

NHG Places Operations Meeting Minutes

Date: 18 November 2025

Time: 09:30 AM

Location: Online

Chair: Jada Guest

Attendees

- Jada Guest (NHG)
- Roda Hassan (ITLA)
- William Sheehy (WDCO)
- Phil Cooke (WDCO)
- Radhika Uddin (NHG)

Agenda & Key Points

- 1. Bulk Waste Spend**
 - Spend from Feb–Oct 2025: £33,500 (avg. £4k/month).
 - Poster campaign planned before Christmas to deter misuse.
 - Suggestion: Incentive/competition for estates with lowest spend in Jan–Feb.
- 2. Housing Update**
 - Nick (Housing Team) moving teams imminently.
 - Awaiting confirmation of replacement and any further changes.
 - Concern raised about staff turnover; Jada assured continuity with experienced team.
- 3. Service Charges**
 - Historic review completed (2021–2023).
 - Outstanding years: 2023–24 and 2024–25 aim to be sent to auditors by end of Dec.
 - Budget setting for 2026–27 in progress (deadline: end Nov).
 - Request for spreadsheet of all service charge data (2021 onward) for trend analysis—Jada to provide by January meeting.
 - Separate meeting to review 2026–27 budget before 17 Dec.

4. KPIs

- Agreed to report from Dec onwards as per table shared. On service charges:
 - % of accounts served on time.
 - Variance between budgeted vs actual spend (6 & 12 months).
 - Breakdown of major cost areas.

5. Cleaning & Gardening

- Cleaning scores: consistent grade 3 (out of 4) last 3 months; improvement significant.
- Positive resident feedback for onsite cleaner Samuel and Sally.
- Gardening: all 5 communal gardens scored 4 (highest grade); praise for Chequers team.

6. Lifts

- Watersreach lift vandalised, parts due Thursday.
- CCTV footage to be checked; possible police report.
- Discussion on recharging residents for vandalism—currently no NHG mechanism.
- Maplewood indicators due 24 Nov.

7. Communal Repairs

- Notice boards rotation ongoing.
- Benches at Woodberry Grove scheduled for repair.
- CCTV repairs completed at WGN, awaiting inspection.

8. Fire Risk Assessments

- 100% compliance; no overdue actions.
- Suggestion: allow residents to observe inspections with Building Safety Officer.

9. ASB & Vandalism

- Increased police patrols and stop/searches.
- Posters promoting Met Engage and reporting channels to be installed by 28 Nov. Multiple comms sent by estates team to residents.
- Resident survey highlighted safety concerns; shared with councillors and police.

10. Other Updates

- **Parking (Ashview Car Park):** Legal review ongoing; update expected by 21 Nov.
- **Vital Energy Upgrade:** 66 HIU installations outstanding; legal access process underway for remaining.
- **Heat Billing Transition:** Insight issued two sets of bills; drop-in session scheduled for 24 Nov.
- **Resident Comms:** Significant improvement; 512 updates sent by Radhika since Feb.
- **Resident Survey:** 65% satisfaction (highest to date); 26 responses.

11. Social Value Initiatives

- Tree planting in memory of resident approved for Feb.
 - Additional planting at Pewsham planned for spring.
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Actions

- **Jada:** Provide service charge spreadsheet by Jan meeting.
 - **Jada:** Schedule separate budget review meeting before 17 Dec.
 - **Nick:** Check CCTV footage for Watersreach vandalism; report to police if possible.
 - **Jada:** Feedback on recharging mechanism for vandalism repairs.
 - **Jada:** Share heat billing update and address outstanding queries.
 - **Radhika:** Continue comms and newsletter improvements; include service charge update in Dec newsletter.
 - **Billy:** Share names of residents interested in observing fire safety inspections.
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Next Meeting

Date: 9 December 2025 (moved from 16 Dec to align with board meeting).