

WDCO Report October 2024



1. DEVELOPMENT PROGRESS

1.1 Phase 2 Block D & B

All homes have sold (except one in block D retained to use as a show flat for Phase 3). The show flat will be transferred to the new phase at the end of the month so this home can be sold.

1.2 Phase 3

Completion is expected by the end of October. Prior to occupation, the buildings need to be registered with BSR and the information to complete this process was provided on 10 October. This can take a few weeks, but NHG hopes to start moving residents in from early November. Communication advising residents on timelines will be distributed w/c 14 September.

Viewings for returning residents have been ongoing throughout the month and, affordability assessments are also being carried out by NHG. This allows residents an opportunity to see their new home and ask any questions about their upcoming move in. At present, 44 residents have accepted their new home and 17 have declined.

Following on from the service charge meeting on 10 September, NHG are reviewing the feedback provided by WDCO. Our Operational Team will be leading on a Service Charge Working Group going forwards which will allow these important conversations to continue. A further service charge meeting has been agreed in late October.

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.

The 2024 Masterplan submission was shared with NHG and LB Hackney in April and NHG had fed back their comments which Berkeley are working through to address. The comments are primarily around; height, density, sun light / day light and estate servicing arrangements to ensure the best quality homes and affordable service charges for our future residents. Berkeley have revised some of these parameters and will be sharing an updated 2024 Masterplan with height and density.

4. PLACES AND ESTATES UPDATES

4.1 Vital Energi – Billing, tariffs and scheduled works

There have been some issues with Vital billing which the Heat Network team continue to work on. A further update was sent to partners on 17 September 2024.

Works to install stainers in the risers at Rowan and Hornbeam will take place on 30 Sep and 1 October 2024. Residents have been notified of the outage to heating and hot water on both days however services will be restored overnight. Similar work is scheduled to take place at Watersreach and Reservoir on 2 October 2024.

4.2. Service Charge Review

Our estimated timeframe for the outcome of our service charge review was shared with WDCO and stakeholders at the June board meeting and followed up in writing. There are no further updates at this stage.

4.3 Cleaning and Gardening tender

Our central estates team and colleagues in P&E have been working to procure a new cleaning and gardening tender across all our estates. This process has now been completed. There is a requirement for us to serve a Sec 20 notice of proposal to all residents, which has now been sent to all residents by the central team. More details to follow in the coming months.

In relation to queries on biodiversity, our sustainability strategy sets out a goal to protect, enhance and restore our green spaces – providing welcoming, inclusive areas for people to enjoy and nature to thrive. In March 2024 we completed the process of mapping all our green spaces for inclusion in NHG's tender for new gardening contracts. As such, our new gardening contracts/specifications have been completely re-written to ensure that from February 2025 we adopt and deliver a new and more sustainable approach to green space management.

4.4 Communications workshop

Following the introduction of a new support system within the P&E team to assist with communications, the estates team have suggested holding a small workshop on the Woodberry Down estate with the team and representatives from WDCO, ILTA and Councilors. We think this would be a good opportunity for us to hear your feedback and assist us in improving our communications moving forward. Please note, this will relate specifically to the estate and communal services provided by P&E, not housing-related matters.

5. COMMUNICATIONS

The Woodberry Communications Group has now been reconvened and will produce with WDCO a revised Communication Strategy and Action Plan. The first draft of the new strategy will be ready by October 24, a meeting has been arranged with WDCO and partners on the 23 October to discuss the strategy and action plan.