

WDCO Report April 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	16/40
SR 3A	75/75
SR 3B	36/42

A number of 1 bedroom Shared Ownership properties remain unsold due to a change in demand. NHG has recently reduced the values in these homes to see if this will achieve more sales. All of the two bed homes on Phase 3 have now sold.

Phase 4 and the Masterplan

Phase 4 The Gateway 2 submission was submitted in December and we are awaiting the determination which is expected imminently.

Phase 5 Design meetings are ongoing with a full session of design reviews scheduled on Wednesday 15 April. NHG have taken on board WDCO comments when completing our reviews with our Design Team.

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.

Woodberry Wildlife Trust

The London Wildlife Trust continues to deliver a variety of workshops and family activities through the NHG funded, "**Wild about Learning Programme**". Last month's sessions saw over 80 residents attend. Check out the free **Wonderful Wildlife Weekends events** on the following dates between 13.00 and 15.00 [Family Learning Events at Woodberry Wetlands | London Wildlife Trust](#)

- 19th April
- 3rd May

- 17th May
- 31st May
- 14th June
- 28th June

Citizens Advice Hackney – Citizens Advice East End.

Our data shows us that the new financial year in April can cause issues with welfare benefit entitlements, so it's an important month to prevent issues. Please promote the “**Independent Debt and Welfare Advice**” programme continues to support residents with debt and welfare advice. This free service is available to all Woodberry Down residents and is 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.

Active Within

NHG continues to fund free health & wellbeing classes and 1;1 coaching on Woodberry Down [Events | Activewithin](#). Active Within are also exploring a strength & conditioning style class for senior residents that's focused on cardio & strength training. For more information, please contact Active Within on Info@activewithin.com.

London School of Architecture's RC/YCC.

The Woodberry Down Design Studio has been established to continue delivering public interventions on Woodberry Down that will make a lasting impact on the estate. The studio will be led by residents aged 13 to 19 years old and guided by local architects, RC/YCC, as well as a range of built environment Professionals. Projects will be developed through after-school workshops that introduce fundamental design, engineering, and making skills which are useful for a range of different education and career paths. On top of this, you will gain a Level 1 Foundation Project Qualification in recognition of your dedication and hard work. This year the Woodberry Down Design Studio will work with local community organizations to develop a project for local people that contributes to the public space in Woodberry Down. Emails will go to Grace.Cleary@nhg.org.uk so that your interest can be registered for when recruitment begins!

Skinner's Academy

In March, Grace Cleary from NHG & Roseline Defor from Berkeley Homes delivered a Geography workshop at Skinner's Academy. We also used this workshop to get an insight from the young residents on what they would want from Woodberry Down events and activities going forward. NHG continues to fund Active Within to deliver boxing classes every Monday for Skinner's students.

PLACES AND ESTATES UPDATES

1. Service Charges

The timeframes and actions set out below remain unchanged from the previous report and continue to progress as planned.

Outstanding Accounts: The 2023–24 and 2024–25 service charge accounts have been reviewed internally and submitted to external auditors. Subject to completion of the external audit, we aim to issue the finalised accounts to residents and leaseholders in NHG-managed blocks at Woodberry Down by end of April 2026.

2025–26 Accounts: In line with the standard process, we aim to issue the 2025–26 service charge accounts by the statutory deadline of 30 September 2026. If this is not achievable, a Section 20B notice will be served to protect cost recovery in accordance with legal requirements.

2. CCTV

Following the January 2026 estate-wide CCTV audit, the original contractor failed to provide an accurate asset list and remedial works quotation despite repeated requests. In line with our previous advice, we have therefore withdrawn the work from them.

An alternative contractor, one we work with regularly and who has proven reliable and high-quality, has now been appointed. A full site survey is scheduled for Monday 20 April, after which a verified asset list and scope of remedial works will be provided. A further update will follow once the survey is complete.

3. Lifts at Maplewood and Birchwood

Subject to approval by the Building Safety Regulator (BSR), the lift modernisation works at Maplewood and Birchwood remain scheduled for the 2027–28 financial year. This timetable cannot be brought forward, as it is dependent on statutory approvals from government bodies and cannot be fast-tracked.

WDCO have asked for clarification of the key stages involved in delivering the replacement programme (Design; Tender; Procurement/Supply; Gateway Approvals; Installation & Delivery). We have passed these questions to our Lift Program Manager (leading on lift replacements), who will provide their comments. These will be shared with WDCO as soon as they are available.

Current Lift Repairs:

Automatic Transfer Switch (ATS) Replacement – Maplewood (Woodberry Grove)

Fixatec will attend site on 15.04.26 to install, full replacement expected to be completed by COP 17.04.26.

Lift Indicators – Maplewood (Woodberry Grove)

Part of the indicator works has now been completed. The contractor has advised that a further

quote has been issued for the final phase of works. This quotation is currently being reviewed by the consultant, and we expect an update from the Lift Team on confirmed dates by 16.04.26.

Control Panel Replacement – Birchwood, Lift 2

The control panel has now been replaced, and Lift 2 is back in service

4. KMS System Replacement – Rowan & Hornbeam

The KMS system replacement is now complete, including the replacement of inflat handsets. Of the 117 properties, 113 have been completed, with only 4 remaining, which are being arranged directly with residents. A final signoff will be completed once the remaining installations are finished.

5. Car Park / Parking at Woodberry Grove North

The deadline for parking applications was 1 April. Applications are now being reviewed and parking spaces allocated. We aim to update all applicants, whether successful or not, by 30 April. If additional time is required, residents will be informed accordingly.

6. Handyman Repairs Service

Residents and partners were advised that the handyman repairs service at Woodberry Down would end on 31 March 2026 as part of a wider organisational review. From 27 April, repairs will transfer to Axis, bringing Woodberry Down in line with the wider NHG repairs model, with interim cover provided via the Plentific platform. In response to this change, partners have shared feedback, which we have passed on to the repairs team and the wider service to ensure they are aware.

The estate team will continue to raise repairs from the Woodberry Down office as they do currently; there will be no change to this process, other than repairs being routed to the new contractor rather than Wates. A full repairs service will remain in place, and NHG will continue to meet all statutory, contractual, and landlord obligations.

7. Workstreams update

The full workstreams table is included in the appendices for more detailed information on each item. *NB: This report was prepared on 09.04.26 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.*