

WDCO board update – WD Estate team (January 2026)

Service Charge Budgets Update 2026-27

Service charge budgets for all NHG-managed estates and blocks on Woodberry Down have now been completed. Draft budgets were shared with WDCO, local councillors, and ILTA during the week commencing 5 January, followed by a meeting on 13 January to review any major concerns.

Stakeholders highlighted the need for clearer and more detailed service descriptions to help residents better understand the purpose of each charge. We will incorporate some of this feedback where we can. However, please note this may become scripted as part of new legislation.

The deadline for final adjustments is the week ending 16 January. Once these are completed, the updated budgets will be resent to WDCO. Communications re new rent and service charges for 2026-27 will be sent to all residents in March 2026.

ASB and Safety Actions at 41–84 Watersreach

NHG has taken coordinated action with the Safer Neighbourhood Team (SNT) and partner agencies in response to resident concerns about ASB and building security. Resident communications have been frequent and targeted, supported by on-site signage and increased inspections. Repairs, security checks, and new roof-access signage are being completed.

Graffiti removal in progress (multi-step process); door entry cleaning pending. We aim to complete these by 23 January.

An urgent replacement of recording and monitoring equipment at Watersreach & Reservoir is scheduled by 23 January. The SNT has delivered targeted patrols, resident engagement, and intervention work, with no new ASB reports since 23 December.

NHG's Health & Safety team is conducting a site risk assessment w/c 12 January to identify further mitigations re unauthorised roof access. A partnership meeting with the SNT is took place on 14.01.26 ahead of the ward panel to ensure alignment on outstanding issues. Notes and actions from this meeting have been issued to partners.

Review of NHG's responsibilities and compliance under the Woodberry Down Estate Partnership Agreement

Progress on this workstream has been slower than anticipated due to limited internal legal capacity in the lead-up to the Christmas period. As a result, the planned pre-Christmas tasks were not completed, and the activities scheduled for early January could not begin.

To ensure the review can now move forward, arrangements are being made to appoint external solicitors. The timeline has been revised to reflect this change, with a more achievable set of milestones and additional contingency built in to accommodate potential delays across both internal teams and external partners. This revised approach provides a more dependable framework for delivery and avoids placing unrealistic pressure on any single department.

The updated plan sets out extended periods for the legal review, internal assessment, and reporting stages, culminating in a final presentation in May. This approach provides a more robust and reliable framework for delivery, reducing the risk of further slippage and enabling clearer oversight of progress.

Detailed progress and any emerging issues will continue to be reviewed through NHG's monthly operations meeting with all partners, ensuring ongoing visibility and the opportunity to address risks promptly.

Revised Project Timeline (Extended – January 2026)

Phase 1 – External Instruction & Legal Review

- Instruction of External Solicitors: w/c 19 January 2026
- Document Transfer & Scoping: w/c 26 January and w/c 2 February
- Legal Review of Partnership Agreement: w/c 9 February, w/c 16 February, and w/c 23 February
- Clarification Queries / Follow up: w/c 2 March

Phase 2 – Internal Assessment

- Responsibility Mapping (Internal): w/c 9 March
- Compliance Assessment (Internal): w/c 16 March and w/c 23 March
- Cost Allocation Review: w/c 23 March and w/c 30 March
- Stakeholder Engagement: w/c 30 March and w/c 6 April

Phase 3 – Analysis & Reporting

- Risk & Options Analysis: w/c 6 April and w/c 13 April
- Draft Reporting: w/c 20 April
- Final Reporting: w/c 27 April
- Presentation to Board / Residents: w/c 4 May

Workstreams update

Heading	Action	Responsible	Report to	Due Date	Comments
NHG Regulatory Compliance & Organisational Capacity	Ensure the Partnership Board reviews progress as agreed with the regulator	Jake Brodetsky / Lizzie Stevens	Partnership Board	On-going	We're committed to keeping the partnership informed on regulatory compliance at each partnership board. At the same time, we need to ensure that any information shared is consistent with what is publicly available and aligns with the way the wider business reports externally. We won't be able to take on additional obligations to WDCO beyond regulatory requirements and we'll continue reporting to the regulator until they confirm that reporting can stop.
Service Charge Transparency & Validation	WDCO nominated people to meet NHG service charge consultant to feed back views to help shape future setup across NHG	Jada Guest	WDCO Board Report	Completed	Meeting took place on 02.12.25.
	Any follow up actions	Jada Guest	WDCO Board	Completed	Notes circulated on 09.01.26.
Contractual Obligations Audit & Compliance	Phase 1 – External Instruction & Legal Review	Jada Guest	WDCO Board Report	06.03.26	Progress has been delayed due to limited internal legal capacity before Christmas. External solicitors are now being appointed, and the programme has been re-profiled with a more realistic timeline and added contingency. Completion is now expected in May, with progress monitored through NHG's monthly operations meeting
	Phase 2 – Internal Assessment	Jada Guest	WDCO Board	10.04.26	
	Phase 3 – Analysis & Reporting	Jada Guest	WDCO Board	08.05.26	
Heat Network Billing Transition	First bills go out	Wayne Griffiths (Billing Manager Heat Network Team)		Completed	Now BAU.
	Resident Drop In Session with Insite and NHG Billing team	Wayne Griffiths (Billing Manager Heat Network Team)		Completed	We will hold another drop-in session in the first quarter of 2026, date TBC.
	Meter Replacement at Watersreach & Reservoir Apartments	Jennifer McClean (Heat Network Project Team)	WDCO Board Report	On-going	There are 6 remaining properties with no access for the installation of HIUs, radiators, or meters. Final warning letters have been issued, and these cases will be referred to legal if access is not granted.
Phase 3 Learning & Future Phase Readiness	Review 'could have gone better' notes	Jake Brodetsky	Partnership Board	Next Partnership	Jake to update
	Publish list of potential improvements	Jake Brodetsky	Partnership Board	Next Partnership	Jake to update
	Plan actions arising out of the list	Jake Brodetsky	Partnership Board	Next Partnership	Jake to update

(PDF addended)

Watersreach & Reservoir heat network upgrade works

Vital Energi will install two new HIU's at the Redmond Community Centre on 23 and 24 January 2026.

There are six remaining residential properties that still require the installation of new HIUs and radiators. Final warning letters have been issued to these residents advising that legal action may follow if access is not provided. This process is on-going.

Work on the underground pipework is scheduled to begin on 22 January. During this time, access to one of the bin stores will be temporarily restricted. Alternative arrangements will be put in place and communicated to residents in advance to minimise any inconvenience.

CCTV update

Woodberry Grove North (WGN) – Current Position

A review of the repaired CCTV system identified three key actions:

- Relocation of recording/monitoring equipment currently housed in unsuitable riser cupboards.
- Letterbox-area coverage remains insufficient; an additional or repositioned camera is recommended.
- Faulty or vandalised cameras will be resolved through the forthcoming Remedial Plan.

Estate Wide

The Assets Review and Remedial Plan (covering all NHG-managed CCTV across Woodberry Down, including cloud-based management options) will determine final works. Completion of the plan is expected in early February, after which a works programme will be issued. A further update will be provided on 6 February 2026.

Watersreach (41–84) – Incident Update

- OpenView confirmed the DVR (Digital Video Recorder) had failed prior to the ASB incident and has removed it for analysis.
- A replacement DVR/NVR (Network Video Recorder) is on order, with installation expected by 30 January 2026.

ANPR Programme

- NHG is progressing ANPR (Automatic Number Plate Recognition) installation across all NHG-managed car parks at Woodberry Down.
- This will be at no cost to residents.
- Target completion: August 2026.

Lifts update

NHG have now recruited a new internal lift engineer, who attended site on 12 and 13 January to review outstanding issues and support the programme of remedial works. His inspection identified a series of minor issues across multiple blocks, mainly relating to door-speed adjustments, jammed or faulty buttons, sensor misalignment and indicator failures. Unfortunately, some of these repairs have been caused by misuse and vandalism. All newly identified repairs have been raised with the contractor for action.

Key themes:

- **Buttons:** Several call-point and COP buttons require repair or replacement.
- **Door Operation:** Multiple lifts need door-speed adjustments or realignment.
- **Sensors:** Light-ray/door-sensor faults noted in Birchwood and Berryside.



WOODBERRY DOWN

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- **Indicator Works:** Repairs have been delayed due to the need for a specialist engineer. We Maintain has been slow to recruit the required specialist, and the issue has been escalated to the Head of M&E to secure a confirmed completion date.
- **ATS (Automatic Transfer Switch) Audit:** A specialist contractor has been appointed, but the programme is still pending. Progress has been slow, and this has also been escalated to secure a firm timetable. This relates only to the fire-fighting lifts across the estate.
- **Other Items:** Damaged car-preference key at Mulberry and estate-wide replacement of We Maintain stickers.