

# WDCO Report November 2024



## 1. DEVELOPMENT PROGRESS

### 1.1 Phase 2 Block D & B

All homes have sold except one. This was previously used as a show flat and is available on the market.

### 1.2 Phase 3

Practical Completion was granted by the Independent Certifier for 161 homes on 10 October. In line with the PDA, Legal Completion was achieved on 24 October. This includes 75 Social Rent homes and 86 Shared Ownership. The first residents will move in from 18 November and an occupation strategy meeting was attended by NHG, Berkeley Homes and Rendall and Rittner to ensure this process runs smoothly.

The next phase will complete in June 2025 and NHG will be hosting a lessons learned workshop in the new year. This will be an opportunity for internal colleagues to reflect on what we can do to improve the resident experience for the next block.

The community space is due to complete on 22 November and conversations are ongoing regarding WDCO occupying the space.

### 1.3 Phase 4 and the Masterplan

The Phase 4 planning application was approved by LB Hackney's planning committee on 08 May. No change in the programme, demolition forecast to commence in the summer of 2025. NHG will be procuring a Quality Management Team to help review and optimise design and construction. Negotiations will commence in December 2024 with the Build Agreement (contract) to be entered into prior to the commencement of construction.

The 2024 Masterplan draft submission was shared with NHG and LB Hackney in April and NHG had fed back their comments which Berkeley have worked through and presented to LB Hackney, NHG and WDCO in September and October 2024. NHG are supportive of the changes made in relation to estate servicing, amenity and the general arrangement at street level. The remaining comments primarily around; height, density, sun light / day light and would largely be dealt with during the Reserved Matters planning process that would be subject to statutory consultation.

## 4. PLACES AND ESTATES UPDATES

### 4.1 Vital Energi – Billing, tariffs and scheduled works

Regarding Vital billing, our Assets team have confirmed that outstanding credits have been applied to all accounts and back billing is complete. Vital are sending statement of accounts to any residents who request them.

All NHG heat network residents at Woodberry Down now have access to Vital's Glass portal, where they can view and make payments. Instruction on accessing the portal will be shared with residents shortly.

Heat tariff changes will take effect on 1 December 2024, and residents have been notified of this change by post. A resident drop-in session will be scheduled coming weeks to answer any questions, the date will be confirmed soon.

The installation of strainers in the risers Wat Rowan and Hornbeam was delayed and is now set to take place on 18<sup>th</sup> November 2024. Residents have been notified of heating and hot water outage expected on this day.

## **4.2. Service Charge Review**

The review is ongoing, and we will provide our next update to stakeholders by the week ending 15 November 2024.

## **4.3 Service Charge Budget setting for 2025-26**

We are currently preparing the estimated service charge budgets for 2025-26. On 14 November, residents will receive a pre-consultation letter that provides key information and an overview of our budget setting process, which we hope will be useful.

Consultation letters will be sent to residents during the week commencing 25 November 2024. Residents will then have three weeks to respond to the consultation. Final budgets will be issued in March 2024.

## **4.4 Communications workshop**

Following the introduction of a new support system within the P&E team to enhance communications, the estates team recently hosted a workshop for Woodberry Down.

This session brought together the team and representatives from WDCO and the ILTA. This workshop was positive and productive, providing invaluable resident feedback that will help us improve our communications moving forward. We look forward to meeting again in the new year.

## **5. COMMUNICATIONS**

The Woodberry Communications Group has now been reconvened and will produce with WDCO a revised Communication Strategy and Action Plan. A meeting was held with WDCO and partners on the 23 October to discuss the strategy and action plan and amendments are to be made based on discussions. Woodberry Down Newsletter will be published prior to the Winter Festival which is on the 4<sup>th</sup> December 2024 after the tree lighting ceremony.