

**WOODBERRY DOWN COMMUNITY ORGANISATION**  
**EXECUTIVE COMMITTEE**  
**Minutes**

**Tuesday 24<sup>th</sup> June 2025**  
**7 pm Zoom Meeting**

**Attendance:** Gita Sootarsing, Adrian Essex, Hilary Britton, Omar Villalba, Gloria Obilana

**Visitors included** :\_Roda Hassan, Ameera Hassan

**Section 0 - Introduction**

**0.1 Welcome / Apologies for absence**  
Oonagh Gormley

**Section 0 - Introduction**

1. **Minutes of meeting 10th June 2025:**

1.1. The minutes were checked for accuracy and accepted.

2. **Matters Arising / Action Tracker:**

- 2.1. Adrian provided an update that Mat Jenner is currently off sick, and as a result, the possible dates for the public meeting may be postponed to a later time.
- 2.2. Omar updated the Board on the draft response to NHG's Head of Complaints. He expressed that the email felt like a "slap in the face" to everything WDCO has worked for over the past 3-4 years. Omar suggested that the response should outline the implications for NHG and make it clear that WDCO will not tolerate disrespect and poor performance. He described the current complaints process as "insulting." Omar requested to discuss further with the Executives to explore the next best steps, as he feels he has exhausted all options. Hilary noted that NHG's complaints procedure is tenant-related, and since WDCO is a partner, their issues should be escalated to the Round Table rather than submitted through the tenants' complaints department. Roda responded that this point had been raised with the Head of Complaints in previous emails, but NHG seemed to ignore it. Roda also mentioned that NHG had stated they are having "internal discussions," with a response expected by July 7th. She highlighted that if NHG is having discussions about how they engage with partners, these should not be held internally but should involve the partners directly, which again was ignored. Hilary suggested scheduling the Partnership Board meeting earlier, as the partners had previously agreed to meet if an outstanding issue needed to be addressed. Omar agreed, stating this would be a strategic move to demonstrate that a meeting is required to resolve the issue. Roda concurred, suggesting that WDCO remind the partners of the partnership agreement, and an emergency Partnership Board meeting on "partnership working" would be beneficial.

**ACTION:** Roda, Omar, and Adrian will call for an additional Partnership Board meeting once NHG's response has been received and will invite NHG's Head of Complaints, Dawn.

- 2.3. Omar collated the KPI data for social housing and sent it to Roda. He raised that when he requests social housing data, the response is that it cannot be provided. Omar also sent an email to Willowbrook RA regarding their issues with NHG. The next step is for Roda to review the KPIs before sending them to Jada, who will collate them into an up-to-date reporting tool. Hilary asked who is monitoring the KPIs at NHG, suggesting that this should be agreed upon at a level higher than Jada.

**ACTION:** Omar and Roda will review and amend the collated KPIs before circulating them to Jada, assessing what data is available, feasible, and what may not be feasible. Omar will also circulate the collated data to Adrian and Hilary.

- 2.4. Roda will compile a list of complaints, as discussed at the WDCO Board and Executive Committee, to present to NHG at the complaints meeting. Hilary suggested that the list of complaints should be compiled by the end of July, August, and September, once the move-ins for Phase 3b begin.

**ACTION:** Roda will compile a list of the complaints for NHG following move-ins for Phase 3b in September.

- 2.5. Roda and Omar raised further questions with Cllr Etti after receiving a non-committal response from Hackney regarding the 88 temporary accommodation households.
- 2.6. Omar proposed pursuing the Equalities Impact Assessment at the AGM Board; however, this will be moved to the July Board meeting.

**ACTION:** Omar to propose pursuing the Equalities Impact Assessment at the July Board meeting.

- 2.7. It was agreed at the Partnership Board and updated in the terms of reference that there will be three WDCO representatives from different tenures on the Estate Management Board.

**ACTION:** Adrian will speak to Billy regarding becoming a representative for the Estate Management Board.

### **3. Outcome from the June AGM:**

- 3.1. **Phase 5-8 Masterplan:** The document has been updated by Geoff Baron as per the Boards request and circulated by Roda, they are hoping to gain consensus from the WDCO Board.
- 3.2. **Respect in Meetings (please see attached notes):** Omar emphasised the importance of mending relationships following the AGM Board and suggested putting something in place to get back on track, aligned with the Awayday priorities. Adrian proposed discussing suggestions for defining respect and enforcing it. Omar shared feedback from Board members explaining why they chose not to stand for the Executive Committee, citing long meetings, lack of outcomes, and unresolved issues. Adrian agreed that meetings and actions need to be more effective. Some Board members also raised concerns about why social rented tenants are not putting themselves forward, noting that the Board feels 'private dominated'. Adrian asked if defining 'respect' in meetings

could help address these concerns. Gita suggested that a 'lighter touch' approach may be needed. It was agreed to revisit the Awayday report to remind the Board of its discussions on mutual respect and the shared outcomes and actions.

- 3.3. **Round Table Rep:** Jackie has expressed interest in joining the Partnership Board and will need to formally put herself forward at the July WDCO Board meeting.

**ACTION:** Adrian will write to Jackie regarding the formalities for the Partnership Board representative.

**4. MHDT - Potential Conflicts of Interest (please see attached):**

- 4.1. Adrian stated that there is no conflict of interest, as the interests of both organisations are aligned. Omar agreed, noting that there is no conflict of interest as they are not being paid for any roles, and the roles do not overlap.
- 4.2. Hilary added that Berkeley, an economic partner, had a member of their team on the MHDT Board. She stressed that declaring conflicts of interest is standard practice and should be done at the start of meetings. Gita proposed circulating the protocols for conflict of interest to the WDCO Board.

**ACTION:** The papers on the protocols for conflict of interest will be circulated to the WDCO Board.

**5. Shared Equity Housing:**

- 5.1. Roda agreed to put together a paper explaining what shared equity looks like on Woodberry Down and what the offer is for the WDCO Board.
- 5.2. Gita asked whether there is a constituency on the WDCO Board for shared equity. Roda clarified that representatives for constituencies represent all tenants, irrespective of tenure.

**ACTION:** Roda will prepare a paper explaining what shared equity looks like on Woodberry Down and outlining the offer. This will be included in the Board papers.

**6. WDCO Finance: HSBC Mandates:**

- 6.1. Roda will assist in facilitating discussions with Adrian and Kalu. Gloria also volunteered to join the discussion with Kalu on the HSBC mandates. Roda added that Leonora has offered to support Gloria and the Executives to help make the transition easier. Hilary noted that they will need to check what payments may be required over the next 4-6 weeks, so that cheques can be drawn in advance, as the new mandate will take effect from a future date and cannot be backdated.

**ACTION:** Adrian, Gloria, Roda, and Leonora will discuss the HSBC mandates with Kalu.

**7. Phase 4 Look Ahead (a volunteer is needed to work with Omar)**

- 7.1. Omar requested for Hilary to volunteer alongside him for the Phase 4 Look Ahead.

**8. S106 Decoding (a volunteer is needed to pursue this with Gareth. See attached)**

- 8.1. Adrian raised that they need to find a volunteer to pursue the S106 Decoding with Gareth. Roda proposed going back to the WDCO Board to ask for volunteers as there are newer members who have expressed interest in participating in smaller projects.

**ACTION:** The Executives will ask the WDCO Board members whether they would like to volunteer on the S106 Decoding.

**9. Executive Roles Allocation (roles need to be allocated to each of the VCs. A proposal is required for the next Board meeting.)**

- 9.1. Roda asked how the Executives can tie priorities with a reset from the Board, ensuring they work together rather than in isolation. Omar agreed and proposed focusing on one Awayday priority each month to present to the WDCO Board for their endorsement.

**ACTION:** The review of the Awayday priorities and respect during meetings will be added as an agenda item for the July Board, reflecting on what was discussed at the Awayday and reviewing the list of priorities.

**10. Lack of WDCO Visibility**

- 10.1. Adrian raised concerns about the lack of WDCO visibility, pointing out that there is no social media presence for WDCO, and people are going to RAs asking, "What is WDCO?" This issue needs to be addressed to raise WDCO's profile within the wider community. Gloria suggested attending the Funday to speak to people and hand out leaflets. Roda asked if there is a way to put a message on the R&R electronic noticeboard presenting 'WDCO representatives for particular blocks' as an introductory message for each Executive's constituency. Hilary suggested that local RAs would be a good place to send notices and present WDCO representatives. Gita proposed attending the quarterly 'Meet Your Neighbour' gatherings at The Naturalist. Gloria also suggested introducing WDCO representatives at the WDCO Office. Hilary suggested holding this at the Redmond Centre and offering wine. Omar enquired about access to the WDCO Office and proposed having a lockbox installed outside.

**ACTION:** Adrian and Omar will discuss the possibility of obtaining a lockbox for the WDCO Office.

- 10.2. Hilary mentioned discussions on the WhatsApp group regarding refunds if the rainwater drains into a soakaway instead of Thames Water's surface water drains, she noted that residents in the new blocks may be eligible for a rebate on your wastewater charges. She has spoken to Berkeley to confirm whether every building on the site is eligible for a rebate of £38.40 and is waiting for a definitive answer.

**ACTION:** Adrian will find Mike's write-up and circulate it to the Executives.

**11. AOB:**

- 11.1. Omar is currently pursuing the equalities aspect for the Phase 3 rents paper and updated that Guy Nicholson has responded to his questions on the equalities element.