

WDCO Report May 2025



1. DEVELOPMENT PROGRESS

1.1 Phase 2 Block D & B

All homes have sold except one which was previously used as a Shared Ownership show flat. NHG and Hackney have agreed to convert to Shared Equity home due to interest from a Phase 5 resident. The sales process for this home is in progress.

1.2 Phase 3

Phase 3B snagging has commenced and NHG are happy with the progress being made and the quality of the homes produced. The NHG Quality Team have been witnessing the M&E components and the heat network to ensure it is fit for purpose. As per the current programme, the first handovers are expected at the end of June. We expect residents to begin moving in from early July, however, this is subject to building safety registration timelines.

The welcome boxes have arrived and will be delivered by June 25. A drop-in session for residents moving to Phase 3B has been set up for Wednesday 7th May. Residents can drop in and ask questions about their upcoming move.

Lessons Learnt

In response to the confusion and delays with the initial occupation of Phase 3A, Notting Hill Housing Group have worked closely with internal teams, WDCO, LB Hackney, BHEL and R&R to identify Lessons Learnt and a strategy for the letting of Homes on 3B. This is largely around communications and information for potential residents, to allow informed decisions and choices.

These include earlier communication, demonstration flat, drop-in sessions, revised FAQ's, viewings of allocated homes, new simplified heating guides, additional resources and individual move in visits etc. NHG are working to the following programme:

11 th April 2025	Final S/C being presented to WDCO
1 st May 2025	Rent provided to potential residents.
7 th May 2025	Drop-in session, including S/C and other housing costs.
23 rd May 2025	Occupation strategy meeting with NHG, LBH, BHEL and R&R
29 th May 2025	Resident's visits to allocated homes begin.
30 th June 2025	Resident move ins begin.

1.3 Phase 4 and the Masterplan

Phase 4 is due to start on site in Autumn 2025 in line with the CPO programme. Build Agreement (contract) negotiations have commenced with the Build Agreement (contract) to be entered into prior to the commencement of construction.

Following the **Masterplan** planning application on the 20 December 2024 and its validation by LB Hackney Planners, it is now expected to be presented to the Planning Committee on 2nd July 2025.

In anticipation of the Masterplan being granted approval, Berkeley Homes are preparing for the procurement of a design team for **Phase 5** and interviews by the Design Committee (representatives from Berkeley Homes, WDCO, NHG & LB Hackney) for Architects, Landscape Architects and Communication Consultants have taken place with the final interviews held on the 7th May.

2. Social Economic Investment Updates.

We continue to work in partnership locally to deliver our social and economic investment programme across Woodberry Down. The programme is for all residents in the community regardless of tenure or landlord.

- For entrepreneurs, Rebel Business School is currently delivering the “**Empowering Woodberry Down Programme**”. [Events | Rebel Business School - Free Course - The Rebel School](#). The next workshop session is Monday the 19th of May (12.00-15.00) opposite the Woodco office at Unit 1, Eastacre House, N4 2PL.
- For the **25/26 events programme** in partnership with Hackney Council & Berkeley Homes. NHG are funding 3 large community events. Manor House Development Trust are leading the event management.
 1. **Summer Fun Day** will be Saturday the 5th of July.
 2. **Hidden River Festival** will be Saturday the 13th of September
 3. **Winterfest** date to be confirmed around Mayor’s availability.
- NHG are funding an additional day of the “**Independent Debt and Welfare advice**”. This will be delivered every Wednesday and Thursday from the Woodberry Down office by appointment. Another day is available for virtual calls for residents. [Citizens Advice Hackney – Citizens Advice East End](#)
- Friends of Woodberry Down, who celebrate 20 years in October, have been granted NHG funding, to deliver a “**Connecting Community Programme**” at the Edge and the Redmond Centre (when the Edge is not available). They have also been delivering digital inclusion sessions which Manor House Development Trust has helped facilitate.
- Manor House Development Trust continues to deliver activities from the Redmond Centre. See the Redmond Centre website for current activities and sign up for their bi-monthly newsletter. [What’s On at The Redmond Community Centre](#).
- Active Within are funded by NHG to provide health & wellbeing classes and 1;1 coaching on Woodberry Down [Events | Activewithin](#)

- Woodberry Wildlife Trust continues to deliver a variety of workshops and family activities through the NHG funded, “**Wild about Learning Project in Woodberry Down Nature Reserve**”. [Woodberry Wetlands | London Wildlife Trust](#)
- **Tutor’s United** continue to deliver English & Math's tuition for year 4, 5 & 6 students. Email contact is Leah Ives Leah.Ives@tutorsunited.org .

4. PLACES AND ESTATES UPDATES

4.1. Service Charge Review

We have reviewed the historic service charge accounts for financial years 2020-21, 2021-22 and 2022-23, for all 5 estates and 18 blocks managed by NHG on Woodberry Down.

Following our final review meeting with the Managing Directors on 30 April, we are now progressing with the last and most critical phase of the project.

The Finance and Service Charge team are currently reviewing the data to determine the specific impact on each individual unit/property. This is a complex task due to the variation across the estate area. No two blocks are the same, with differences in handover dates, tenure types, and the range of services provided. Additionally, changes in the business structure and accounting systems over the years add further complexity.

We are working closely with the business to complete this work in time for the May WDCO board meeting. However, we acknowledge that we have previously committed to similar timelines, and depending on the final figures, we may need to seek Executive Board approval before proceeding.

As such, it is possible that we will be in a better position to present a full summary of the final outcome at the June WDCO board meeting. We will continue to keep you updated and will confirm the next steps once the final actions agreed last week have been completed.

4.2. Bulk Waste Disposal

We are increasingly concerned by the rise in bulk waste disposal across the estate. As of 2025, this has already resulted in a significant cost of circa £14,000.00, up to the end of April.

We have reminded residents that bulk waste removal is a chargeable service, and that associated costs will be reflected in the final accounts for 2025/26. Despite repeated communications, the issue persists. We have therefore engaged local partners (including councillors, the ITLA and WDCO) to help reinforce this message and to promote alternative, responsible methods of disposing of bulk waste.

In addition, we have approached Hackney Waste Operations for a quote to collect bulk waste. This will allow us to compare costs with our current contractor and explore potential savings. However, our main aim is to support a shift in resident behaviour so that the need for bulk waste is significantly reduced – or ideally eliminated – through increased awareness.

4.3 Monitoring Performance – Cleaning Services

We have shared a summary of the cleaning service specification, along with a document detailing how we monitor the performance of our contractor, Just Ask, with partners including WDCO, the ITLA, and local councillors. We welcome and encourage any feedback on these documents and on the service provided.

5. COMMUNICATIONS

The Woodberry Communications Group reconvened and will produce with WDCO a revised Communication Strategy and Action Plan.