

# WDCO Report February 2026



## DEVELOPMENT PROGRESS

### Phase 3

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 / Sold (incl exchanged/reserved)
SO 3A	71/84
SO 3B	19/40
SR 3A	75/75
SR 3B	25/42

Of the unsold SO homes, all but one are 1 bed apartments, which reflects a change in the market since Lockdown as buyers are looking for larger homes for 'home working'.

### 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. Start on site is on target and regular meetings have been set up between NHG and the Berkeley site team.

A lessons learned on the tenant's choice offer will be set up to improve the process. The Design Committee will be consulted on the process and a workshop will be diarised in the coming weeks.

**Phase 5** Design meetings are ongoing and further discussions have taken place between Delivery Partners on tenure distribution and the decant strategy timings and options.

## 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.

### [Cook for Good](#)

Applications are open for Woodberry Down food focused social enterprises to enroll onto the NHG funded Cook for Change programme. The programme is designed to help aspiring food-based social entrepreneurs develop sustainable enterprises that drive social change.

This opportunity is for cooking-based social enterprises to become more financially sustainable. So, we've created Cook for Change, a seven-month programme, starting in June, which includes:

- Three-day immersive bootcamp, June 9-11th 2026, learning from other successful social enterprise founders
- Pitch training with Google and a showcase pitch event with feedback from industry experts
- 121 and group advisory and brokerage support with leading food experts and chefs and Cook for Good's corporate partners to develop and support you in executing your business plan and prototyping your idea.
- 121 leadership and financial business coaching

For more information, sign up to the open day below or contact Grace Cleary at Notting Hill Genesis. [Cook for Change ~ Open Day Event RSVP](#)

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

The “**Independent Debt and Welfare Advice**” programme continues to support residents with debt and welfare advice. This will be delivered every Wednesday and Thursday from the Woodberry Down office between 9.30am and 1pm by appointment. To make an appointment email [nhgwd@eastendcab.org.uk](mailto:nhgwd@eastendcab.org.uk).

The hybrid model works for residents, and we can see that the postcodes are from the Woodberry Down area. This financial year, they've worked with 161 residents, 87 new clients and 74 repeat clients. Of which 102 were female, 52 were male. Supported them with £200k of debt. Issues included: 79 welfare benefit, 562 housing benefit, 87 debt, 1 employment, 1 immigration, 29 family.

Supported residents with an income gain of £570k (mainly housing benefit, council tax reduction, PIP, DWP, charity applications). Also supporting food & fuel vouchers where appropriate.

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 continues to provide free health & wellbeing classes and 1;1 coaching on Woodberry Down [Events | Activewithin](#). In addition, Active Within will be delivering Boxing Classes at Skinner's Academy from Mondays at 3.15. This is for Skinner's Academy students only.

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](mailto:woodberrydowndigital@cyberservices.com) direct.

## PLACES AND ESTATES UPDATES

### 1. Service Charges

#### **Outstanding service charge accounts**

The 2023–24 and 2024–25 end-of-year service charge accounts have been reviewed and have been sent to the auditors. We aim to post the finalised accounts to all residents and leaseholders in NHG-managed blocks at Woodberry Down by the end of April 2026.

We served Section 20B notices, which means we are still legally able to recover costs that are more than 18 months old. FAQs have been prepared to minimise follow-up queries, and a drop-in session (date TBC) will be held closer to the time to answer residents' questions.

#### **2025–26 Service Charge Accounts**

As per the standard process, we aim to issue the 2025–26 service charge accounts by the statutory deadline of 30 September 2026. If this cannot be achieved, a Section 20B notice will be served to ensure the landlord can continue to recover eligible costs in line with legal requirements.

#### **2026–27 Service Charge Estimates**

The 2026–27 service charge estimate figures have been shared in advance with WDCO and our regeneration partners, and we thank them for their feedback. New rent and service charge booklets will be issued to all residents in March 2026.

### 2. CCTV

An estate-wide CCTV audit was carried out by our contractor in late January 2026. A thorough plan setting out required repairs, upgrades, and improvements will be shared with partners by the end of February 2026.

We are aware that misinformation is circulating about CCTV arrangements, which is unhelpful and risks undermining resident confidence. We ask WDCO members to work collaboratively with us to ensure residents and partners receive accurate, verified information, and to avoid sharing statements that are not factually correct.

Other CCTV-related matters:

- WGN: Equipment relocation is required, and coverage of the letterbox area is inadequate. This was identified during our audit and will be addressed through the remedial programme.
- Watersreach & Reservoir: A replacement NVR has now been installed, restoring full recording functionality.
- Watersreach (41–84): An additional CCTV camera will shortly be installed in response to previous ASB incidents.

### **3. Lift Replacement Programme at Maplewood and Birchwood**

WDCO have asked whether the lift-replacement programme can be sped up. The main constraint is the mandatory Building Safety Regulator (BSR) approval for Higher Risk Buildings, which determines the timeline and cannot be fast-tracked. Current BSR review times range from 22–36 weeks, and in some cases up to 18 months.

NHG has progressed all steps within its control, including completing condition surveys, 3D scanning, updated building drawings, and work on the technical specification. The tender is planned for March 2026, and Maplewood lifts 3 & 4 are being included in the same application to avoid future delays.

While awaiting replacement, we are focusing on keeping existing lifts operational, including regular maintenance, specialist repairs, and replacement of the automatic transfer switches.

We understand how disruptive lift outages are for residents. However, the recent lift failure at Birchwood was due to deliberate vandalism, not a mechanical fault. Even when frustrations run high, vandalism only extends downtime and increases disruption. We continue working with residents and partners to support respectful use and protect essential equipment. This incident has been reported to the police and documented in line with our ASB procedures.

### **4. Heat Network Upgrades – Watersreach & Reservoir**

Plantroom upgrade works are now 99% complete, with a final inspection scheduled for 18.02.26 to be carried out jointly by NHG, Vital and Fairheat.

The actuator replacement at the Redmond Centre has now been completed.

However as before, there are still five properties outstanding for HIU and radiator upgrades, with access remaining the main barrier. Housing Officers continue to work closely with the Heat Network Team and Vital to secure access, including progressing legal referrals where required.

In response to resident feedback, we have issued a resident-friendly explanation of how the upgraded system operates, prepared with input from Fairheat (our consultant).

As highlighted in that communication, the key changes residents may notice following the upgrade include:

- Radiators may feel cooler due to the system's more efficient, lower-temperature operation.
- Homes may take longer to heat up, reflecting the design of a modern, energy-efficient network.
- Communal areas will be cooler, following the resolution of historic overheating and reduced reliance on incidental background heat.

These changes are expected and reflect the intended performance of the improved system, supporting better efficiency, reduced carbon emissions, and more reliable long-term operation.

If residents report that their home is not reaching a comfortable temperature even after extended runtime, please help us to encourage them to report this directly to Vital Energi at [London.Reactive@vitalenergi.co.uk](mailto:London.Reactive@vitalenergi.co.uk) or on 020 4506 4411. This ensures any general faults or issues are logged and investigated promptly and managed through the correct procedure.

## 5. Workstreams Update

In relation to our review of NHG's responsibilities and compliance under the Woodberry Down Estate Partnership Agreement, and in line with the revised timeline communicated in our January report, the legal review is now underway and is due to complete w/e 06.03.26.

At the time of writing, we are awaiting a further update from the legal team to confirm progress and outline next steps. A comprehensive update will be provided to partners once received.

The full workstreams table is included in the appendices for more detailed information on each item. *NB: This report was prepared on 12.02.26 and reflects the position as known at this time. Any significant developments occurring after this date will be communicated separately and included in the next scheduled report.*