

WDCO Report October 2025



1. DEVELOPMENT PROGRESS

1.1 Phase 2 Block D & B

All homes have now sold. The last remaining property has been sold to a Shared Equity leaseholder and the sale completed last month.

1.2 Phase 3

The last remaining affordable plot B5 00 01 will complete next week. This particular home required remedial works due to a leak but is now ready for occupation. Residents have started moving into their new homes at Whitetail (SO) and Pennant (SR). 5 SO residents have moved in and 10 SR residents. NHG are working with LB Hackney to finalise the last nominations for Phase 3.

The defects period (DLP) for 3A concludes on 13 October and residents have been contacted regarding this. Any defects will be attended to by Berkeley Homes in line with the policy.

1.3 Phase 4 and the Masterplan

Phase 4 is due to start in Autumn 2025 with demolition, 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 in Spring 2026.

Following the **Masterplan** planning application on the 20 December 2024 and its validation by LB Hackney Planners, it was presented to the Planning Committee on 3rd September 2025 and received unanimous approval.

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.

2. Social Economic Investment Updates.

NHG continues to fund 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. The Quarterly reports from partners are only coming in this week, so we'll be able to provide a more detailed update on partners social value outcome following a full review.

- NHG is funding Winterfest on the 27th of November in partnership with Berkeley Homes, Hackney Council, Manor House Development Trust and WDCO.
- **Woodberry Down Pavilion Community Programme**

The Pavilion Cultural Programme has now finished following a 3-week period of events. The impact of the Pavilion Project and the cultural programme are now going to be finalized by Roy & Yaya. The Pavilion will be dismantled this week.

- NHG is funding the “**Independent Debt and Welfare advice**”. This will be delivered every Wednesday and Thursday. Another day is available for virtual calls for residents. [Citizens Advice Hackney – Citizens Advice East End](#)
- NHG is funding Active **Within** to deliver the **Let’s Get Active programme** in and around the Redmond Centre. [Events | Activewithin](#). This includes 1;1 coaching, fitness classes, family fitness classes, and work experience opportunities. Active Within are now collaborating with the Redmond Centre to deliver more classes,
- The Redmond Centre- **Food Support** includes a Community Fridge every Monday (apart from Bank Holidays) between 11.30 and 12.00. **The Redmond Centre** can also issue Hackney Foodbank vouchers for residents. More details are available on their website. [What's On at The Redmond Community Centre](#). Do encourage residents to subscribe to their bimonthly newsletter.
- The London Wildlife Trust has been awarded NHG funding to deliver a variety of workshops and family activities through the “**Wild Learning Project in Woodberry Down Nature Reserve**”. [Woodberry Wetlands | London Wildlife Trust](#)

4. PLACES AND ESTATES UPDATES

4.1. Service Charge Review - Resident Engagement

All 645 residents have now received their outcome letters and updated accounts where applicable; initial feedback has been very positive.

To further support residents, we are holding dedicated drop-in sessions to offer face-to-face engagement and answer any questions on:

- **Dates:** Wednesday 15 October and Wednesday 22 October
- **Time:** Anytime between 7:30am and 6:00pm
- **Location:** WDCO Office, Rowan Apartments, Seven Sisters Road, N4

These sessions are an opportunity for residents to speak with us in person, ask questions, and share any thoughts or concerns they may have. We remain committed to ensuring residents feel informed and supported throughout this process.

4.2. Upgrades to the Heating & Hot Water Systems and Heat Billing Transition

Watersreach & Reservoir

Vital Energi is progressing well with the heating and hot water system upgrades at Watersreach and Reservoir Apartments. These works are based on recommendations from Fairheat and are part-funded by the Department of Energy Security and Net Zero (DESNZ).

Of the 117 flats, only 6 remain to have their new Heat Interface Units (HIUs) and radiators fitted. All homes must be connected to the new system to ensure consistent performance across the network.

Work in the plantroom is ongoing to complete the upgrade. We continue to work closely with residents to ensure a smooth transition and minimal disruption.

Heat Billing Transition

Residents should now have received their final bill from Vital Energi. From this point forward, billing will be managed by Insite Energy.

To support residents during this transition, NHG will host drop-in sessions in November with both the internal billing team and reps from Insite Energy. These sessions will offer residents the opportunity to ask questions, understand the new billing process, and raise any concerns.

Dates for the sessions will be shared with residents and stakeholders before the end of October.

5. COMMUNICATIONS

The Woodberry Communications Group reconvened and will produce with WDCO a revised Communication Strategy and Action Plan. The next communications meeting will be held on the 30th September 25. The Woodberry Down newsletter was published in June 25.