

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 Report	Completed	Notes circulated on 09.01.25.
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 Report	10.04.26	
	Phase 3 – Analysis & Reporting	Jada Guest	WDCO Board Report	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) / Jada Guest		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 Board	Jake to update
	Publish list of potential improvements	Jake Brodetsky	Partnership Board	Next Partnership Board	Jake to update
	Plan actions arising out of the list	Jake Brodetsky	Partnership Board	Next Partnership Board	Jake to update