



NHG WDCO Operations Meeting — Notes

Date: 17 March 2026 **Time:** 11am

Attendees: Jada Guest (NHG), Nicholas Oemcke (NO), Radhika Uddin (NHG), Councillor Sarah Young (Hackney), Roda Hassan (ITLA), William Sheehy (WDCO), Phil Cooke (WDCO)

1. Welcome & Introductions

Nicholas confirmed transcription had begun. General greetings exchanged.

2. Review of Previous Actions

2.1 Service Charge FAQs & Drop-in

- 26–27 service charge booklets issued.
- Very low resident feedback.
- Only four residents attended the drop-in on 16.03.26.
- A Q&A document will be circulated based on questions raised.

2.2 KPI Reporting Improvements

- NHG-wide service charge review ongoing.
- Update expected end of March.

2.3 Lift Issues

- Escalated; further detail provided later.

2.4 Workstream Table

- Updated to include lifts and service charges.

2.5 Parking Review

- Letters issued inviting applications for Woodberry Grove North.
- Deadline for submissions: 1 April.



2.6 Billing Communications (Insite Energi)

- Residents continue receiving estimated bills despite submitting readings.
- Jada to escalate again with Heat Network team.

2.7 Notice Boards

- Updated by Radhika; positive feedback.

2.8 Inspections & Repairs

- Radhika continues regular inspections and rapid reporting.

2.9 Communal Repairs Tracker

- Nick redesigning tracker; new version to be circulated.

2.10 Air Fresheners

- Airflow and aerosol units installed.
- Positive resident feedback.

2.11 Lift Performance Data

- Access to We Maintain portal obtained.
- Quarterly reporting proposed.

2.12 Window Cleaning Contract

- Contractor repeatedly failed to provide documentation.
- Final deadline issued (20.03.26).
- NHG prepared to terminate and reclaim fees.

3. Housing Updates

- Mohammed Ali replaced by Daniella Henry (permanent HO).
- Positive resident feedback on Mohammed Ali.

4. General Updates



4.1 Service Charges

- **23–24 and 24–25 accounts**
with external auditors; aim to issue by end of April.
- **25–26 accounts**
planned for September; Section 20B notice if delayed.
- **26–27 estimates**
issued; drop-in held.

4.2 CCTV

- Contractor failed to provide full audit documentation.
- Summary report expected 20.03.26.
- Additional camera delayed due to requirement for estate-wide DPIA.
- Nick preparing DPIA and Legitimate Interest Assessment.

4.3 Resident Consultation

- Sarah emphasised need for wider resident input.
- Nick confirmed consultation is part of DPIA.

5. Anti-Social Behaviour

- WS report youths leaving rubbish in stairwells.
- Radhika continues strong communication with cleaning teams.

6. Lifts

6.1 Replacement Programme

- Maplewood & Birchwood replacements scheduled for 2027–28.

6.2 Interim Repairs

- Maplewood: automatic transfer switch replacement approved.
- Birchwood: control panel replacement expected 18.03.26.

6.3 Lift Indicators

- Contractor missed appointment due to payment issue; reattending today.



6.4 Button Function Issues

- Ground floor button issues raised by residents at Rowan – to be fed back to WM.
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7. KMS System Replacement

- Communal works complete at Rowan & Hornbeam.
 - Residents now booking handset replacements.
 - Contractor call-handling issues to be addressed.
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8. Heat Network Billing

- Many residents did not receive January bills.
 - High usage readings even when absent.
 - Confusion over heating/hot water interactions.
 - Jada to escalate block-specific issues.
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9. Memorial Cherry Blossom Tree

- Tree planted in Watersreach & Reservoir communal garden.
 - Dedication plaque pending.
 - Ceremony proposed.
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10. Social Value

- Chequers to install herb/vegetable planter at Pewsham communal garden.
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11. Woodberry Grove North Car Park

- 27 spaces available; 220 eligible households.
 - Allocations based on NHG policy.
 - Applications close 1 April.
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12. Workstream Table Summary

- 50% of NHG regulatory milestones achieved.
- Stock condition surveys and FRA actions up to date on WD.
- Contractual obligations RE NHG’s responsibilities review due 31 March; report to partners by 8 May.
- Heat network upgrades at Rowan & Hornbeam scheduled for Sept 2026.
- Five properties still requiring access at Watersreach & Reservoir, legal action if no response.

13. Any Other Business

13.1 Bins Near Shops

- WS request for recycling bin.
- Council cannot install recycling-only bins due to contamination risk.
- Shops may be required to fund mixed-use bins.

13.2 Food Waste Bags

- Sarah to check council policy.

14. Meeting Close

Jada thanked all participants.

Action Table

Action	Owner	Deadline
Circulate service charge Q&A	Jada	27.03.26
Update on NHG service charge review	Jada	Post end of March
Escalate Insight billing issues	Jada	27.03.26
Confirm Insight drop-in date	Jada	April/May
Finalise or terminate window cleaning contract	Nick	20.03.26
Circulate new communal repairs tracker	Nick	Before next meeting
Begin quarterly lift performance reporting	Nick	Next meeting



Confirm lift indicator contractor attendance	Radhika	Today
Confirm Birchwood control panel replacement	Radhika	18.03.26
Complete estate-wide CCTV DPIA & LIA	Nick	27.03.26
Provide CCTV audit summary	Nick	20.03.26
Escalate Watersreach/Reservoir billing anomalies	Jada	ASAP
Organise memorial tree ceremony	Jada/Radhika	TBD
Manage parking applications & allocations	Radhika/Nick	After 1 April
Investigate bin enforcement options for shops	Sarah	Next meeting
Check council policy on food waste bags	Sarah	Next meeting
