

NHG Places Operations Meeting – February 2026

Date: 17 February

Time: 11:00 -12.30pm

Location: Teams

Agenda

- 1. Welcome and Introductions**
 - 2. Review of Previous Minutes & Action Updates**
 - 3. Housing Updates**
 - Staffing changes (if any).
 - 4. Service Charges**
 - Update on current service charge dates and activity
 - Update on historic service charge dates and activity
 - 5. KPI Reporting**
 - Lifts
 - Bulk Waste
 - FRA Actions
 - CCTV
 - Cleaning
 - Gardening
 - Window Cleaning
 - 6. Estate Issues**
 - CCTV Equipment
 - Health & Safety Advisor visit – update
 - Heat Network update
 - 7. Resident Engagement**
 - VoC Resident Survey outcomes.
 - 8. Safety & ASB**
 - 9. Workstream Grid Review**
 - Regulatory compliance.
 - Service charge transparency.
 - Heat network transition.
 - Phase 3 learning and future phase readiness.
 - 10. AOB (Any Other Business)**
 - 11. Confirm Next Meeting Date**
 - 17 March 2026 meeting scheduled.
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Supporting Documents

- WDCO Board update
- Ward Forum
- KPI Reporting
- Workstream grid.
- Agenda and Notes from last meeting

Action List

• Action	Owner	Deadline
Confirm January meeting for 2026/27 budget review	Jada Guest	Before 17 Dec
Share headline figures for 2026/27 budgets	Jada Guest	Second week of Jan
Arrange surveyor visit for Birchwood Lift water ingress	Estate Team	ASAP
Escalate remedial works for lift door/fire alarm issue	Jada Guest	ASAP
Complete re-lamping and review sensor faults	Nicholas Oemcke	End of Jan
Conduct full CCTV audit and create asset list	OpenView Contractor	Mid-Jan
Include KPI summary in December newsletter	Estate Team	Before 20 Dec
Recirculate comms on lift screens (cost clarification)	Estate Team	Before 20 Dec
Explore skip day feasibility and liaise with Hackney Council	Estate Team	Jan 2026
Provide update on Hackney vs Just Ask bulk waste cost comparison	Nicholas Oemcke	Q1 2026
Add workstream grid to WDCO board report	Jada Guest	On-going monthly
Confirm next monthly operations meeting dates and send invite to all	Nicholas Oemcke	Before 15 Dec
Address Phase 3 window restrictor key issue	NHG Housing Team	Jan 2026
Feedback void contractor compliance on waste disposal	Estate Team	Jan 2026