



Adrian Essex <omotng@gmail.com>

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## Written questions to NHG

4 messages

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**Roda Hassan** <roda.hassan@publicvoice.london>

16 April 2025 at 14:19

To: Jada Guest <Jada.Guest@nhg.org.uk>, Nikola Popovic <Nikola.Popovic@nhg.org.uk>, Julian Rodriguez <Julian.Rodriguez@nhg.org.uk>

Cc: Omar Villalba <omareliasvillalba@hotmail.com>, Adrian Essex <omotng@gmail.com>

Hi all,

Please accept my apologies for the delay, ssee below the written questions from Board members:

1. **Cleaning Reductions and KPIs (Social Blocks):** NHG have not commented on the proposed cleaning reductions or the KPIs we previously requested for the social blocks. Can we request a detailed statement outlining how they intend to deliver more with less, while maintaining quality and standards?
2. **Service Charges:** There's no mention of service charges in the report. Is NHG open to reviewing these? It's important that this is clarified, especially given current sensitivities around affordability.
3. **Phase 3b Costs:** There is no mention of costs associated with Phase 3b. Are these costs fixed? Also, when will residents receive a full and confirmed breakdown of all associated bills, including utilities, so they are equipped to make informed decisions?

Kind regards,

Roda Hassan  
Independent Tenant and Leaseholder Adviser  
Woodberry Down Estate



Mobile: [07715318125](tel:07715318125)

Regeneration Drop in Advice Surgeries  
Tuesdays and Thursdays 2-6pm  
Woodberry Down Community Organisation  
[Unit 2c Rowan Apartments](#)  
[Seven Sisters Road](#)  
[London N4 1FS](#)

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**Jada Guest** <Jada.Guest@nhg.org.uk>

16 April 2025 at 15:00

To: Roda Hassan <roda.hassan@publicvoice.london>, Nikola Popovic <Nikola.Popovic@nhg.org.uk>, Julian Rodriguez <Julian.Rodriguez@nhg.org.uk>  
Cc: Omar Villalba <omareliasvillalba@hotmail.com>, Adrian Essex <omotng@gmail.com>, Mica Joseph <Mica.Joseph@nhg.org.uk>

Hi Roda,

Thanks for these. Please see my comments below in blue.

Thanks,

**Jada Guest**

Estate Operations Manager | Places & Estates

mobile: 07717 692 831 | email: [Jada.Guest@nhg.org.uk](mailto:Jada.Guest@nhg.org.uk)

**Notting Hill Genesis** Bruce Kenrick House, [2 Killick Street, London N1 9FL](#)



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**From:** Roda Hassan <roda.hassan@publicvoice.london>

**Sent:** 16 April 2025 14:19

**To:** Jada Guest <Jada.Guest@nhg.org.uk>; Nikola Popovic <Nikola.Popovic@nhg.org.uk>; Julian Rodriguez <Julian.Rodriguez@nhg.org.uk>

**Cc:** Omar Villalba <omareliasvillalba@hotmail.com>; Adrian Essex <omotng@gmail.com>

**Subject:** Written questions to NHG

Hi all,

Please accept my apologies for the delay, ssee below the written questions from Board members:

**1. Cleaning Reductions and KPIs (Social Blocks):** NHG have not commented on the proposed cleaning reductions or the KPIs we previously requested for the social blocks. Can we request a detailed statement outlining how they intend to deliver more with less, while maintaining quality and standards? [We included an update in our board report for March. We have since met with WDCO members and provided responses to queries that have been sent. We have agreed to reconvene to discuss cleaning once the schedules are sent to residents in April. I will book a meeting for May.](#)

**2. Service Charges:** There's no mention of service charges in the report. Is NHG open to reviewing these? It's important that this is clarified, especially given current sensitivities around affordability. [I assume this refers to the estimates for 2025/26. Following my meeting with Omar, Tina, Deborah, and Roda on 26.03.25 I wrote on 27.03.25 to advise:](#)

- Requested that we provide updates on budget spend throughout the year to keep WDCO informed. Jada explained that we can now review spend monthly via an app and can report on it as needed. [Action: NHG to provide a quarterly update on this – the first update for 25/26 spend will be shared at the operations meeting in July.](#)
- Roda and Omar requested that we share an Excel spreadsheet of the 2025/26 budget for existing NHG blocks, like what has been done for Phase 3, so they can scrutinise the details. [Action: Jada to review and come back on this by 30 April. Please note however that the budgets are now set and will not change.](#)

**3. Phase 3b Costs:** There is no mention of costs associated with Phase 3b. Are these costs fixed? Also, when will residents receive a full and confirmed breakdown of all associated bills, including utilities, so they are equipped to make informed decisions? [I will leave @Nikola Popovic @Julian Rodriguez and team to come back on this point.](#)

Kind regards,

Roda Hassan

Independent Tenant and Leaseholder Adviser

Woodberry Down Estate



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**Roda Hassan** <[roda.hassan@publicvoice.london](mailto:roda.hassan@publicvoice.london)>

To: Jada Guest <[Jada.Guest@nhg.org.uk](mailto:Jada.Guest@nhg.org.uk)>, Nikola Popovic <[Nikola.Popovic@nhg.org.uk](mailto:Nikola.Popovic@nhg.org.uk)>, Julian Rodriguez <[Julian.Rodriguez@nhg.org.uk](mailto:Julian.Rodriguez@nhg.org.uk)>

16 April 2025 at 15:03

Cc: Omar Villalba <omareliasvillalba@hotmail.com>, Adrian Essex <omotng@gmail.com>, Mica Joseph <Mica.Joseph@nhg.org.uk>

Thanks Jada

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**From:** Jada Guest <[Jada.Guest@nhg.org.uk](mailto:Jada.Guest@nhg.org.uk)>

**Sent:** Wednesday, April 16, 2025 3:00 PM

**To:** Roda Hassan <roda.hassan@publicvoice.london>; Nikola Popovic <[Nikola.Popovic@nhg.org.uk](mailto:Nikola.Popovic@nhg.org.uk)>; Julian Rodriguez <[Julian.Rodriguez@nhg.org.uk](mailto:Julian.Rodriguez@nhg.org.uk)>

**Cc:** Omar Villalba <omareliasvillalba@hotmail.com>; Adrian Essex <omotng@gmail.com>; Mica Joseph <[Mica.Joseph@nhg.org.uk](mailto:Mica.Joseph@nhg.org.uk)>

**Subject:** RE: Written questions to NHG

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**Julian Rodriguez** <[Julian.Rodriguez@nhg.org.uk](mailto:Julian.Rodriguez@nhg.org.uk)>

16 April 2025 at 15:52

To: Roda Hassan <roda.hassan@publicvoice.london>

Cc: Omar Villalba <omareliasvillalba@hotmail.com>, Adrian Essex <omotng@gmail.com>, Jada Guest <[Jada.Guest@nhg.org.uk](mailto:Jada.Guest@nhg.org.uk)>, Nikola Popovic <[Nikola.Popovic@nhg.org.uk](mailto:Nikola.Popovic@nhg.org.uk)>, Mica Joseph <[Mica.Joseph@nhg.org.uk](mailto:Mica.Joseph@nhg.org.uk)>

Roda

Following up on Jada's response.

**Service Charges** – I'm not sure if this relates to Phase 3 or earlier phases. But in terms of phase 3, phase 3A charges have been discussed and reviewed a number of times with the Service Charge Working Group. The phase 3B service charges were issued to members of the Service Charge Working Group on Friday 11<sup>th</sup> April and I understand that these are scheduled to be discussed at the next meeting on the 22<sup>nd</sup> April. Nik had requested queries by today so as to allow time to investigate with R&R and provide responses on the 22<sup>nd</sup>. Having taken on board the comments and discussions on 3A, we believe that the 3B service charges are representative and are widely comparable with the 3A charge levels. There will of course be variations due to the number of homes in the 3B buildings and the cost apportionment calculations specific to those. We need to finalise this process as soon as possible to allow communications on the next point.

**Phase 3B costs** – As per the NHG Board Update, we will be sharing rent, service charge and council tax details for individual homes with prospective residents from the 30<sup>th</sup> April, along with typical utility costs, allowing informed decisions.

Please let me know if you want any further info.

Regards

**Julian Rodriguez**

Deputy Director | Development Partnerships

mobile: 07753 302306 | email: [Julian.Rodriguez@nhg.org.uk](mailto:Julian.Rodriguez@nhg.org.uk)  
Notting Hill Genesis Bruce Kenrick House, 2 Killick Street, London N1 9FL

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**Cc:** Omar Villalba <[omareliasvillalba@hotmail.com](mailto:omareliasvillalba@hotmail.com)>; Adrian Essex <[omotng@gmail.com](mailto:omotng@gmail.com)>

**Subject:** Written questions to NHG

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