



Communal/ Estate Update - 10 October 2025

Ashview Door Entry

- The issue has been resolved. A small number of residents are awaiting spare fobs; NHG is currently awaiting a new supply.

Bike Stores

- **Watersreach 1–40**
The area has been cleared. Some residents have removed non-bike items from their stores. NHG is exploring efficient methods for changing locks on unclaimed stores.
- **Watersreach 41–84**
A full audit and rubbish clearance is pending.
- **268 Green Lanes**
All non-active bikes have been removed, the store has been cleaned, locks are functioning, and the store remains secure.
- **Birchwood**
The store is clean, with only active bikes being stored.
- **Maplewood**
The store has been cleaned and all non-active bikes removed.
- **Ashview**
The pedestrian gate is now secure, and the bike store is integrated with the new KMS door entry system.
- **Rowan and Hornbeam**
The stores are in regular use. Some non-active bikes remain and will be addressed through TORT procedures.

Bin Stores

- A quote has been received for internal bin cleaning, which falls outside the current cleaning contract. Permission is required to proceed, and an update will follow.
- The initial phase of removing visibly broken bins has commenced. Due to van capacity, removals are staged. Replacements have been provided where bins were removed.
- The next phase will address bins with wheel issues, followed by the removal of obsolete Genesis bins and replacement with lighter, more manoeuvrable models.
- Rationalisation of bin allocation will follow once all broken bins have been addressed.



Bulk Waste

- NHG has explored the possibility of engaging Hackney Council for bulk waste services. The current contract with Just Ask includes bulk waste removal, and a formal process is required to amend this. This work is pending due to time constraints but will be revisited shortly.

Fix My Street

- NHG continues to use Fix My Street to report Hackney-related issues such as graffiti and fly-tipping. This approach will remain in place.

KMS Migration

- Woodberry Grove North and 268 Green Lanes have successfully migrated to the KMS system. All doors are now operational under KMS. The Neighbourhood Office is responsible for managing fob replacements and activations/deactivations.

Rowan and Hornbeam Door Entry

- NHG has engaged two suppliers to obtain competitive quotes for resolving the door access issue at Hornbeam.
To ensure cost-effectiveness, quotes have also been requested for a full system renewal across Rowan & Hornbeam. One quote is pending due to third-party cost delays. Once received, the project will progress.

Letterboxes

- NHG is sourcing quality replacement doors for damaged letterboxes. Once a suitable supplier is identified for Wates, replacements will be arranged.

Noticeboards

- Several noticeboards have been damaged due to mishandling. NHG is reviewing options to prevent further damage and will replace boards that are beyond repair. Progress updates will follow.

Rowan TV Signal

- Two contractors and Ofcom have been engaged to investigate signal issues. No definitive cause has been identified. NHG will proceed with signal filtering in identified hotspots as a test, based on technical recommendations. Updates will be provided as the project progresses.



Social Value

- NHG is developing several social value initiatives at Woodberry Down. Further details will be shared in due course.

Wayfinding

- Initial installations of wayfinding signage have been completed. NHG is working with relevant teams to address any marks left by the works.

CCTV

- NHG is working with OpenView to improve CCTV coverage across the estate.
 - **Rowan & Hornbeam**
Some cameras have been restored to service. One camera has been repositioned to monitor a high ASB area, with no incidents reported to date.
 - **Woodberry Grove North**
Faulty recorders have been replaced. The recorder at Maplewood (covering Maplewood and Ashview) is now operational. Camera testing is scheduled for next week.

Lift area cameras were on a separate system, which has now been upgraded. These digital recorders require IP mapping to capture footage. A quote for this work is awaited before proceeding.

- **Wider Estate**
NHG will continue working with OpenView to review CCTV provision across the estate and will report back with a plan and costings.

ANPR

- NHG has contacted PCM to establish a contract for ANPR provision at Rowan & Hornbeam and Ashview. This initiative aims to support police efforts in addressing ASB.

CCTV Access for Police

- NHG staff do not have capacity to review CCTV footage directly. Police attendance is required to access and view recordings, ensuring proper handling of potential evidence.