

NHG Places Operations Meeting – Agenda & Notes

Date: Tuesday, 20 January 2026

1. Housing Update

a. Staffing

- Mohammad Ali joined the Housing Team before Christmas and is covering Rowan, Hornbeam, Watersreach and Reservoir.
- Ayse Maguire has been seconded for 6 months and will be temporarily replaced by Cirian, who will take on her patch and responsibilities during this period.
- Nik P returned to post as Housing Operations Manager before Christmas following the completion of a temporary assignment.
- Mohammed Mayet remains managing his previous patch.

b. Walkabouts

- Confirmation is still required from R&R regarding whether the Phase 3 November walkabouts were completed. An update is expected at the meeting.
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2. Estate Team Updates

a. Service Charges – 2026/27 Budget Headlines

- Total proposed budget: £2,709,824
- Increase: £231,780 (+9.35%) from 2025/26
- Approximate average increase per property: £347.50/year (£28.96/month)
- Headline reasons:
 - Correction of previous underbudgeting
 - Increased delivery costs (cleaning contract, building safety)
 - Restructuring of budgets across estate/block/core levels
 - Reductions in insurance, fire servicing and electricity help offset increases

For full details, please refer to the document

“Woodberry Down Estate – 2026/27 Budget Analysis” sent to you.

b. KPIs (January 2026)

Communal Repairs

- January tracker being updated by Nick; SLA and timings to be incorporated.

Lifts

- New NHG lift engineer conducted full site review (12–13 Jan).
- Indicator works scheduled 21 January.
- ATS audit (firefighting lifts) awaiting programme – escalated.

Bulk Waste

- Overspend continues; poster campaign rolled out.
- Skip day proposal being explored.

FRA Actions

- 100% completed, no overdue actions.

CCTV

- OpenView audit begins 20 January.
- Estate-wide remedial plan expected early February.
- WGN: equipment relocation needed; inadequate letterbox-area coverage identified.
- Watersreach: replacement NVR to be installed by 30 January.

Cleaning

- All blocks scoring **3/4**.

Gardening

- All sites scoring **4/4** consistently since Feb 2025.

Window Cleaning

- Re-quotation process ongoing; Nick to follow up.

Resident Engagement

- December KORI communications sent; newsletters continue bi-monthly.

For full breakdown please refer to the document *“KPI Reporting – Woodberry Down - Jan 2026”*

3. ASB & Community Safety Update

41–84 Watersreach

- Targeted comms since October; posters installed.
- Leaflet drop on anonymous ASB reporting by 30 January.
- Door entry cleaning and graffiti removal to complete by 30 January.
- New roof-access signage scheduled for 30 January.
- No new ASB reports since 23 December.
- SNT patrolling, plain-clothes operations, school engagement, reassurance visits.

CCTV Equipment

- Failed DVR removed; replacement due 30 January.

Health & Safety Review

- H&S advisor review w/c 12 Jan; additional mitigations to follow.

For more detail, please refer to document *“Ward Forum Safety Update”*

4. Heat Network Updates

- New HIUs being installed at Redmond Community Centre 23–24 January.
 - Six properties still requiring access for heat network installations – final warnings issued.
 - Underground pipework works commence 22 January; temporary bin-store access arrangements in place.
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5. Workstreams Update (January 2026)

Regulatory Compliance & Partnership Agreement Review

- Delays due to internal legal capacity; external solicitors appointed w/c 19 Jan.
- Revised timeline: Feb–Apr reviews, reporting in May.

Service Charge Transparency Workstream

- WDCO session held 02 Dec; follow-up notes issued 09 Jan.

Phase 3 Learning & Future-Phase Readiness

- Updates to be provided by Jake at next Partnership Board.

For more information, please refer to document *“Workstreams Table”*

6. Other Updates

- Phase 3 window restrictor key issue remains under Housing Team review.
- Workstream grid continues as a standing agenda item.

Action Table – Updated January 2026

Action	Owner	Deadline
Finalise 2026/27 budget adjustments & resend to WDCO	Jada Guest	Completed w/e 23 Jan
Provide updated 2025/26 SVC variants	Jada Guest	Feb Ops meeting
Communal repairs tracker updated for Jan	Nicholas Oemcke	20 Jan 2026
Install replacement DVR at Watersreach	OpenView	30 Jan
Install roof-access signage at Watersreach	Estate Team	30 Jan
Complete graffiti removal & door entry cleaning at Watersreach	Estate Team	30 Jan
Lift indicator works at Maplewood	We Maintain	21 Jan
Confirm ATS audit timetable	Head of M&E	30 Jan 2026
Pipework works at W&R – comms & planning	Estate Team	Ongoing
Add workstream grid to Ops agenda monthly	Jada Guest	Completed