

Written Questions for Delivery Partners

WDCO Board - 18 April 2024

Berkeley Homes – response to questions

- Those of us in completed Phases are having to pay a substantial amount through our service charges for a BSA report on each block. For Phase 3, do all the blocks satisfy the requirements or will they be checked prior to handover, or will a report be required for them too and included in the first year service charges.

The question has been raised with our Ops team. We will come back with an answer to this question hopefully next week, but unfortunately, we are unable to confirm today.

- Is the Energy Centre in Phase 3, including the heat pumps and all other plant, working in accordance with expectations/ promised output etc or is it too early to say?

The installation of the Phase 3 Energy Centre is now complete. Over the next few weeks, final commissioning will take place alongside the continued commissioning of the apartments. The Air Source Heat Pumps, situated on the roof are now up and running also, providing heat into the energy centre and the apartment blocks.

- What are the anticipated energy costs for residents - presumably a budget has been set and someone is working on a likely energy unit cost and a daily charge. It would be of interest to us all to be kept up to date on this if we are to move onto the same system in a few years time. Phase 3 in this respect is the guinea pig and we are all interested in the results.

As above, this has been raised with the Ops team. We are unable to give a response today but we hope to provide an answer by the next board.

- Is there an April date for Phase 4 Planning Committee and an estimate for the Masterplan date?

We are hoping the Phase 4 application will be reported to the 8th May Planning Committee.

- When I asked to see the Phase 4 plans at the Redmond Centre the staff on duty did not know that they were supposed to have a copy. Tom Anthony was with me at the time.

We delivered a copy to the Redmond Centre, which we believe is being stored in the library. Alternatively, all of the documents are available on line.

MHDT response to written question:

Could we have some meaningful booking information on which to judge the usage of the Redmond Centre. The issue of community space keeps coming up time and time again(Community Forum for example) and so it is important that we really do have good reliable information so that someone can make some decisions on the amount of community space needed and the charges for it.

We currently have a booking system called Hallmaster.

We can share the amount of time each of the rooms is booked for each month. The below graph shows the number of minutes each was booked in the centre for the whole month.

Hallmaster has set templates that we can generate for reports. Unfortunately there is not a lot of flexibility in the format of the reports as they are determined by the system and not by us. We are working with Hallmaster to improve these reports, although this is taking longer than we hoped - due to staff capacity both within MHDT and Hallmaster.

We see the key limitations of the Hallmaster reports as being:

Bookings displayed in minutes rather than percentage occupancy:

Hallmaster provides data on the number of minutes each space is booked for over a given period, typically a month.

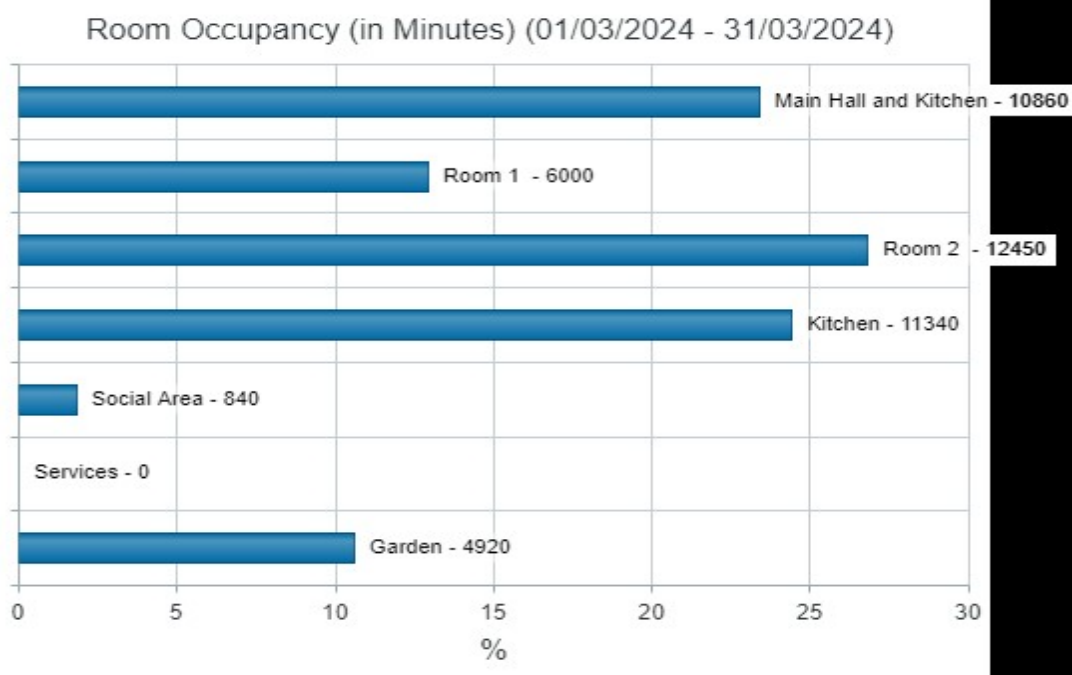
However, percentage occupancy is virtually impossible because we operate flexible opening hours based on bookings. We could do percentage occupancy based on minimum opening hours, or maximum opening hours – but we feel neither of these would be accurate because we operate a flexible system.

Our standard operating hours are from 9 AM to 6 PM (Weekdays), we often extend our services beyond these hours for events and parties. This flexibility means we only open the centre when the rooms are booked outside of these times. This saves on staff and energy costs and we do this to make our service as efficient as possible.

When a room is hired and the centre is open outside our standard operating hours, not all rooms tend booked simultaneously, resulting in apparent periods of vacancy according to the system's report.

Please note, that although not represented in the chart the back room (Hackney Works), the library and the back office are let out exclusively to a organisations on a full time basis.

The rooms in the charts are the rooms available to hire by the hour.



Please feel free to discuss this with Heenaaz, Nadia or Miriam if you need more info.

Hackney response to written question:

1. How many Phase 4 leaseholders have agreed a deal - or is this being held back so those remaining do not have information that might help in their negotiations?

Since starting the 'in phase' buybacks in September 2022, 17 have been completed or agreed. There are currently 17 live offers in negotiation.

2. How many Phase 3 homes still to be allocated-how many Phase 5 residents have still not taken a Phase 3 home offer and what happens to them if they turn one down?

There are 34 Phase 3 homes remaining to be allocated and 11 remaining Phase 5 tenants. If homes are not suitable (due to medical or other reasons) and it is not possible to move to Phase 4 immediately, a suitable interim home will be found until a new property is ready.

3. How many Phase 3 homes have been offered to later phases and how many turned down(if any)?

Response to follow

4. Split households- it must be possible to give us the number of residents in Phases 6 onwards who are secure tenants and how many people in these households are currently eligible for a home of their own. What is the rule about the timescale for offering those eligible a home of their own. Do young people become eligible when they are over 18 now and still living at home or if over 18 when their phase is due to be rehoused etc. Surely this information is required when looking at the sizes and numbers of new homes for social rent in each phase.

As of the end of March 2024, the Woodberry Down Estate had 218 households in Phases 6-8. Currently, there are 63 applicants requesting for split households. A further 39 applicants for split households were received from Phases 4 and 5, bringing the total to 102.

To be eligible for a split household, the young adult must be above 18 and have lived in the home for ten years or more. Successful applicants will be given the option to move into their own home that meets their housing needs. Making an offer on a property depends on the availability of suitable void properties, thus there is currently no time frame.

Successful split household candidates will be offered an older property on Woodberry Down Estate which is in a later phase of the Woodberry Down Regeneration Project. There will be no offers of a home off Woodberry Down Estate. Successful split household applicants will be made only one offer. If they refuse, the split household application will be closed and the offer withdrawn. Such an applicant will be considered as part of the main tenant's decant application. There is no right to appeal.

The Council will be carrying out a Housing Need Survey over the next few months.

5. Number of social rent homes at beginning of the regen-the Council comment this month is no different from the report given by Roda last month. We must insist that the Council do not continue to say that they are preparing papers, or something will be ready shortly, or whatever general expression they use when pressed for any information. They need to say something will be ready by a certain date otherwise we can not manage this process.

In response to the request to understand the quantum of social rent and affordable homes on the estate and the numbers of new homes to be brought forward by the regeneration scheme, a full response is being compiled that includes the numbers originally built as far as can be established in the historical record, numbers of tenanted homes, numbers of right to buy leaseholders, numbers of derelict homes, historical agreements entered into, numbers already delivered and numbers to come. The full response will be brought to WDCO at the next meeting scheduled for May 16th subject to the approval of the Chair.

6. Seven Sisters Road: What exactly are the plans for Seven Sisters Road and is there any process to obtain the views of the residents here? If not, why not?

Seven Sisters Road is part of the Strategic Road Network and any proposals are subject to in depth modelling. TfL are redoing modelling of the road and junctions following significant changes to travel patterns following covid. TfL are leading on this work. We will be able to provide a more detailed update on this, including any proposed engagement, at the next Board, following the Steering Group meeting on Monday.

7. DHN-could we be more specific re the date for the working group-by 31 March even? And could we see the report itself rather than a summary? BH have let us see the full reports they have asked for over the last few years. This is the first time that I have appreciated that this report only related to Energy from Waste. I do not think that was made clear in previous reports.

Expedition, the independent consultants appointed to provide guidance to residents on energy matters, are reviewing key documents including the Energy Strategy for the masterplan and the Arup Feasibility Study. They will be convening a DHN Working Group meeting on both of these topics in the next few weeks. The request for a specific date is recognised, however whilst the date has not been scheduled, we are looking to get this arranged as soon as possible.

More information on the report, including the context and the purpose of the study will be presented at the DHN Working Group. The request for the report to be shared has also been noted. This will be discussed internally and a response provided as soon as possible.