

WDCO Report December 2025



DEVELOPMENT PROGRESS

Phase 3

The 3A radiator checks are progressing well and most of the Social Rent properties have been attended, and we are now working our way through Shared Ownership.

There are no progress updates on Phase 3 in general as it is now complete, however the occupation statistics are as follows;

Tenure & Block	Occupied
SO 3A	63/82
SO 3B	14/40
SR 3A	75/75
SR 3B	14/42

Phase 4 and the Masterplan

Phase 4 demolition has commenced and Build Agreement (contract) negotiations are ongoing and will be entered into prior to the commencement of construction in Spring 2026. A meeting has been diarised between Berkeley Homes and NHG w/c 6 December.

A strategy incorporating lessons learned on the Rent and Service Charge procedure has been developed. This includes milestones for Phase 4 and processes that will be followed. This has been shared with the Partnership Board.

Phase 5 Design meetings are ongoing and discussions have taken place between Delivery Partners on the decant strategy timings. The next Design Committee meeting is scheduled for 10 December.

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. The quarterly report gives more detail than our monthly reports.

The Zen Project and Active Within **Wellbeing at Woodberry Down** was held at the Redmond Centre on the 19th of November.

We funded **Winterfest** in partnership with Berkeley Homes, Hackney and Manor House Development Trust. A feedback session has been scheduled for Thursday, the 4th.

The **Pavilion Project** has been shortlisted for this year's Inspire Future Generations awards, under the 'Community' category - please see link [here](#)

See below the video summarizing the Pavilion Project. We're currently working as a regeneration partnership with RC/YYC to develop this further in 2026/27.

<https://youtu.be/LfmULyaVAKI>



Citizen Advice “**Independent Debt and Welfare Advise**” is delivered every Wednesday and Thursday from the Woodberry Down office by appointment. Another day is available for virtual calls for residents. Issues are mostly debts, rent arrears, and council tax arrears. A high demand for advice on Welfare Benefits, for housing benefit and council tax reduction, especially Personal independence Payments, as well as making charity applications on behalf of residents and issuing food and fuel vouchers funded by Hackney council.

[Citizens Advice Hackney – Citizens Advice East End.](#)

In partnership with Manor House Development Trust, we donated 5 hampers to Friends of Woodberry Down’s “**Connecting Community Programme** Christmas Event on the 2nd of December.

Manor House Development Trust continues to deliver activities from the Redmond Centre. See the Redmond Centre website for current activities and sign up for their bi-monthly newsletter. [What's On at The Redmond Community Centre](#)

Active Within are funded by NHG to provide free health & wellbeing classes and 1:1 coaching on Woodberry Down [Events | Activewithin](#)

Woodberry Wildlife Trust continues to deliver a variety of workshops and family activities through the NHG funded, **“Wild about Learning Project in Woodberry Down Nature Reserve.”** [Woodberry Wetlands | London Wildlife Trust](#)

Working in partnership with **The Digital Bridge**, a Woodberry Down organisation who delivers free digital skills sessions for residents over 55. Anyone interested, please email woodberrydowndigital@cyberservices.com direct.

PLACES AND ESTATES UPDATES

Workstream Reporting (compliance with deadlines, detail to be provided at NHG's Monthly Operations Meetings)

- **NHG Regulatory Compliance & Organisational Capacity**
Ongoing updates provided at each Partnership Board meeting, ensuring alignment with regulatory requirements and external reporting standards.
- **Service Charge Transparency & Validation**
WDCO representatives and partners met NHG's service charge consultant on 1 Dec 2025 to review the scope, findings, and recommendations of NHG's wider service charge improvement project. Partners and residents also provided feedback on NHG's service charge processes. Jada agreed to provide regular updates (via board report) throughout the lifecycle of the project. Progress on accounts and any issues will be reviewed at NHG's monthly operations meeting.
- **Contractual Obligations Audit & Compliance**
Phase 1 activities (document collection, legal analysis, compliance review) are on track for completion by Christmas. Subsequent phases scheduled from Jan–Feb 2026.
- **Heat Network Billing Transition**
Transition completed, now business as usual. Remaining meter installations (6 properties) are ongoing, with final warning letters issued and legal escalation planned if access is not granted.
- **Phase 3 Learning & Future Phase Readiness**
Review of improvement notes, and planning actions scheduled for the next Partnership Board meeting.

Insite Resident Drop-in Session

A drop-in session with Insite was held on 24 November, attended by 32 residents. The feedback was very positive, with residents expressing appreciation for the opportunity to engage directly. A FAQ will be issued to residents by close of play 5 December to capture any general queries. We will hold another drop-in in the first quarter of 2026, the date to be confirmed in the new year.

Festive Thank You's

To celebrate the season and to show our appreciation, we are hosting a festive lunch on 5 December for our contractors who help keep the estate looking great and running smoothly. We have invited cleaners from Just Ask, gardeners from Chequers, Claude from Wates (repairs operative), and Errol (on-site engineer from ECG), as well as partners from WDCO, the ITLA, and local Councillors to join us. This event is an opportunity to thank everyone for their hard work and collaboration throughout the year and to strengthen relationships as we move into 2026.