

WOODBERRY DOWN COMMUNITY ORGANISATION

Board Meeting

Minutes

Thursday 20th June 2024

Attendance: William Sheehy (Chair), Phil Cooke, Geoff Bell, Mina Faragalla, Tina Parrott, Kalu Amogu, Andrea Anderson, Adrian Essex, Elaine Gosnell, Oonagh Gormley, Hilary Britton, Kristina Zagar, Ekaterina Andreeva, Leonora William, Jacque Knowles

Visitors: Hermione Brightwell, Bronwen Thomas, Jada Guest, Cllr Caroline Selman, Simon Donovan, Matt Jenner, Cllr Sarah Young

ITLA: Roda Hassan, Emre Ozturk,

Apologies: Jackie Myers, Maggie Lewis, Doreen Cox, Euphemia Chukwu, Omar Villalba, Berkeley Homes, Anthony Green

Section 0 - Introduction

0.2 Minutes

0.21 Minutes were accepted with 3 accuracy changes:

0.22 Berkeley raised a number of accuracy points on the minutes: Paragraph 1.12 should read Thursday, not Wednesday. Paragraph 1.14, Berkeley stated that they only had one in-person attendee from the Orthodox Community, the feedback forms were shared over email with one of their representatives, Berkeley are in contact with, who then shared them. Paragraph 1.16 the final sentence is incorrect. It should read "Cllr Young highlighted that the requests from the Orthodox Jewish community were not just for larger social renter homes, but also for some larger shared ownership and private properties".

0.3 Matters arising

0.31 The local and overseas sales percentage for Phase 3 is not something Berkeley could pull together quickly, as it comes from a number of different sources. In the interim, they recirculated the information provided February whilst they update this to current day.

0.32 Roda received an update from Andy Lord, stating that Laura assured him no credit control activities would occur until the accounts are corrected. Adrian highlighted that nothing has changed regarding NHG and Vital billing. Roda explained that even after corrections, the bills are still unclear and residents remain confused. Tina noted that after submitting readings, residents are still receiving estimates. Additionally, residents have reported issues with making

payments over the phone due to system outages, and there are problems with making payments at the post office as the barcodes appear not to be working. Board members feel the resolution time is too long, and they are frustrated by the perceived excuses, which discourages them from asking questions. Jada noted Vital indicated that barcodes are now live and should work this week. Jada also expressed willingness to handle cases individually, to assist as many residents as possible and apologised for the inconvenience. She also reported the heat network team have updated that 517 households are expected to receive refunds, averaging £66.94. A letter will be sent to show the amount owed, with an option to deduct it from the next bill. Roda suggested that a statement be sent to residents explaining how the corrections have been applied and detailing the account reconciliation.

ACTION: Jada will relay this suggestion to the billing team.

0.33 Roda made the agreed changes to the constituency document and circulated it to the Board.

0.34 The window report is still pending. Berkeley have updated that the interim remedial work to the previously locked off KSS1 windows is complete in so far as possible. A further update will be provided once they have reviewed their consultant's advice on any other recommended measures to further enhance the performance, operation and use of the KSS1 windows.

0.4 Action tracker

0.41 Roda emailed James Glass regarding the absence of a timeline for providing crucial information to residents about service charge accounts. In response, she was informed that during the review of these accounts, a substantial amount of unallocated costs were discovered, leading to ongoing work delays. Roda expressed alarm at NHG's discovery of significant unallocated costs after 18 months of review. She has requested NHG to allow WDCO representatives and the ITLA to review these unallocated costs and invoices before any information is shared with residents.

Action: Jada will take this request back to the service charge team.

0.42 There is still no confirmed date for the meeting; however, it is anticipated to occur in July. Hilary emphasized the importance of providing sufficient notice to participants.

0.43 The update on out-of-phase split households is scheduled for the July board meeting.

0.44 Dani from NHG is in the process of arranging a meeting to discuss phase 3 management for the service charge working group.

0.45 Anthony emailed Jackie regarding the business start-up funded by NHG, providing the necessary information.

Section 1

1.1 Introduction of Cultural Development Officer

1.11 Matt Jenner, the Cultural Development Officer, has a fixed term of 3 years and aims to spearhead community-led activities and public art projects. He envisions hosting events and initiating public artworks as part of phase 4. Matt

emphasises community involvement in shaping the arts development in the area, aiming for a community-influenced approach. He seeks to attend board meetings to provide updates on his initiatives and intends for community engagement to inspire creative ideas.

1.12 Adrian pointed out that the update provided in the NHG report does not align with what has been discussed, as it does not address the involvement of WDCO in the Phase 3 community space. It states that a visit with MHDT and the Hackney Cultural Lead took place on 23 May to view the space and review suitability. Hackney and NHG acknowledges that the report is poorly written and assures that future plans will include WDCO. Additionally, Matt expresses his commitment to collaborate with the community and WDCO members to create artworks, spaces, and activities that reflect community preferences.

1.13 Board members have noted several projects that have generated reports, but have not resulted in significant outcomes. They express concerns about a pattern where reports are provided without tangible results, indicating frustration with this approach. Matt clarifies that his role, as outlined, focuses on executing public artworks and collaborating with the community to identify actionable projects. He contrasts this with previous reports that assessed feasibility rather than implementation. Roda noted that DPQ produced a cultural strategy as part of the Phase 4 planning application. She underlined that Matt's role is not to create another strategy, but to focus on implementing and delivering the existing strategy by working collaboratively with the community to identify feasible projects.

1.14 Board members advocate for a unified team approach instead of fragmented individual projects that have yielded little. They believe this cohesion will facilitate progress. They express a preference for establishing a cultural board to oversee project development through ongoing community conversations and input. Matt shares this vision, stressing the importance of community influence in shaping projects.

1.2 Partner updates

1.21 Jada provided an update on the completion of the WGN sewage pump replacements by DNL, noting that the installation team will also handle regular maintenance.

1.22 Jada updated on the estimated timeline for circulating service charges, acknowledging ongoing work. She clarified that while progress has been significant in reviewing service charges, some electrical and mechanical costs were initially overlooked. The board anticipates a more definitive timeline and detailed update at the next meeting. NHG has identified significant unallocated costs, prompting concerns among board members about potential invoicing for these expenses. Board members expressed scepticism following previous service charge issues, questioning NHG's reliability and raising concerns about what this means for residents and potential additional bills for residents.

1.23 Roda suggested a detailed explanation involving WDCO members and ITLA to scrutinise NHG's unallocated costs. Adrian proposed writing off these costs due to NHG's perceived shortcomings.

ACTION: Jada is planning a consultation meeting with ITLA and residents to provide additional information.

1.24 Ekaterina emphasized the need for residents to have a clear method to calculate their service charges, and she believes this information should be

transparent and accessible to all residents. She mentioned having previously requested this information from NHG, but has not received it.

Action: Jada will investigate Ekaterina's request and reach out to her directly.

1.25 Hermione provided the Hackney update, reporting that the planning application for phase 4 is currently in the process of being approved.

1.26 Hermione explained that the Compulsory Purchase Order (CPO) is progressing towards approval. She noted Hackney's clear intention to not to rely on it extensively.

1.27 Hermione informed the Board about progress regarding Block D, highlighting that a 300-year lease with Berkeley Homes is being finalised behind the scenes. This lease is scheduled to be signed off at the upcoming cabinet meeting. She noted ongoing engagement with Millco throughout this process. When asked about a completion date for Block D, Hermione stated that she could not provide one at this stage, citing the need for further assessment.

1.28 Mina inquired about the completion status of Phase 3 allocations. Hackney members responded that the allocations are still ongoing but nearing completion. Mina expressed concerns about the delay in receiving answers on this matter.

Action: Hermione and Bronwen committed to contacting the allocation team to provide an update.

1.29 Board members requested an update on the library feasibility study. It was noted that there is currently no update available but assured that the study is still under review.

1.30 Simon Donovan reported on two incidents at the Redmond Centre. Firstly, there was a broken window incident, which appears to have been accidental. Secondly, there was a recent private event where individuals refused to leave after an engagement party, necessitating police intervention.

As a preventive measure, neck-worn devices will be deployed to activate and transmit footage to a control centre. The control centre will alert the police upon detecting specific keywords, and this system will be implemented soon.

1.31 He also noted that the food bank currently located outside the centre is being relocated to Kings Crescent due to complaints. Concerns have been expressed regarding the relocation.

2. Discussion without the partners:

2.1 Adrian proposed a motion for the board to elect 4 vice chairs, tasked with addressing specific issues and providing updates to the board, as stipulated in the constitution. William raised objections to proceeding with the vote, noting that some board members had left during the break and were not informed in advance about the voting process, which was listed as a discussion only on the agenda.

2.2 Roda highlighted that according to the constitution, "the Board shall elect four of its Members as Vice-Chairs who will take responsibility for priority areas of policy. The priority areas will be agreed upon by the Board on the

recommendation of the Executive Committee." She clarified that the essence of the motion is to formalise the Board's priorities through the assignment of Vice Chair roles focused on these areas.

2.3 The Board members discussed the various roles and decided to consolidate the Community and Events role with the Communications Vice Chair responsibilities, noting that many of these duties already align with the responsibilities of the Communications Vice Chair. Mina proposed creating a role specifically for individual issues experienced in the older blocks, given the absence of Resident Associations (RA) and Tenants' and Residents' Associations (TRA) to address these matters. With these agreed amendments, the roles suggested for the Vice Chairs are as follows:

- Individual Case
- Ground Floor Strategy
- Residence Association
- Constitution Reform

2.4 Board members voiced the need for fair representation and proposed adding an extra role to address issues falling outside the suggested categories. There was unanimous agreement among board members to change "Community and Events" to "Individual Case" for clarity and specificity. The vote proceeded with these amendments to ensure fair representation across all roles.

Vote Result:

- 8 in favour
- 7 against

The motion was carried with 8 votes in favour and 7 votes against.

3. AOB