

WDCO Report September 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.

1.2 Phase 3

Phase 3B completed on 29 August and residents are expected to move in from w/c 15 September. NHG's quality team have undertaken several inspections and are pleased with the quality of the homes. One home will complete at the end of September due to some additional remediation works that were required.

Welcome Packs have been placed in homes ready for social rented residents when they move in alongside their user manuals.

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.

- NHG is funding the **Hidden River Festival** on Saturday the 13th of September, in partnership with Berkeley Homes, Hackney Council, Manor House Development Trust and Woodco.
- **Woodberry Down Pavilion Community Programme** (Managed by Manor House Development Trust) launches at the Hidden River Festival. This programme runs from the 14th of September until the 5th of October. Opportunities available for public activities such as music, performances, community picnics, workshops, or talks that can take place in *the* Woodberry Down Pavilion, a temporary

outdoor structure designed by architects Roy Coupland and Yaya Chen and young people from Woodberry Down, situated in Spring Park.

Creatives/Residents can book the Pavilion for **community use, for free**. To support your plans, you can also apply for a **small grant of up to £250** to help cover the costs of an event which is creative, cultural and open to others. We'll also help promote it as part of the **Pavilion Community Programme**. To put forward a proposal or book the pavilion for your event go to www.tinyurl.com/WDPav

- 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](#)
- 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 during school holidays). Friends of Woodberry Down are using the Hidden River festival as a fundraiser.
- 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.
- 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

We have written to WDCO and partners to confirm that we are now in the final stage of this process.

We involved and engaged with WDCO, Councillors and the Independent Tenant & Leaseholder Advisor (ITLA) on resident communications and have now confirmed that the letters previously shared with them will be issued as final documents, accompanied by a support services flyer and any outstanding account statements, where applicable. These will be sent as a complete pack to each individual resident.

We are aiming for delivery to residents by mid-September and have communicated this timeline to partners. We will keep everyone updated if there are any changes.

In addition, we will confirm the dates for resident drop-in sessions in September to ensure residents have an opportunity to ask questions and receive support.

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

Watersreach & Reservoir

Vital Energi is progressing with heating and hot water system upgrades at Watersreach and Reservoir Apartments. These works are designed to improve energy efficiency, reduce carbon emissions, and enhance system reliability. The upgrades are based on recommendations from Fairheat and part-funded by the Department of Energy Security and Net Zero (DESNZ).

All homes must be connected to the new Heat Interface Unit (HIU) system to ensure network-wide performance. The older infrastructure is no longer viable and will not support revised temperature settings, particularly during colder months. Billing will transition to Insite, with no change to tariffs.

Rowan & Hornbeam

The planned heating system upgrade for Rowan and Hornbeam Apartments has been delayed due to technical issues with the flow and return distribution network. Vital Energi has revised their scope to include new pipework and pumps. Their updated proposal is currently under internal review following an independent assessment.

Works are now expected to begin around April 2026, with the revised scope aimed at delivering a reliable and future-proof heating system.

Heat Billing Transition

NHG is transitioning heat billing services back to Insite Energy as part of a wider strategic review of heat network operations. This move supports the consolidation of billing and metering services under a single provider, enabling improved data infrastructure, clearer resident communications, and better alignment with upcoming regulatory requirements, including the Heat Network Technical Assurance Scheme (HNTAS).

Insite Energy has been selected for its ability to deliver integrated technical and billing support, improved metering (via Kurve), and enhanced reporting capabilities.

WDCO and the Independent Tenant & Leaseholder Advisor (ITLA) have raised concerns about the transition and will meet with NHG's heat network team on 12 September to discuss these further.

4.3 Resident & Partner Communications

The estate team has been working hard to improve communication with residents and partners, ensuring updates are shared both proactively and reactively. There has been a noticeable increase in the use of emails, texts, and letters, and many residents and partners have reported improvements in how information is delivered. The team currently leads the business in the volume of resident communications, making the most use of the new KORI platform.

Block noticeboards have been refreshed and are now maintained as part of monthly estate inspections. Additionally, a bi-monthly newsletter, put together by the Woodberry Down Estate Team, was introduced in late 2024 to provide regular updates on communal and estate matters. Feedback has been positive in response to our more consistent and transparent approach.

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.