

## **NHG Places Operations Meeting – Summary**

**Date:** 9 December 2025

**Duration:** 1h 44m

### **Attendees**

- **Jada Guest** (NHG, Chair)
  - **Nicholas Oemcke** (NHG)
  - **Radhika Uddin** (NHG)
  - **William Sheehy** (Resident Representative, WDCO)
  - **Cllr Sarah Young** (LB Hackney)
  - **Roda Hassan** (ITLA Representative)
  - **Phil Cooke** (Resident Representative, WDCO)
  - **Adrian Essex** (WDCO Chair)
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### **Key Discussion Points**

#### **1. Housing Update**

#### **Staffing Updates**

- Nik P has returned as Housing Operations Manager following a temporary assignment.
- New Housing Officer: Mohammad Ali replaces Radhika Chanda (covering Rowan, Hornbeam, Watersreach, Reservoir).
- Communications introducing Mohammad Ali to residents will follow.

#### **Walkabouts**

- Rendall & Rittner (R&R) Phase 3 walkabouts were scheduled for November; confirmation that these took place pending.

#### **2. Estate Team Updates**

#### **Service Charges**

- 2023/24 accounts signed off and will be sent to auditors; expected to be served in Q1 2026.
- 2026/27 budgets uploaded internally; adjustments allowed for two weeks post-Christmas.



- Separate meeting to be held with WDCO and partners in January to share headline figures before finalisation.
- Residents requested early engagement during adjustment period for meaningful feedback.

### **KPIs**

- Reporting framework under development:
  - Service charge variances (6-month view).
  - Communal repairs: SLA compliance and completion times to be added in January report.
  - Lift performance: outages, inspections, repairs – lift team to confirm availability of data we can report on.
- Bulk waste costs remain high; monthly comms and poster campaign underway.
- Cleaning scores: **3/4**; Gardening scores: **4/4** consistently since Feb 2025.
- FRA's for 2025 all completed, none overdue. Cllr Young praised the hard work of the team on this and recognised it as a great achievement.

### **Lift Issues**

- Birchwood Lift 1 out due to water ingress; surveyor visit pending.
- Fire alarm activation at 1-40 Watersreach causing door failures → some instances of residents forcing doors → damage. JG to escalate remedial works for lift door issues.
- New NHG lift engineer (Harry) appointed; expected to improve response.
- Concerns raised about elderly residents' fears and impact on future moves.

### **Lighting & Sensors**

- Relamping ongoing; sensor faults under review (cost implications noted).
- Residents asked for interim fixes via on-site engineer (Errol).

### **CCTV**

- New contractor OpenView engaged; full audit scheduled for January.
- Asset list to be created for improved reporting and maintenance.
- Cameras and equipment to be checked at monthly estate inspections.

### **Bulk Waste**

- November spend exceeded £1,000 at Maplewood alone.
- Poster campaign and monthly cost updates continue.
- Proposal for skip day in new year; Hackney Council confirmed permits required.

- Discussion on void contractors contributing to bin store waste; NHG to reinforce instructions.

### **Resident Engagement**

- 77 KORI communications to residents sent in November; bimonthly newsletters ongoing.
- Customer satisfaction survey (Oct): 63% satisfaction, very positive. Safety concerns across the wider estate noted as key theme.
- Next survey scheduled for January 2026.

### **10. Safety & ASB**

- Reports of youth groups tailgating and vandalism; SNT asked to increase patrols.
- NHG have sent various comms to residents in recent months. Coordinated comms with partners (NHG, R&R, Council, Police) suggested.
- Ward forum on community safety on Thursday 15th January at 6pm at the Redmond Centre (before WDCO Board meeting). The police, council and R&R have all been invited to speak as well as NHG.

### **11. Other Updates**

- Christmas office closure: 24 Dec – 5 Jan; comms circulated to residents and partners.
- Phase 3 window restrictor keys issue raised; estate team to feedback to housing team for action.
- Run through of the workstream grid (regulatory compliance, service charge transparency, heat network transition, learning and future phase readiness). Actual table to be included in future WDCO board reports and included on Ops meeting agenda going forward.

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### **Action Table**

Action	Owner	Deadline
Confirm January meeting for 2026/27 budget review	Jada Guest	Before 17 Dec
Share headline figures for 2026/27 budgets	Jada Guest	Second week of Jan
Arrange surveyor visit for Birchwood Lift water ingress	Estate Team	ASAP



Action	Owner	Deadline
Escalate remedial works for lift door/fire alarm issue	Jada Guest	ASAP
Complete re-lamping and review sensor faults	Nicholas Oemcke	End of Jan
Conduct full CCTV audit and create asset list	OpenView Contractor	Mid-Jan
Include KPI summary in December newsletter	Estate Team	Before 20 Dec
Recirculate comms on lift screens (cost clarification)	Estate Team	Before 20 Dec
Explore skip day feasibility and liaise with Hackney Council	Estate Team	Jan 2026
Provide update on Hackney vs Just Ask bulk waste cost comparison	Nicholas Oemcke	Q1 2026
Add workstream grid to WDCO board report	Jada Guest	On-going monthly
Confirm next monthly operations meeting dates and send invite to all	Nicholas Oemcke	Before 15 Dec
Address Phase 3 window restrictor key issue	NHG Housing Team	Jan 2026
Feedback void contractor compliance on waste disposal	Estate Team	Jan 2026