

# **WOODBERRY DOWN COMMUNITY ORGANISATION**

## **Board Meeting**

### **MINUTES**

Thursday 20th February 2025  
7:15pm Redmond Community Centre

**Attendance:** Kalu Amogu, Geoff Baron, Gita Sootarsing, Tina Parrott, Wilian Martinez, Phil Cooke, Omar Villalba, Jackie Myers, Mina Faragalla, William Sheehy, Gloria Obiliana, Adrian Essex, Dulce Laluces, Nezdett Ozturk, Oonagh Gormley, Hilary Britton, Andrea Stoica, Nicholas Attalides, Barbara Panuzzo, Francis McDonagh

**Partners:** Gareth Crawford, Hermione Brightwell, Tom Anthony, Sarah Fabes, Stav Aristokle Hill, Nikola Popovic, Jada Guest, Julian Rodriguez, Cllr Sarah Young

**Visitors:** Roda Hassan, Ameera Hassan

#### **Welcome / Apologies for absence:**

Kristina Zagar, Ann Hunte, Andrea Anderson, Leonora Williams, Shifra Appich, Livia- Jeanne Lupumba

#### **Section 0 - Introduction**

##### **1. Acceptance of minutes of 16 January 2025:**

1.1. Minutes were accepted.

##### **2. Matters Arising / Action Tracker**

- 2.1. The Board agreed to discuss the Delegation of Powers as an agenda item.
- 2.2. Roda had looked at the December Board minutes and added potential actions to pick up later. This was added to the February Board agenda.
- 2.3. Trevor provided an update on whether scaffolding is needed for the KSS1 window repairs.
- 2.4. Jada updated that the head of complaints at NHG has written to the Chair with a response to the Chair's letter for NHG CEO. The formal stage one response will be going out by February 26th. Roda amended the action tracker to include response from NHG CEO to WDCO on the questions they raised.
- 2.5. Heat Network meeting; Michelle chased the consultants, Expedition, and there is a meeting scheduled in March.

- 2.6. Berkeley confirmed that Hackney's planning team had validated the masterplan outline application. This is available on the website.
- 2.7. Berkeley's funding for community events is still ongoing and they are expecting a similar programme to last year. Berkeley will provide an update when this is confirmed.

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

- 2.8. Berkeley provided an update on the proportion of properties sold abroad in the last quarter. Tom updated that Berkeley have had 24 sales in the last 6 months, 71% owner occupiers, 29% investors. 13 of those were from the UK and 11 were international. 2 purchasers were already living in Woodberry Down.
- 2.9. Berkeley will be meeting with Nar and Drury next Wednesday to discuss the landscaping condition.
- 2.10. Regarding the wind tunnel testing, this will form the Design Committee during Phase 5.
- 2.11. Julien updated the meeting on Phase 3 social rents, NHG got the revised January 99 valuations which resulted in reductions of rent for one-bed and two-bed homes. Three-bed and four-bed homes are still hitting the social rent cap and hence rents remains the same. NHG have also been leading the service charge working group and communicated the final rent and service charges to the Chair and local councillors. This has also been shared with the Board.
- 2.12. Nick updated that he drafted a letter following the service charge working group. The letter was a confirmation of charges and since this has been sent out to ITLA and WDCO there were 10 additional points raised to be added to the letter. Nick shared this with Roda and this will be circulated with everyone tomorrow.

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

- 2.13. Nick updated that he spoke to R&R yesterday and that NHG will provide a detailed breakdown of service charges for residents at the beginning of March.

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

- 2.14. There was an action for Molly to follow up on the letter from NHG outlining rents, service charges, council tax and heat tariffs. Hermione asked for NHG to provide a letter outlining rents. Omar raised that the council tax or heating elements are not mentioned in the letter and that this does not provide an entire overview of the costs. Nick responded that he shared the letter with Roda following the operations meeting last week. Roda circulated this letter to Board members involved in Phase 3.

Roda asked Nick that the service charge breakdown would be shared in March and clarified that this is the 2024/25 budget that will be shared in March. Julian added that NHG have committed for Phase 3a that they will freeze service charges for 2025/26 and the next financial year and that the cost will remain the same. Oonagh asked if NHG are freezing the budget and there will be an overspend at the end of the year, would NHG go back to residents and say there will be an overspend. Sarah Young clarified that NHG are committed to not charging residents more for 2025/26 than for 2024/25. Oonagh asked if NHG will pick up overspend costs. Julian will clarify Oonagh's concerns with Neil. Roda also queried if NHG are making a commitment not to charge residents any more than what the budget is for 2024/25, and if there is an overspend then it is down to NHG to absorb that cost. She said that this was not made clear in the service charge working group, NHG reps had explained that the budget will remain the same but there will be a cost increase. WDCO have asked to see this and the cost increases in the working group.

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

- 2.15. NHG included an extension of the deadline in the letter, as well as the ITLA's contact information.
- 2.16. NHG have included ITLA's information in the letter to residents regarding Phase 4 and 5.
- 2.17. NHG agreed to extend the decision deadline to February 14th regarding Phase 3 offers to residents.
- 2.18. Hermione asked if the ITLA details were included in the NHG letter sent to residents. Roda confirmed this has been added.
- 2.19. Hackney provided a written update from the DART team regarding temporary housing and the services they receive. Gareth raised that he has been in dialogue with councillors about this and will talk to councillors to work out how to resolve this. Omar mentioned that there should be an opportunity for a discussion with TA households about the quality of homes and the bidding system as this was a commitment that Molly made. Sarah clarified that Molly made a commitment to speak to the DART team and ask them if they are prepared to have a meeting. Sarah updated on the individual TA cases that ward councillors had raised, stating that the DART team are following up on every individual case and the points Omar made about the wider picture of the process in offering people further temporary and permanent accommodation. The ward councillors are talking to the cabinet member for housing needs about this. Omar also wanted a dialogue with the housing needs team but they may not want to have a dialogue however this does not mean ward councillors cannot put forward questions. Omar responded that the answers to the questions posed were standard and what came out was that the services are not meeting resident needs and they should create a mechanism where the service meets the need. Sarah confirmed they are following up on these points but it might not be a meeting.

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

2.20. Roda circulated the update to the Board from the DART team. Omar submitted separate follow-up questions to Molly.

2.21. Adrian has emailed Hermione with questions regarding Block D. Hermione will provide an update on this later in the February Board.

**ACTION:** Roda will follow up with Michelle on availability of satellite community space in a later phase.

2.22. Roda informed NHG and Hackney of the Board's decision to remain in the WDCO office.

2.23. Ann Kelly and the Chair proofread the WDCO Awayday report.

2.24. Adrian circulated an email with notes from the meeting with Jackie and William on getting WDCO's house in order and linked items on the WDCO website.

**ACTION:** Roda will email Kristina regarding Block D priorities from the WDCO Awayday.

2.25. At the conclusion of each meeting, a progress report will be provided by the WDCO Board collectively at the end of each meeting.

2.26. There was a pre-meeting to review the key points and priorities from the WDCO Awayday.

2.27. Roda has followed up with Hackney and the facilitator for the final agenda of the Awayday. Roda updated the Board that an initial draft had been circulated to those who attended the Awayday for comment. This will be shared to the rest of the Board in the next week.

**ACTION:** The final write-up from the Awayday will be circulated to the rest of the Board in the next few weeks.

2.28. Roda circulated the January Board action points.

2.29. WDCO have requested to see the report from Berkeley on what caused the windows to fall out and Roda asked for the current position of this. Tom and Sarah Fabes responded that this should be taken up with Trevor. Sarah Young responded that Berkeley's legal team does not have to release the entire report but provide an update on what was wrong with the window and why this will not happen again. Sarah added that it is not reassuring for residents to walk along the streets and not have an idea on why the window has fallen out and was not safe.

**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

- 2.30. There was an agenda item for KSS1 and Nick has asked the Board if this can be moved after the partner updates so this can be discussed while partners are still here. Following discussion, the Board agreed for this to be discussed after the partner updates.

## **Section 1**

### **31. Presentation from Berkeley: Apprenticeship programme:**

- 2.32. Sarah Fabes informed the Board that Berkeley have asked to film in order to capture the apprentices but the Board members faces will be hidden.
- 2.33. Berkeley's senior emerging talent manger, Stav, provided a presentation of Berkeley's apprenticeship programme and apprentice stories.
- 2.34. Berkeley Homes started their apprenticeship programme in 2016 due to the aging workforce in the industry and a lack of skilled work force.
- 2.35. A recent report in 2024 by Build UK suggested that 50,000 new entrants are needed each year to meet the current demand to build more houses.
- 2.36. Berkeley are committed to their Vision 2030 and have set internal targets to be part of the 5% club, in which a minimum of 5% of Berkeley's direct workforce are apprentices or in formalised training. Berkeley are also aiming for 5% of their supply chain to have apprentices.
- 2.37. 12-13% of the average workforce at Berkeley Homes capital consist of apprentices, graduates, or those in formal training, which is roughly 750 people out of their total employees.
- 2.38. One of the biggest changes implemented at Berkeley is recruitment. Berkeley have adopted blind recruitment for apprentices and graduates, which means that hiring managers do not see CVs for applicants who meet eligibility and are able to perform at the assessment centres.
- 2.39. Berkeley are currently sat at 8.9% of employees in apprenticeship, graduates or in formal training and have a gold accreditation for apprentices. 95% of apprentices have also recommended working at Berkeley to their friends and family.
- 2.40. The Phase 3 figures of new starters working at Woodberry Down per year indicate there are 40 apprentices on site.
- 2.41. Trevor ensures that the apprentices have the right support and exposure. Trevor has also appointed Larisa, one of the apprentices at Berkeley, to produce apprentice profiles for every apprentice in Phase 3 at Woodberry Down.
- 2.42. Larisa started an apprenticeship for the onsite experience and an academic qualification. She is based at Woodberry Down and applied for this apprenticeship through the Berkeley website after meeting a construction apprentice. Larisa started as a Level 4 occupational work supervisor apprentice and was working directly with a subcontractor, then progressed to a Level 4 course for Construction Site Management

and oversees the site to ensure quality of health and safety standards are met.

- 2.43. Jack started as a bricklaying apprentice for Berkeley in 2016 and first worked at Woodberry Down. He worked as a bricklaying apprentice for 2 years then was subcontracted through Swift before completing his Level 3 apprenticeship with Swift. Jack is currently working towards a Level 6 in construction management and having his own site as a manager.
- 2.44. Berkeley are currently looking for apprentices and will leave leaflets at the Redmond Centre. Stav requested for WDCO members to spread the word about the apprenticeship scheme at Berkeley.
- 2.45. The Chair asked how the apprenticeship application is disability friendly. Stav responded that when completing the online application, there is an option to request for additional support and someone from Berkeley will call to speak to the individual about what additional support they will need.
- 2.46. Hilary asked if Berkeley take their apprentices to local schools. Stav confirmed that Berkeley apprentices do attend schools, including Skinners', and have worked with Notting Hill Housing Trust and Spark where they led a mentoring programme.
- 2.47. William asked if there will be recruitment days at the Redmond Centre. Stav responded that she is happy to work with Trevor and organise a recruitment day to be held at the Redmond Centre.
- 2.48. Stav informed the Board that the apprenticeship program requires applicants to be at least 16 years old by September 8th, when they start employment with Berkeley, and that there is no upper age limit to become an apprentice at Berkeley.
- 2.49. Elaine asked how many disabled people are employed at Woodberry Down and how many local people there are. Stav replied that she will come back with the figures of disabled people who are employed at Woodberry Down.

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

### **3. Partner Updates:**

- 3.1. **LBH:** Gareth updated on the split households and that he would like to set up a session with WDCO representatives to discuss split households in the next month via ITLA.

**ACTION:** Gareth to set up a session for Hackney and WDCO representatives to discuss split households in the next month.

- 3.2. Adrian asked Hermione for a detailed timeline of Block D. Hermione updated that Hackney have signed all the legal agreements and the fit out has been instructed for April and will be ready by the end of July.
- 3.3. MillCo provided a skeleton timeline of the marketing steps they will take, which Hermione shared with the working group, and Hackney want them

to flesh this out. Hermione sent an email to the working group and aims to sit with MillCo and the working group to discuss this. Adrian asked for the Board to see this and raised that constituents are concerned and that residents should be reassured that something is happening. Hermione responded that a newsletter going out will have a piece on this and that Hackney will have discussion with the working group on communicating with residents.

**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.

**ACTION:** WDCO will add a third member on the working group.

- 3.4. Hilary asked Hackney who will manage this to ensure it happens before the end of July. Hermione responded that MillCo have had engagement with some tenants but need to progress this.
- 3.5. Sarah Young added that as soon as the property is handed over to MillCo, they will have an incentive to work fast and suspects that now this process has been agreed things will progress quicker.
- 3.6. Sarah asked Hackney if ward councillors can be at the meeting regarding the split household. Sarah added that the Hackney paper sets out answers to some of the questions Omar raised on temporary accommodation and Phase 3 households, including information on how many households there are, how many are definitely moving, how many have moved, how many are still in temporary accommodation and how many have been offered places.
- 3.7. Adrian raised that Hermione mentioned a newsletter from the communications working group and that there was supposed to be one before the November festival. The communications group has not yet met. The NHG report implies there is a new strategy coming out. Adrian asked Hackney what is going on and why he is not been involved as Vice Chair of Communications? Hermione responded that the newsletter is worked up because it was developed before and is currently being reviewed. There is a meeting tomorrow with the communications group to go through the newsletter. The Chair asked if WDCO can be involved. Hermione will raise this tomorrow.

**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.

- 3.8. Hermione informed the Board that the Council entered into a lease with Berkeley and the lease is with the council now.
- 3.9. The Board asked about item 6 on the masterplan review and when this will be going to the planning subcommittee. Gareth responded that they hope this will be going to the planning subcommittee in May but do not have an exact date yet.

3.10. Elaine mentioned that paragraph 1.33, regarding split household policy, Hackney will be in touch next week to set up a meeting with WDCO to review policy options and this will lead to a consultation. Elaine asked what was the outcome of this meeting. Gareth responded this has not taken place yet and needs to be set up first. Roda added that there were attempts made and that two suggested dates were proposed made by Molly before her maternity leave but were not able to reach an agreed date with the policy team. Gareth is picking this up to arrange a meeting for March.

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

3.11. Elaine raised that there was much more detailed information on how many flats were available for letting in each phase, how many had been let and if they had been given to people from Woodberry Down. Elaine requested for this information to come to the WDCO Board. Roda responded this will be going to the operational meeting and that the update Elaine requested was the number of voids across each phase which went to the operational meeting. Roda is happy to share these statistics with Elaine after each operational meeting.

**ACTION:** Roda will discuss the statistics of how many flats were available for letting in each phase, how many had been let and if they had been given to people from Woodberry Down with the Executive Committee and will discuss with Hackney if this can fit in to the report.

3.12. Adrian Section 106 monies are available for Seven Sisters Road and asked why no progress has been made on Seven Sisters Road. Adrian requested for WDCO to see the report that was made to the Round Table by the next Liaison meeting. Tom answered that Berkeley pay a small portion of the Section 106 money, but the rest is not able to be released until the scheme is agreed. The report has not gone to the Round Table yet and intended for this to go to the Round Table in March, however TfL are unavailable. Adrian asked if there is anything else WDCO should be doing? Tom responded that Berkeley discussed this at the Round Table as to whether they send a joint letter from the partnership and since this was threatened to TfL they are now starting to see progress.

3.13. Hilary asked Tom if the amount is fixed. Tom responded that the amount is fixed.

3.14. Adrian raised the West Reservoir as more detailed plans have been worked up. Adrian asked if more detailed plans have been worked up and have gone out to tender, can WDCO see those plans? Hermione responded that she can ask if this can be provided by the next Liaison meeting and that Hackney have been getting updates from the project manager. Sarah Young added that the project did not have to go to planning so not every detail will be in the planning application.



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

3.15. Adrian mentioned that a cultural producer will be engaged at the Hidden River Festival project and asked what effect this is expected to have on the festival and if this will increase appeal or make it more niche? Adrian also asked who in WDCO is involved to help develop the cultural strategy? Adrian mentioned the proposal for a "Woodberry Down Culture Club" and asked if there is any possible overlap or conflict with the efforts made by WDCO. Hermione responded that the cultural development officer, Matt Jenner, was looking at setting up a steering group and will take this back to him. The cultural development officer has also been working with MHDT on engaging young people and broadening the scope of the Hidden River Festival.

**ACTION:** Hermione will relay Adrian's questions to the Cultural Development Officer and report back at the next Liaison meeting.

**ACTION:** Roda will take this way and raise this with the Executive Committee and will come back to Hackney if this feasible to fit in with the report.

3.16. Adrian asked about Block D and raised that they do not have a tenant in the Phase 3 space, the pub is closing down, and shopkeepers struggle to pay their rent. Adrian asked if they should be looking at how effective the Ground Floor Strategy has been and take a review of this to ensure there is a better strategy in place. Tom responded that this has been passed back to Hackney. Sarah Fabes added that there has been an initial baseline and demand assessment of qualitative and quantitative data, research and interviews to establish the demand for the local area and future trends. The next step is looking at interlinking the community and commercial facilities to see how all the phases work as Woodberry Down. However, this work has been passed over to Hackney who are reviewing the scope.

3.17. The Chair asked if engagement has been made to residents of the Ground Floor Strategy and what they might like to see? Hermione responded that the idea was that Social Life would develop this into something that was engaging with people through workshops and develop this into a strategy to think about commercial and community spaces. However, this was delayed by changing managers and if there was a sufficient scope in the Social Life piece of work. Gareth added that there is a lot of work and is talking to his team about this, however he is not in a position to set a timescale at the moment and will come back to WDCO on this.

3.18. Tom answered the Chair's question on engagement that the commercial units are a commercial decision and that Berkeley cannot make shops go into a certain place. The intention for Berkeley was to come back to WDCO with feasible options and to have conversations. The Chair feels that there seems to be the same things, such as supermarkets, cafes and gyms, which do not seem to be working. Tom responded that

Woodberry Down would be in a stronger position once Phase 3 is completed and the central square of Phase 4 comes forward to have a retail hub.

**ACTION:** Hackney to provide an update before the next Liaison meeting on the strategy.

- 3.19. **Berkeley:** Tom updated that there are no accidents or injuries in the period. Berkeley are due to cover overall completion in July 2025. Berkeley are currently winding down and have around 100 people on site. 15% of properties remain for sale and there are no updates for Phase 4. The masterplan was submitted on December 20th and the first committee will be available on May 7th.
- 3.20. **NHG:** Julian updated that NHG have now let 47 social rent homes in Phase 3, and there are 5 families currently in the signing process. NHG have sold 42 shared ownership and there are now 9 going through reservation exchange. All other details are provided in the NHG written update.
- 3.21. Sarah Young added that the ward councillors wrote a letter on the rents and service charges and the relevant Executive Director will take this into account when looking at future phases. The ward councillors are now considering where to take this next with the cabinet lead.
- 3.22. Adrian asked NHG the following questions to be answered at the Liaison meeting: What is included in a welcome box? What form would the review of service charges with WDCO take, and what benefits would it provide? Can Tutors Unlimited resume face-to-face tutoring?
- 3.23. Roda responded to Adrian that there has been a review in the existing blocks looking at the 2020/21, 2021/22, 2022/23 service charge actuals which should come to an end in the next month, and NHG aims to meet with WDCO members in NHG blocks to discuss the review and outcome. This only covers the existing NHG blocks directly managed by NHG.
- 3.24. Hilary raised the numbers for Phase 3 that there are 75 social houses to date, in which 70 have been allocated, 47 have moved in and 5 are in negotiations. Hilary asked what is happening to those unallocated. Hermione responded that this is going to Hackney's allocation team to later phases. Roda added to Hermione's point that some residents in later Phases in 6,7 and 8 were offered some of the surplus units and Hackney are now intending to go back to these phases. Hilary asked how many turned it down in Phase 5. Hermione answered that she will come back with an answer.
- 3.25. The Chair asked what Hackney is doing to support temporary tenants. Hermione responded that this is with the DART team but will follow this up with the DART team. Hermione requested for the Chair to inform her of any individual cases and will pass this back to the DART team.

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

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

- 3.26. The co-chair of KSS1 Resident Association informed the partners that they are dealing with issues regarding service charges for 2020/21. The KSS1 RA questioned R&R and Berkeley regarding the overspend of £570,000 and have decided to ask to see all the invoices for this specific year. By scrutinising each invoice they found many mistakes, including finding £124,000 worth of invoices where there is no information of the scope of the work.
- 3.27. The KSS1 RA requested for R&R and Berkeley to provide this information but were told this was not possible by R&R. The KSS1 RA asked R&R and Berkeley to authorise the RA to talk to the companies directly in order to request the information, but this email never came and they are blocked from speaking to the companies.
- 3.28. The RA found invoices belonging to other financial years up to £176,000. They found costs misallocated that should be reimbursed by insurances or private tenants. They also found invoices for other sites and asked them to check despite being told that the accounts were scrutinised for two years. The shared ownership units are concerned as they were charged excess of £570,000.

**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.

#### **4. Board discussion without partners:**

- 4.1. **Delegation of Powers to the Executive Committee:** Adrian raised that since the Awayday, the procedures have been revised and this is now in practice. Roda added that the Executive are following this process by completing tasks that have been allocated by the Board. This Delegation of Powers has therefore been approved.
- 4.2. **The Executive Committee vacancy:** Adrian requested that if the Board have any questions on what the vacancy entails, the Executive can answer. The Executive would like someone to volunteer and submit 250-words to have an election at the next Board meeting. Adrian added that self-nomination and nominating other members is possible. The Chair clarified that you have to be a Board member for one year before standing to become an Executive Committee member. Barbara asked if it is a constitutional requirement that there is evidence of someone attending the Board for one year before nominating themselves. Roda answered that attendance is referenced in the constitution, which includes if someone fails to attend 3 consecutive Board meetings without submitting apologies.

**ACTION:** Roda will go back to the constitution regarding the Executive Committee vacancy and will circulate this point to the Board.

- 4.3. **The Design Committee vacancy:** Adrian pointed out that someone on the Board will need to review the Ground Floor Strategy. He also noted that Block D lacks the required minimum of three members. Additionally, Adrian mentioned that William is liaising with another Board at the Holloway Site and would like more Board members to participate.
- 4.4. For the Design Committee, Adrian mentioned it is important to offer comments on what Berkeley are putting forward.
- 4.5. Adrian informed the Board that the Design Committee vacancy requires a significant commitment, with meetings lasting 2-3 hours over a period of up to two years. These meetings take place in the mornings from 9-10am and 10am-1pm and are held fortnightly. The current members are Jackie, Phil, Hilary, Andrea and William.
- 4.6. Omar criticised the structure of the Design Committee, in which three members privately provide comments on the drawings before they are presented to the Board. In contrast, for normal projects, the design development process is more transparent and the entire project is being presented. Omar suggested the Design Committee should hold one-off specials where everyone can participate in providing comments and ask questions on the development of Phase 5. Hilary mentioned they are considering holding intermediate ones to the Board.
- 4.7. Adrian added to Omar's point that the Board do not get feedback due to confidentiality but raised that WDCO also do not get feedback from the Senior Management Board, Round Table and other working groups.
- 4.8. Hilary noted that they can provide updates from the Design Committee without breaking confidentiality by providing general updates. Roda added that when the masterplan program was agreed, they set out a number of presentations to come to the Board. Throughout the process of the masterplan design, there were several presentations that came to the WDCO Board to see what has happened in the last 2-3 sessions and the outcome of discussions from the Design Committee.
- 4.9. Omar responded this was only done towards the end and for the Board to have a meaningful contribution, this should be done in the beginning and the Design Committee should develop people's feedback. Hilary answered this can be raised at the next meeting.

**ACTION:** The Design Committee representatives will raise the Board's concerns on how information is presented and when information can be shared at the pre-meeting on Phase 5.

- 4.10. **Constitutional working group and Service Charge working group vacancy:** Adrian mentioned the Ground Floor strategy and spoke to the Holloway Site on learning about governance. Omar highlighted that the shared ownership residents are currently underrepresented on the Executive Committee.
- 4.11. People from across the Board need to join in so that the workload is shared evenly. Roda raised that some of the working groups can push for meetings outside of working hours but this is not always feasible.

- 4.12. Omar suggested finding ways to generate interest and attract more people to get involved. Andrea suggested setting clear goals for these meetings and proposed that the Board identify these goals and outcomes and to consider a different approach if these goals are not reached within 6 months.
- 4.13. Hilary pointed out that these are not WDCO committees, but rather WDCO representatives attending other committees. Roda built on Andrea's point about having a clear aim, noting that the Service Charge working group has been successful because WDCO was able to scrutinise the Phase 3 budget and through this, the Board was able to correct many of NHG's mistakes.

**ACTION:** WDCO to send a request to the partners if working hours can be accommodated for working groups.

- 4.14. **Board WhatsApp groups:** Adrian suggested creating a WhatsApp group to share information quickly and easily for working groups and highlighted that WhatsApp is popular amongst residents groups.
- 4.15. Andrea asked what updates would be shared in the WhatsApp groups.. Adrian replied that the groups would be used to share meeting minutes, availability, and opinions. Adrian mentioned there are also ways to protect people's numbers for safety reasons. Mina suggested using the Signal app as it allows people to display username handles instead of phone numbers.

**ACTION:** Mina will look into using the Signal app and will come back to the Board.

- 4.16. **Actions from December Board:** Roda went through the minutes and looked at possible actions. There were no clear actions agreed but Roda saw potential areas to have actions as a follow-up. On the split household discussion, Roda provided two actions: WDCO to formally request written involvement from Hackney on decision-making on the out-of-phase split household policy. The Board are in agreement on this action. WDCO have requested written involvement in the out-of-phase split household policy. Roda asked who on the Board would be willing to volunteer writing a draft to Hackney. Oonagh suggested Elaine.

**ACTION:** Roda will arrange for Elaine, Francis and Jackie to formally request written involvement to Hackney on the out-of-phase split household discussion.

- 4.17. There was an action for Berkeley to provide a clear timeline and proposed solution for the wind problem beside the two towers. The Board agreed to leave this as they are due to meet with Nar and Drury.
- 4.18. There was a discussion around the solar panels and NHG were to provide an update on the survey results and timeline for necessary repairs and adjustments. Roda updated that there was an email from NHG to meet with the operational group.

- 4.19. There was a request from NHG at the Liaison meeting that they might be in a position to provide a presentation at the March Board on the outcome of their service charge review. Roda asked if the Board would like this as a presentation or a written update. The Board agreed for this to be a written update from NHG at the March Board.
- 4.20. Omar sent an email to the Executives on how NHG's performance is affecting WDCO and proposed updating and approving Hilary's letter into one document and presenting this with a list of questions. Omar also suggested shifting his sight onto Hackney to become a better performer.
- 4.21. Omar updated that they are finalising a paper on the Phase 3 issue which is responding to the increasing rent charges, including 45% increase for one-bed, 60% for 2-beds and 75% increase for 3-beds with council tax increases. Omar proposed sitting with NHG and Hackney to discuss making all of the rents equal across the estate. Hilary suggested looking at how NHG are managing the other blocks and arranging a separate meeting to discuss.
- 4.22. Regarding the council tax, Hilary sent a letter to the valuation board about the tax bands as the 3-bedroom flats and one of 2-bedroom flats in Phase 3 are one band too high. Hilary sent in a bulk application as a test and they responded that this needs to come from the individuals or to get an authority. Hilary proposed knocking on residents' doors to work on an application and highlighted that she has a list of the affected properties.

**ACTION:** The Board will ask NHG to provide a written update on the service charge review one week before the March Board.

**ACTION:** Andrea, Tina, William, Omar, Hilary and Ann will work on a paper on NHG's performance to present at the March Board.

#### 4.23. **Preparation for March Board:**

#### 4.24. **Update from the working group meetings:**

### 5. **AOB:**

- 5.1. Adrian discovered that there is money left in the small grants pot and suggested arranging a 'Meet Your Neighbour' event.
- 5.2. The Naturalist is closing down before March 31st and Danny would like to have a closing down party. Seeing as it is St Patrick's Day on 17<sup>th</sup> March, Adrian proposed to get a grant of £1000 and offer people drinks as they arrive. Adrian asked for support with flyer distribution and inviting around 100 people.
- 5.3. Roda prepared an update on the working group paper for the February Board as the Awayday wanted more information on the working groups. This can be done on a monthly basis with input from the WDCO members from the working groups. The aim is to provide this to every Board meeting to know what working groups have met and to provide a summary of these meetings.