

WOODBERRY DOWN COMMUNITY ORGANISATION

Annual General Board Meeting Thursday 19th September 2024

7.15pm at Redmond Community Centre

Attendance: Kalu Amogu, Donna Fakes, Tina Parrott, Geoff Bell, Hilary Britton, Oonagh Gormley, Barbara Panuzzo, Adrian Essex, Leonora Williams, Ekaterina Andreeva, Steffan Zuncke, Anwar Idris, Mina Faragalla, Phil Cooke, William Sheehy, Ann Kelly, Ann Hunt, Nicolas Attalides, Geoff Baron, Willian Martinez, Livis- Jeanne Lupumba, Dulce Laluces, Gloria Obiliana, Omar Villalba, Andreea Stoica, Gita Sootarsing, Francis McDonagh, Jackie Myers, Andrea Anderson, Elaine Gosnell, Jacquie Knowles, Maggie Lewis

Visitors: Tom Anthony (BH), Sarah Fabes (BH), Jada Guess (NHG), Carol Boye (LBH), Cllr Sarah Young, Cllr Caroline Selman

ITLA: Roda Hassan, Simon Slater, Emre Ozturk

Apologies: Kristina Zagar, Necdet Ozturk, Shifra Appich

Section 0 - Introduction

0.1 Acceptance of minutes: Amanda expressed concerns that the comments from Friends of Woodberry Down were not accurately reflected in the June minutes. She pointed out that Friends of Woodberry Down had no designated space on the Woodberry Down estate during the summer, and this important discussion was missing from the minutes. Roda stated that the June minutes had been approved during the July Board meeting but assured Amanda that her concerns would be noted. The minutes from the July Board meeting were approved.

0.2 Matters Arising / Action Tracker

0.21 Jada and Mica arranged for Roda to meet with the billing team, where she provided suggestions to enhance the clarity of the account reconciliations, as the bills remain unclear. Roda is currently awaiting follow-up information from that meeting. Simon also noted that there are still unresolved issues with the Vital bills.

ACTION: The billing team will provide Roda with an update on what was agreed at the meeting.

ACTION: Roda will circulate this to WDCO members from the NHG blocks.

0.22 Berkeley provided an update on the overseas sales percentage, which Roda circulated.

0.23 Mica and Jada conducted a survey to identify the trees present and determine which ones require trimming. NHG has received quotes from contractors, and the work has now been scheduled. NHG have spoken with the resident who raised this concern and provided them with an update on the progress.

0.24 Hackney confirmed Phase 5 properties are still being used for temporary accommodation once residents have moved to Phase 3.

0.25 Berkeley reported their consultant is nearing the end of his final review of the KSS1 windows, in order to confirm the remedial work to further enhance the performance, operation and use of these windows. In addition to the interim remedial work that was carried out two years ago, their consultant has carried out and procured extensive review, examination, calculation and testing work on the KSS1 windows to inform and verify the remedial work that is now being proposed. This work has been necessary and lengthy because there is a lack of published industry standards and guidance on the performance of windows when open. They acknowledge and appreciate WDCO and the residents' patience and understanding throughout this process. They are aiming to provide further details of the remedial work, including a proposed works programme, within the next eight weeks.

ACTION: Berkeley aims to provide further updates on the window report in October.

0.26 NHG provided an update on the service charge accounts for 2020/21, 2021/22, and 2022/23 for the NHG blocks. Jada shared that NHG has outlined a timeline for the various stages of this process. NHG has also proposed a meeting for next Friday with WDCO representatives and Cllrs to discuss the progress made thus far.

0.27 Regarding the District Heat Network, the feasibility study from Arup was anticipated to be presented to the working group. Although a meeting was planned over the summer, not everyone responded to the proposed dates. Roda inquired about when this report will be brought to the working group or presented to the Board.

0.28 Hackney is set to provide an update on the out-of-phase split household, which was expected for the July Board meeting. Carol reported that a meeting is scheduled for October, during which the council's central policy team aims to review the completed policy over the next few weeks. Any proposed changes and the meeting date will be communicated back to WDCO. Roda noted that at the July Board meeting, Hackney informed the Board that they would hold a workshop with WDCO to discuss the policy and its review. Board members requested clarification on who will be attending the October meeting, emphasising their desire to be involved in the process rather than being consulted after decisions have been made.

ACTION: Carol will clarify whether the October meeting is internal, if WDCO will be included, or if a separate workshop with WDCO will be held.

0.29 Elaine highlighted she raised a concern following the Hackney operations meeting in July. She noted that some split households could not be accommodated due to a lack of available void properties, while individuals in temporary housing from outside the estate were being prioritised for those void properties. Elaine also noted that access to the split household scheme is conditional and observed that allocations seem to favour individuals who accepted relocation to Phase 3. She asked if this issue would remain on the agenda and requested precise figures in the reports from Hackney to help monitor the situation. Roda responded that the voids manager made it clear during the Hackney operational meeting that split households are being prioritised. However, Hackney has a verification process, and if this has not been completed, they cannot hold a void flat that could otherwise be allocated to a temporary housing resident. Roda also mentioned that there will be another Hackney operational meeting next week, attended by the voids manager and the decant manager, to address the questions raised by Elaine.

0.30 The Board asked Hackney about the purpose of the upcoming meetings, including the October meeting, and expressed concerns over the lack of progress, as this issue has been ongoing for over two years. They requested an estimated completion date. Carol suggested that these questions be raised at the operational meeting next week. Roda added that WDCO's initial understanding was that the review would address these gaps, but since then, it seems the review may have shifted direction, which is a cause for concern. WDCO wants to understand the nature of the review and would like to be involved in these discussions.

0.31 Mina noted that it would be helpful for the Board to better understand the structure and functions of Hackney Council's housing teams. He asked Hackney what safeguards are in place to prevent bias in decision-making

and how transparency is ensured. He also questioned who these teams are accountable to and how accountability is maintained.

0.32 Sarah explained that the split household policy involves multiple teams, as the allocation of homes is driven by both housing needs and regeneration. The responsibility is shared between the Housing Needs team and the Regeneration team. Accountability ultimately lies with the Mayor, the cabinet member for regeneration (Guy Nicholson), and the cabinet member for housing needs.

0.32 The Service Charge Working Group has held two meetings so far and is scheduled to meet again in the coming weeks.

0.33 Sales figures have been provided.

0.34 The allocations information has been provided by Hermione.

Section 1 - Business Meeting

1.1 WDCO Annual Report for adoption proposed by the WDCO Chair:

The Board has agreed to adopt the report.

1.2 Finance Report and Accounts for 2023/24 for adoption proposed by the Treasurer:

Kalu shared the finance report, which the Board had previously reviewed alongside the 2024/25 budget a few months ago. The Board agreed to adopt the report. However, Hillary noted that it does not include a balance sheet, revenue statement, or audit report, and recommended that an explanation be provided for their omission.

ACTION: Roda will make a note of this.

2. Partner Updates:

2.1 Tom provided the Berkeley update: Phase 3 is nearing completion, with the NHG blocks expected to be finished next month. A burst water main recently caused some residue on the road, but this has since been cleaned. The masterplan will be revisited by the Design Committee on 1st October, and Tom will present a summary to the Board on 17th October. Following this, Berkeley will submit the outline masterplan for Phases 5-8.

2.2 Jada provided the NHG update: NHG housing officers have been conducting viewings of some of the 75 units in Phase 3 this week. Regarding Vital, improvement works are scheduled for Rowan, Hornbeam, Watersreach, and Reservoir, with NHG keeping residents updated on the progress. The service charge review is ongoing, and NHG will continue to provide updates. NHG has also completed the procurement process for the cleaning and gardening tender, with more information to follow soon.

2.3 On communications, NHG has introduced a new support system with access to communications advisors, who suggested hosting a workshop at Woodberry Down to gather feedback and discuss communication improvements.

2.4 Amanda inquired about plans to support older residents on the estate. Jada responded that NHG has initiatives in place, including a team focused on socio-economic support. Friends of Woodberry Down raised concerns about the elderly being unable to leave their homes often and requested spaces where they can gather.

ACTION: Jada will address concerns about NHG's support for elderly residents and will ask NHG to reach out to Amanda directly.

2.4 Tina inquired about the final resolution date for the Birchwood service charge review. Jada explained that NHG cannot provide an exact date at this time but are working within the timeline previously shared with WDCO.

2.5 Geoff mentioned that he had submitted a written question to NHG and received a written response, expressing disappointment with the reply. He has requested that Roda formally record both the question and the answer in the minutes.

ACTION: Roda will minute the written question and answer.

2.6 Elaine expressed concerns to NHG regarding the sewage smell outside Birchwood.

ACTION: NHG will inspect the macerator to address the sewage odours in Birchwood.

2.7 Carol provided the Hackney update: Social residents are being reallocated homes in Phase 3 and are scheduled to move in October. Additionally, Hackney Council is in the process of executing the Compulsory Purchase Order (CPO).

2.8 The Board expressed concerns about mould as winter approaches and inquired about any measures or works planned to mitigate the issue. Sarah noted that Hackney Council is carrying out a programme of stock condition surveys on a sample of its properties and ward councillors asked for some of the old block on Woodberry Down Estate to be included. The Housing Team has agreed to this. The purpose of the surveys will be to inform the planned works programme, including work to mitigate and prevent damp and mould.

2.9 Simon Donovan provided the MHDT update: Jamaican Independence Day was celebrated on 5th August, and the Riverfest is scheduled for this Saturday. Over the summer, several food projects were initiated, including one that supports asylum seekers and refugees residing on the estate by providing food, SIM cards, and vouchers to Hackney Food Bank. Additionally, meals were delivered to children affected by the cost of living crisis.

2.10 A Neighbourhood Health Fair is organised for Wednesday 9th October at the West Reservoir Centre, and a photography course will begin on 20th September. Several bids were submitted throughout the summer, as detailed in the MHDT report, along with a summary of the activities at the Redmond Centre.

2.11 Oonagh inquired about the fundraising summary and the allocation of £500,000 for developing degree courses. Simon clarified that this funding was requested from various housing association partners nationwide to create apprenticeships for young people, which will be financed by the National Lottery.

2.12 Amanda highlighted National Older People's Day on 1st October and asked for an update regarding potential funding from MHDT for Friends of Woodberry Down and whether this could become an annual event. Simon confirmed that funding has been approved and will be published accordingly.

2.13 The Chair expressed gratitude to the outgoing Board members—Elaine Gosnell, Euphemia, Jackie Knowles, Maggie Lewis, and Doreen Cox—for their dedicated efforts and valuable contributions to the Board.

Returning Officer Takes Chair

WOODBERRY DOWN COMMUNITY ORGANISATION

Annual General Board Meeting Thursday 19th September 2024

Redmond Community Centre

ELECTIONS DECISION NOTE

3.0 TRA and RA representatives

3.1 Residents Association and Tenant and Residents Association Representative: The returning officer introduces the newly appointed TRA and RA members as follows: Gita representing KSS3, Dulce representing the Park Collections, Omar representing Maplewood and Birchwood, Andreea representing Willowbrook, and Gloria representing Rowan and Hornbeam.

4.0 Co-options

4.1 Other co-optees: Necdet Ozturk, Francis McDonagh, Kristina Zagar, Jackie Myers and Andrea Anderson.

4.2 The returning officer, Roda, provided a brief summary of the co-optee nominees, noting that there are five candidates for the co-opted positions on the Board. Three of these candidates—Kristina, Andrea, and Jackie Myers—are outgoing Board members who have served for several years. Additionally, two new candidates have been nominated for co-option: Necdet Ozturk and Francis McDonagh.

4.3 The Executive Committee members recommended that interviews for the three outgoing Board members be waived, as the Board was already familiar with their contributions over the years. This approach aligned with the practice followed in previous years regarding co-option interviews. Leonara

and William from the Executive Committee, who were selected to be on the panel, recommended the three outgoing Board members for co-option.

4.4 Two candidates, Francis and Necdet were interviewed by the panel, and both received recommendations for co-option from the panel. The panel proposed that Necdet be co-opted for one of the reserved positions to represent the commercial interest group, while the other four members were nominated for non-reserved positions.

4.5 There was a Board discussion where some members expressed concerns about the overall co-option process and whether Necdet could represent the commercial interests on the estate, as there is currently no formal commercial interest group in place. The ITLA reminded the Board that the recommendation of the Executive Subgroup was subject to Board agreement on all co-optees. Accordingly, the ITLA read out Necdet's statement and he was accepted by the Board as a representative of the Commercial interests.

4.6 The Board then heard the statements from the other four nominated co-optees: Francis McDonagh, Jackie Myers, Andrea Anderson, and Kristina Zagar. Subsequently, the Board voted and unanimously agreed to co-opt these candidates for the non-reserved co-optee positions on the Board.

5.0 Elections for WDCO Executive Committee

5.1. **Chair** - Jackie Myers

5.2 **Treasurer** - Kalu Amogu

5.3 **Vice Treasurer** - Leonora Williams

5.4 **Vice Chair (Communications)** - Adrian Essex

5.5 **4 x Vice Chairs** - Andrea Anderson, Geoff Bell, Oonagh Gormley, William Sheehy

ACTION: Board requested the voting results for the Executive Committee.

6.0 Nominations for Internal and External Committees

6.1 **Design Committee (6 Places)** - William Sheehy, Phil Cooke, Jackie Myers, Hillary Britton, Geoff Bell, Andrea Anderson

6.2 **Round Table (Chair Jackie Myers plus 2 Places)** - Hillary Britton and William Sheehy

- 6.3 **Strategic Management Board (Chair)** - Jackie Myers
- 6.4 **Manor House Development Trust Board (1 Place)** - Adrian Essex
- 6.5 **DHN Working Group (4 places)** - Phil Cooke, William Sheehy, Andreea Stoica, Hillary Britton
- 6.6 **Constitutional Review Sub Group (6 places)** - Oonagh Gormley, Barbara Panuzzo, Hillary Britton, Adrian Essex, Geoff Bell
- 6.7 **Communication Sub Group (Comms Vice Chair Adrian Essex plus 2)** - Jackie Myers
- 6.8 **Security Sub Group (2 places)** - Livis- Jeanne Lupumba and Phil Cooke
- 6.9 **Block D Working Group (3 places)** - Kristina Zagar and Leonora Williams
- 6.10 **West Reservoir Advisory Improvement Board (2 places)** - Oonagh Gormley and Omar Villalba

WOODBERRY DOWN COMMUNITY ORGANISATION
AGM Meeting
Thursday 19th September 2024

Written Question and answers

7. Written question to partners and answers

7.1 Question to NHG: I would like response to the following at the AGM this week:

“In respect to consistent complaints from up to 5,000 residents of Rendall and Rittner in South London, involving excessive service charges, failures in fire safety and lack of communication with residents, will NHG join with WDCO in investigating these complaints and, if necessary, make a reassessment of this company’s suitability for operating in Woodberry Down?”

NHG response: Thank you for raising your concern about the complaints raised to R&R on another development. We will not be investigating the claims as those complaints relate to a scheme that we have no knowledge about and will be specific to that scheme. Of course, if we are concerned with R&R's performance at WD there are measures in the management agreement that we can take to correct any underperformance. We will also deal with complaints from residents as and when we receive them.

7.2 Question to Hackney Council: The Council officer, Ms Willoughby helpfully explained how there had been 11 void one bedroom flats, 6 of which were in Phase 5 and unable to be let and 5 in Phases 6-8 which had been ready to let. They could not be left empty; I understand, two of these went to tenants benefitting from the Split household policy whose cases had been processed and three went to people elsewhere, not from WD. We were informed that had other Split Household cases been processed, these WD families would also have benefitted. What action has been taken, please?

Hackney response: I have spoken to Francis about the process of allocating split households to void properties. Once the application to the Decant Team for a split household is confirmed, the application is passed to the Housing Needs team for verification. The process involved checks, and for the applicant to provide a number of correct documents. This process can take some time. The verified applications are then priority for a suitable void property becoming available, according to household need (1-bed, 2-bed etc). Due to housing pressures voids cannot be held until applications are

verified so if a void becomes available even if there are split household applications, the void cannot be allocated if they have not successfully passed through the verification process. Of the Phase 5 tenants that are moving to Phase 3a, there have been in total 35 applications for split households. Of these, 15 have been completed, and the tenants have moved. As of September there are now 6 applications which are verified and waiting to be matched to a property. There are 2 which are still in the verification process. From the original 35 applications there are also 12 applications which were processed but which have been withdrawn.