and we want to ensure that these activities continue and provide opportunities to celebrate Woodberry Down and its people.

NHG, Berkeley Homes and Hackney Council have agreed to a combined funding sum to deliver 3 large community events during the year. We are going to bring back the Funday in June, Hidden River Festival in September and Winterfest in December. We have also agreed a smaller pot of

funding for small local community groups to access to support with their events, such as ones to celebrate Black History Season. The partners have asked Manor House Development Trust to plan and deliver these events throughout the year, which they have agreed to do.

Part of the process will be to consult and engage with WDCO members (as well as delivery partners) on dates and ideas for the events, which will be led by MHDT.

3. OPERATIONAL UPDATES

3.1 Woodberry Grove North Sewage System

D&L (below ground sewage pipework contractor) and New Haden Pumps (sewage pump installation contractor) have met with NHG staff on site. The new pumps are planned for installation at the end of May. In the meantime, D&L are taking more maintenance responsibility from ECG to improve the service and remove the possibility of flooding that has occurred recently.

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

4. PLACES AND ESTATES UPDATES

4.1 Vital Billing

We held a resident drop-in session on 6 March with Vital Energi and colleagues from our Heating & Hot Water team. 65 residents attended with questions and feedback relating to their heating, hot water, billing, repairs, HIU's etc. We will follow up the session with an FAQ of the most asked questions and will circulate this to all residents and stakeholders.

4.2. Service Charge

We have completed the review of all blocks for 2020-21 and 2021-22 and have begun work on reviewing the 2022-23 accounts. The information needs to be displayed in a resident friendly format before distributing and must be signed off by finance, service charges and management. We will provide a further update on this by the end of March.

We must complete this review as accurately as possible and ensure that all resident communications running alongside are clear and concise. This requires collaboration and input from multiple teams across the business, in which we are already engaged.

We are driven to fix this as soon as possible so that we can move forward and concentrate on improving our service charge process for 2023-24 and beyond.

4.3 M&E Repairs

Anthony and Mark (Development) have been meeting with Jada senior colleagues from our M&E and Heating & Energy teams every two weeks to discuss the progress of on-going works, raise concerns, talk through plans etc.

This has already helped us to find solutions to problems we face on the front line, unblocking bottlenecks in our internal processes, for example, more open dialogue between teams is key and we will ensure this continues.

We have a dedicated neighbourhood engineer working with us to take stock of our assets so that we have a better understanding of what we have and how we manage them. He has been on site with us twice since starting in February and will continue to visit regularly.

One of our M&E contract officers will shortly begin working from the Woodberry Down office with us once a week. This will help to build her understanding and knowledge of the estates/blocks we manage and experience first-hand the day to day running of the estate.

Our new internal lift engineer visited site in February to take stock of our lifts and has created an information log for us to track repairs and serving for We Maintain (Lift Contractor) and Stonewall (Consultant). We now receive instant call out / maintenance reports from We Maintain which means we can update residents on the same day without having to chase for information.

5. COMMUNICATIONS

NHG continue to meet with the communications leads for Berkeley Homes and LB Hackney and all partners will be contributing to the next Woodberry Down publication which will be an Annual Highlight report for 23/24 and will celebrate 15 years of the regeneration programme.