

WDCO Report April 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. The snagging programme is going well with more than 30 homes inspected in A1. The de-snagging is expected to start in May. The next handover of 3B (B4 & B5) is scheduled for Spring/Summer 2025.

NHG and LB Hackney attended a collaborative meeting to discuss the process for returning residents moving into new homes in September 2024. Timelines and processes were agreed to ensure that it is a smooth transition for residents.

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 is awaiting confirmation from the London Borough of Hackney's Planning department as to which planning committee it will go to, May 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 in May.

2. SOCIO ECONOMIC UPDATE

2.1 Business start-up course funded by NHG

NHG is partnering with The Rebel School and will be funding a 5-week business startup course on the estate starting the end of April. The course is aimed at anyone who has thought about starting a business to earn some money doing what they love, how to work out the next steps to do this - no matter anyone's background or circumstance. This course is open to everyone and anyone, and even if you don't have an idea, The Rebel School is here to help.

The programme starts 25 April and consists of 5 sessions every Thursday evening, including: how to get started for free & avoiding debt, how to build a website for free, using social media to find customers, tax & accounting and much more. It will be running live at 8 Woodberry Down (above The Gym) from 6-8pm.

You can sign-up and find more info here: <https://therebelschool.com/woodberry-down/>

Please share with your networks or anyone you know who may be interested. Promotional materials have been sent to Jackie, Roda and Simon.

2.2 West Reservoir Open Day and Learn to Sail courses

NHG and the West Reservoir Centre are working together to help to break down the barriers to accessing the centre and participating in water sports by hosting an open day at the centre as well as offering spaces for local young people to complete a Learn to Sail level One course.

Water Sports Family Open Day:

Taking place on Monday 6th May (Bank Holiday) from 10am to 4pm, it is open for all to sign up for free taster sessions of sailing and kayaking delivered by qualified instructors. Please note minimum age to take part in water sports is 8 years old. This day is aimed at encouraging anyone from the local community who have never visited the centre or have been curious to try water sports but never have.

Learn to Sail - Level One courses:

Following the Open Day, we will be delivering a beginner sailing course for young people, ages 8 and upwards. They will learn the basics of how to sail a dinghy independently, gain water confidence and learn to sail across the wind under instruction. Under the supervision of the West Res fully qualified instructors, the young people will gain valuable skills learning to sail. Each student will get a logbook so they can follow along their progress, and a certificate upon completion of the course. Staff at the centre will be going out into the community, delivering information and sign-up sessions, such as at The Edge youth hub.

Flyers for the event will be distributed week commencing 15th April.

Any questions about the two above projects please contact Samantha Cheadle on samantha.cheadle@nhg.org.uk

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 / Heating & Hot Water

Housing Officers are working closely with Vital to iron out any individual billing issues and alerting the Estate Team to any communal problems for escalation. All NHG residents will receive an FAQ relating to Vital billing, tariffs, payments, contacts etc. w/c 15 April. This is based on resident and stakeholder queries and feedback.

Replacement of the pump in the Rowan & Hornbeam plantroom was completed on 2 April (in relation to flow issues affecting some residents). The separate boiler replacement is scheduled for 29 April, 30 April, and 1 May. Residents will be without heating and hot water for this period however Vital will endeavour to complete the works quicker if they can. Notification letters were hand delivered to residents on 4 April to advise. Following the completion of these works, Vital will return to check the flow/pressure at the affected properties.

4.2. Service Charge

We have completed the review of all blocks for 2020-21, 2021-22 and 2022-23. Work to make the adjustments has begun and revised final accounts / costs will shortly be submitted to senior management for approval/sign off. The outcome of the review is positive for residents (based on current calculations) however we need to ensure we get the communication and explanations exactly right to go out alongside the accounts. We will be in a better position to provide a specific timeframe shortly and will request stakeholder feedback before finals are sent.

4.3 Grounds/ Gardening

As we move into Spring and the growing season, we are working closely with Mears to performance manage our grounds. This includes weekly inspections with them on site to track progress, raise any concerns early, provide feedback on the quality of their work etc. Replanting across all five communal gardens will begin in early April 2024.

5. COMMUNICATIONS

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