



# WDCO REPORT



**15<sup>TH</sup> SEPTEMBER 2022**

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## 1. DEVELOPMENT PROGRESS

### 1.1 Phase 2 Block D & B

Phase 2 (Blocks D and B) have 134 Shared Ownership homes. To date 102 have been sold (plus 1 exchanged and 9 reserved).

### 1.2 Phase 3

As noted last month, NHG has finalised the internal specification upgrades required with Berkeley.

The resident choice selection workshops are scheduled for the 13<sup>th</sup> and 20<sup>th</sup> September at the Redmond Centre. Residents moving into phase 3A will be offered individual time slots where they will select their flooring, kitchen, and bathroom options. They will have an opportunity to view mock ups of the kitchens and view the different sample options before making their choice. A further opportunity will be held in early 2023 for residents moving into phase 3B.

### 1.3 Phase 4 and Masterplan

NHG continue to be active in the design committee meetings, which are currently focused on finalising the Phase 4 design and outstanding items, consultation process and responding to the WDCO motion.

## 2. SOCIO ECONOMIC UPDATE

### 2.1 Active Within – ‘Let’s get Active’ Physical wellbeing programme Q1 update

Our physical activity programme that is delivered by Active Within, is a well-established programme that continues to deliver to support the physical and wellbeing needs of the whole community.

During Q1 (Apr to Jun), 261 unique users have attended weekly exercise classes and 121 health coaching sessions. Active Within have continued to work with partners such as, Manor House Development Trust, Friends of Woodberry Down, John Scott Health Centre, Family Action, Skinners Academy, West Reservoir Centre, Hackney Council Sports and Development Team, whilst building more relationships with other local providers like WDCO and St Johns Deaf Centre. Active Within has been a referral pathway for anyone who is trying to improve their health and wellbeing. They are receiving referrals from GPs at the John Scott Health Centre and Family Action (the local Social Prescribing service). Doctors and Nurses at the John Scott Health Centre understand the importance of their work and trust Active Within to help residents improve their health and wellbeing. There is 1 new resident volunteering with them, which means they have a total of three volunteers and one young person completing work experience.

## 2.2 Inter-Gen Festival – 17<sup>th</sup> September 2022

NHG are providing funding towards this event via Fame Star Youth who are organising it. Two staff members from the regeneration and housing management teams will be attending on the day.

## 3. OPERATIONAL UPDATES

### 3.1 Monthly Contract Performance Monitoring Meetings

Monthly virtual BSW (heating and hot water) and Mechanical and Electrical (e.g., intercom, lifts, car park gates) performance meetings continue to be held in partnership with WDCO.

The last BSW and M&E meetings were held on 18<sup>th</sup> August 2022. The next meeting will be on the 8<sup>th</sup> September 2022.

#### Mechanical and Electrical:

As WDCO are aware, NHG has commissioned various tests of the drainage runs and pipework at Ashview which were shared with Berkeley. On the 24<sup>th</sup> August NHG and Berkeley met on site to discuss the way forward. This was a productive meeting and the partners have agreed to work together to carry out further tests/intrusive surveys to deliver a final solution.

It was agreed by both parties that the design of the drainage system should be adequate and was compliant with Building Regulations at the time of construction, therefore any remaining faults must be as a result of either construction or maintenance issues. However, further investigations and flushing of pipework is required to determine the exact issue. NHG and Berkeley have now agreed the scope for further investigations to be carried out which will be progress as quickly as possible. Some subsidence was noted in the areas of the adopted paths in the park and Berkeley are having discussions with Hackney Council regarding assistance with the repair this area.

Once these further investigations and any works are complete, we will update all parties and residents.

### 3.2 NHG Operations Meetings with WDCO and Ward Councillors

#### Citizen Advice Bureau Hackney:

Our SEI Programme Manager met with CAB to discuss delivering face to face (F2F) interviews for residents wanting financial and legal advice, which is currently being done over the telephone. It's been agreed to trial this to see if there is a demand. The sessions will be held at the local Neighbourhood office on 7<sup>th</sup> and 14<sup>th</sup> September 2022. The advisor will continue to carry out telephone interviews twice a month. Housing Officers will inform residents F2F interviews are now available.

#### Insite Energy

Insite Energy have provided us with dates in October to carry out works and/or replace the faulty heat meters. Insite will contact residents directly to make appointments, NHG will assist

where necessary.

### Heating Tariffs

As per NHG's update in August, we had hoped to provide communication to residents about the new heating tariffs for the heat networks that NHG manage at the end of last month. However, as the market for gas still remains extremely volatile, we are still finalising the best route for the procurement of gas going forward so that we can ensure that it is as competitive as possible and give residents the best possible deal. As such we have needed to delay writing to residents regarding a new rate but hope to be able to provide a further update in October on the next steps. Laura Coleman, NHG's Senior Energy Officer, is also going to attend the NHG Ops meeting on the 13<sup>th</sup> September to provide an update. However, please note that until we write to residents regarding the new tariffs, they will remain on the current rate and there will be no change.

Separately, we have met with Berkeley to discuss any differences in heating costs between blocks (depending on if it is a Berkeley/Rendall & Rittner or NHG system). We have ascertained that the standing charges are much the same across different blocks, however the differences in costs to residents arise depending on the timing of when new gas contracts were procured (with Berkeley most recently procuring a new 12 month fixed rate in April 2022). We also note that neither NHG or Berkeley make any profit out of the heat networks – indeed with both providing some level of subsidy. Whilst the market continues to be unstable and is clearly a cause of concern for everyone, NHG and BH's will continue to work together with the aim of keeping costs as reasonable as possible for our residents.

### **3.3 Estate and Housing Management – Service Improvement**

Estate walkabouts with WDCO and other stakeholders take place on the 1st Tuesday of every month. The last walkabout took place on 6<sup>th</sup> September 2022 and the next will be on the 4<sup>th</sup> October 2022.

Service charge final accounts for the financial year 2021/22 have been reviewed and will be sent to all residents by the end of September 2022.

## **4. COMMUNICATIONS**

NHG have supported the promotion of the recent consultation events, continue to attend the monthly Woodberry Down Communications Group and supported the completion of the Woodberry Down Communication activity grid. We are also supporting the Inter-Gen Festival and Hidden River Festival

