

WDCO Board Actions

20th February 2025

Berkeley updates on the actions:

Window Report

ACTION: Berkeley will follow up with their legal team to request an update on the window issues, including the nature of the fault and the cause of the window falling out. If they are unable to share the full report or parts of it, Berkeley should at least provide clarity on the cause and reassure residents.

There were a number of causative factors leading to the detachment of the window however, there is no one factor that is determinative. The work that we are proposing to carry out will deal with all of the factors.

Further to our previous update summarising the remedial work to all KSS1 windows, we are now finalising the scope and methodology of the works with the specialist façade consultant. This should be concluded within the next week.

We can then procure and mobilise the works, which we anticipate will take approximately three months. We should therefore be in a position for the work to commence in mid-June. We will provide further details of the works programme and timescales for completion in due course.

Community Events

ACTION: Berkeley will provide an update once funding for community events is confirmed.

We are waiting for Hackney to confirm whether they will be contributing. We will give an update when it's confirmed.

BH Apprenticeship

ACTION: Stav will share the number of disabled and local people employed at Woodberry Down, as requested by Elaine.

I've chased Stav for this so will hopefully have an answer this evening.

KSS1 Service Charges

ACTION: The co-chair of KSS1 will email Roda and the Chair regarding the 2020/21 service charges. This will then be forwarded to Sarah Fabes and Tom Anthony, who will escalate it to the relevant team at Berkeley.

This has been passed to our Estates Team as requested. The Co-chair of the KSS1 RA is in discussion with our Estates Team and R&R on these matters.

NHG updates on actions:

Service charge review and WDCO's request for NHG to provide a written report on the outcome by 12 March (one week before board).

Unfortunately, we are unable to provide a written response just yet as we had hoped. We're still working through the details to ensure we have high-level figures ready by 20th March. These figures, once completed, won't have had the opportunity to be signed off by our leadership boards yet, in line with our governance structures and approvals processes. However, given the time this has taken and the need to give WDCO some assurance that we are working through and prioritising this project, we'll share what we're planning to get signed off. Any changes will be explained and evidenced. We appreciate WDCO's and ITLA's patience, and as before, we're happy to meet with WDCO reps to work through the details and explain the outcome, if this is something they'd find useful.

ACTION from 16th January 25 Board: Jada will follow up on the response to the Chair's letter to NHG's CEO in October and report back.

A formal Stage 1 response to WDCO's complaint was sent on 26.02.25, as per our complaints process. Please refer to Dawna's email to the Chair.

Adrian raised several follow-up questions at the Board meeting:

1. What is included in a welcome box?
2. What form would the review of service charges with WDCO take, and what benefits would it provide?
3. Can Tutors Unlimited resume face-to-face tutoring?
4. Are all NHG residents supplied with prepayment meters?

Response from Grace Cleary the Social and Economic Investment Programme Manager: Is there a number of residents eager to attend should we explore this option, that have declined due to it being virtually?

However, so far virtual has been the preferred option for Woodbery Down.

There's a safeguarding requirement to have at least 4 and a maximum of 12 young people attended. We'd also need to explore a space to deliver this from which is an additional cost on top of the programme.

My suggestion would be feed this back through Tutors United. The question has been raised before but the interest from residents wasn't there and virtually works for some families more.

It would be great to see the numbers increase for this service, so if there's young people wanting this, it's best raise this issue through Tutors United, who will relay their delivery requirements to me.

Phase 3

ACTION: The draft NHG confirmation of charges letter will be circulated to WDCO tomorrow.

ACTION: NHG will provide residents with a detailed breakdown of service charges at the beginning of March.

ACTION: Julian will confirm NHG's commitment to freezing Phase 3 service charges with Neil tomorrow and update Roda accordingly.

Hackney updates on actions:

Temporary Housing

ACTION: Gareth will speak with councillors regarding temporary housing and the services provided.

ACTION: Hermione will consult the DART team on how Hackney is supporting temporary tenants.

DART has provided the following points relating to work with residents in TA, specifically in relation to recent work for Phase 4:

The DART team is made up of 5 officers and are involved in supporting homeless applicants placed in voids on Phase 4, being used as temporary accommodation (TA). The homeless applicants sign non-secure tenancy agreements on Woodberry Down (and on other regeneration estates across the Borough of Hackney). The DART assists homeless applicants residing in TA on Woodberry Down to move into settled accommodation.

DART have focussed resources into decant phases when required to support with achieving vacant possession in a regeneration project.

Since April 2023, DART have been contacting 126 homeless applicants (non-secure tenancies) in Phase 4 to ensure they are set up to bid on social housing properties via Choice Based Lettings and continue to support them through the process.

To support residents with bidding the team

- Ensures applicants have been accepted as homeless, have signed a non secure tenancy, are on the housing register, are aware of their bidding number and login details
- Ensures ID/eligibility and documents required, income details (payslips, benefit payments), bank statements, supporting medical documentation are up to date
- Discusses individual support needs or risks that may affect the type of property and location. The team work collaboratively with support services (Engage Hackney, Adult Social Care etc) as and when required
- Advises residents on bedroom needs (as per Hackney's Allocation Policy)
- Advises residents on affordability and welfare benefits

Allocations

- Support resident in securing a property following a successful bid and viewing
- Make direct offers

Direct Offers

- DART will make one direct offer, where practicality possible, to a non-secure homeless applicant of settled accommodation.

Moves to alternative temporary accommodation

In some cases residents will be offered alternative temporary accommodation. These circumstances include:

- Residents who moved into Phase 4 after the 'cut off' of October 2023
- Where tenants' circumstances do not allow for a move to a secure tenancy, for example due to being in rent arrears

- Where a property has not become available via bidding or a direct offers - this occurs happen where the housing need is for a large property such as a 3 or 4 bedroom property, due to lack of supply
- In circumstances such as where an individual homeless applicant has a specific need to remain local to Woodberry Down alternative TA will be offered on Woodberry Down e.g. one homeless applicant has been offered alternative TA in Woodberry Down due to specific medical circumstances

Out-of-Phase Split Household

ACTION: Gareth will arrange a meeting in March to review policy options with WDCO regarding the out-of-phase split household policy.

This is underway, coordinating with the ITLA.

Phase 3 Allocations

ACTION: Hermione will gather information on unallocated units in Phase 5 and how many were declined, for Hilary.

I assume this is a question about Phase 3 allocations rather than Phase 5: currently of the 75 units in Phase 3A, 57 have been allocated (with moves complete or pending). The Council has recorded 14 refusals for a mix of reasons.

The allocations include 25 residents from Phase 4, 22 from Phase 5, 6 from Phase 6, 2 from Phase 7 & 2 from Phase 8.

For Phase 3B all 42 units have been pre-allocated, but these pre-allocations are currently being reviewed prior to engaging with residents.

For the remaining units in Phase 3A the Council is due to confirm how these will be offered, but there is on-going work to engage with Woodberry Down tenants to find possible matches.

Block D

ACTION: The Block D working group will discuss resident communication in more detail. Hermione will follow up with MillCo on the timeline and report back to the WDCO Board.

Adrian requested that Hackney provide the promised timeline update at the next Liaison meeting.

ACTION: Hermione will follow up with MillCo.

Working Group meeting is confirmed for Monday 24th March. Mill Co is currently marketing the units. The fit out works are due to commence in April, and will last into the summer.

Communication / Newsletter

ACTION: Hackney to provide an update on the newsletter and clarify why WDCO was not included in the process. Hermione will request that the newsletter be shared with WDCO before the next Liaison meeting.

Newsletter was shared with WDCO and distribution is now underway. Comms is arranging meetings with each partner individually to discuss communications channels and progression of the Comms strategy.

West Reservoir

ACTION: Hermione will request detailed plans for the West Reservoir to be provided by the next Liaison meeting.

To follow - drawings to be circulated separately.

Culture Strategy

1. What is the scope of the Hidden River Festival Project?

The scope of the Pavilion project is to support young people through a creative, design and build project, provide space for creative or social community use (temporary), and raise the artistic ambition and offer of the festival.

2. What impact is expected from engaging a cultural producer in the Festival?

The impact for the festival is to make it more engaging, reach a wider audience, and longer term support it to build relationships with other partners and funders. To develop the festival's sustainability - the festival needs to develop its offer and impact, and to be more relevant to other funders and partners, including grant funders, but also commercial. This is MHDT's vision and ambition for the festival - in order to sustain it and make it less reliant on the strategic funders (which have diminishing resources).

The Pavilion project, if successful, will extend the life and legacy of the festival beyond just a one day event.

3. Will it broaden the appeal or make it more niche?

Broaden its appeal, but also offer specific outcomes for certain group (young people for example). It is a community festival and so is broad by design.

4. Who has contributed to the cultural strategy? Who from WDCO has been involved?

The cultural strategy and delivery plan was consulted on extensively before the CDO was in post. the WD Culture Programme is being developed through conversations with organisations, individuals and stakeholders in WD. the projects developed to date have been led by those conversations (i.e with MHDT or Famestar). Going forward a Culture Steering Group for WD will be instigated and a WDCO member will be invited represent WDCO and steer decision-making.

5. How far has the CDO progressed with the WD Culture Club? Is there any synergy, overlap, or conflict with WDCO's efforts to connect with Hackney and Crouch End U3A groups, or with Nar Juice and Coffee Bar's plans to set up a chess club?

CDO is in conversation with MHDT about hosting a series of events in the Redmond Centre to test the idea. CDO has also spoken to Nar about hosting events as part of the WD Culture Club. Once details of how the club might work and what the first few events might consist of at the Redmond Centre CDO will present a proposal to WDCO, and the wider community - the culture club idea is very open, flexible and is intended to be responsive to proposals and other activities.

The Culture Club idea is still in its infancy and being developed, but is intended to be collaborative, community led, and peripatetic (taking place in different venues). It sounds like there is a lot of synergy with the U3A idea and the chess club. Neither of which would be a conflict, and indeed the Culture Club would be an opportunity for both those things to seek support, make connections and develop.