

**WOODBERRY DOWN COMMUNITY ORGANISATION
LIAISON MEETING WITH PARTNERS**

<p>Woodberry Down Community Organisation Liaison Meeting with Partners Tuesday 4th March 6pm – 7pm</p>
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Residents: William Sheehy (WS), Andreas Anderson (AA), Oonagh Gromley (OG), Adrian Essex (AE), Jackie Myers (JM)

Partners: Hermione Brightwell (HB), Trevor Hughes (TH), Julian Rodriguez (JR), Giorgia Woolveridge (GW), Jada Guest (JG)

Apologies: Leonora Williams (LW)

ITLA: Roda Hassan (RH), Ameera Hassan (AH)

Items	Action
1.0	Minutes of February Liaison Meeting
	<p>Minutes were checked with one point of accuracy and agreed.</p> <p>HB raised a point of accuracy on page 3, point 4.0 of the minutes. HB clarified that Hackney did not confirm there would be drop-in sessions for TA residents. This was discussed with the DART team (via Molly), but as there are a low number of remaining residents in TA in Phase 4, it was agreed not to hold drop-in sessions.</p>
2.0	Matters Arising
	<p>RH updated that she shared the minutes from the January Liaison meeting with JG.</p> <p>TH emailed RH to confirm that the power-assisted doors in Block 3A are now working.</p> <p>JG followed up and arranged a meeting on 26th March with Simon and residents with vital heating issues to meet with the heat and billing team.</p> <p>RH circulated the email TH sent to Simon on 13th February regarding the service charge question.</p> <p>RH emailed HB and GC to follow up on the response to questions regarding Seven Sisters Road and parking spaces.</p> <p>GW sent OG and Hilary an email on the Phase 3 private block budget and noted that Berkeley will not be sharing the private block budget. RH asked why this would not be shared with the service charge working group. GW responded that BH does not share budgets with other phases as these are set for each phase. GW checked internally with BH and confirmed that the block budget would not be shared.</p> <p>RH has seen a draft letter on how the budget changes will be communicated to social tenants but noted that she has not seen anything regarding how this will be communicated to shared owners. JR responded that he would check with the respective leasehold officer.</p> <p>ACTION: JR will speak to the respective leasehold officer regarding communication.</p> <p>RH has received dates from GC for reviewing the out-of-phase split household and will send them to the Board members.</p> <p>ACTION: RH to circulate dates for the out-of-phase split household review to the WDCO Board members who have expressed interest in attending.</p> <p>JM raised concerns at the February Liaison meeting about how the letter she sent directly to the CEO on behalf of the Executive Committee was responded to and dealt with. JR mentioned that they had provided an update from the complaints team to explain the process. RH clarified that an email was sent to JM from</p>

NHG

ITLA

	<p>the Head of Complaints to outline NHG's process. But noted that the issue isn't about understanding NHG's process but rather WDCO's disagreement with how the matter is being handled.</p> <p>RH confirmed she has added TH's update on the masterplan to the action tracker. TH updated that the wind tunnel test visit will be picked up under the Phase 5 application and Design Committee.</p> <p>TH emailed WS about the Sainsbury's security issue the day after the February Liaison meeting. AE raised that LBH did not provide a detailed update on Block D at the February Board, and this action is still outstanding.</p> <p>JR was expected to send a service charge breakdown to residents ahead of the February Board. JR updated that NHG has been working on providing a comprehensive breakdown of costs and an explanation, and believes this is now ready to go out. NP added that he has sent the confirmation of charges letter to RH at 5pm today and that NHG has also provided confirmation of charges to residents individually, as residents have been requesting this on a daily basis. NP confirmed that the confirmation of charges letter will be sent by 7th March.</p> <p>RH confirmed she has circulated the DART team update to the WDCO Board. JG sent an email to the planning works team to follow up on the cyclical works at Hornbeam and confirmed she has sent this to WS.</p>	
3.0	February Board Actions	
	<p>RH received written updates from NHG and Berkeley.</p> <p>Berkeley: TH updated that there were several factors contributing to the detachment of the window, though no single factor was solely responsible. The work Berkeley will carry out will address all these factors. TH also updated on the remedial works, explaining that the mobilisation of works will take around three months, as Berkeley needs to tender to multiple window contractors. They should be ready to begin work by mid-June. Once the contract is finalised. TH will provide firm details on the management and timeline of these works.</p> <p>TH is awaiting confirmation from LBH regarding their contribution to community events and will share this information with all parties once received.</p> <p>TH is still waiting for details from Stav regarding the apprenticeship figures on disabled employees on site. He expects to have more information by the March Board.</p> <p>ACTION: Berkeley to provide the number of disabled employees at Woodberry Down for the March Board.</p> <p>TH addressed the KSS1 issue raised at the February Board. He confirmed that this matter has been passed to Berkeley, and discussions are underway with KSS1 RAs to resolve the issue.</p> <p>AE asked for reassurance that none of the windows will fall out soon. TH confirmed that all potential causes for window detachment are being addressed in the remedial works. RH added that the original request was for WDCO to review the findings and report on what caused the window to detach. TH clarified that the document was with Berkeley's legal team and may not be shared. RH asked if a summary/explanation on the causation could be provided if the full report cannot be shared.</p> <p>ACTION: TH will check if the cause of the window detachment can be shared.</p> <p>JM suggested that it would be helpful to hear from work colleagues or apprentices with disabilities to provide insight into the application process and their experience with apprenticeships.</p> <p>ACTION: TH will take this point back and ask.</p> <p>NHG: JG sent an update to RH regarding the complaints process, confirming that a formal Stage 1 complaint was issued to WDCO and RH on 26th February, in line with NHG's complaints procedure.</p>	<p>BH</p> <p>BH</p> <p>BH</p>

	<p>JG updated that NHG is unable to provide a written response on the outcome of the service charge review (previous years) yet, as final details are still being worked on. High-level figures should be available for the WDCO Board by 20th March. JG confirmed that NHG is happy to meet with WDCO representatives over the next couple of weeks to discuss the review and answer any questions.</p> <p>ACTION: JG to provide high-level figures for the service charge review by 20th March.</p> <p>AE sought clarification on whether the Phase 3 service charges would be frozen, and JR confirmed that service charges will be frozen for 2025/26, with any overspend or underspend being carried forward to the actuals. AE raised concerns that the term "freeze" is misleading, as no actual financial benefit would be gained by residents, and JR acknowledged this point.</p> <p>ACTION: JR will confirm the details of the welcome pack with Dani and provide an update to the WDCO Board.</p> <p>AE raised concerns regarding the potential for pre-payment meters being issued to NHG tenants, and JR confirmed that while the standard installation is a pre-payment meter, vulnerable residents can request to be switched to a credit account.</p> <p>LBH: HB will circulate a written response following the Liaison meeting.</p> <p>HB provided an update on temporary housing, confirming that the DART team ensures applicants have the necessary paperwork and are signed up for non-secure tenancies, on the housing register, and aware of their bidding number.</p> <p>ACTION: HB to provide a written response to RH's questions on temporary accommodation.</p> <p>HB also updated on the Phase 4 and 5 decant/refusals, stating that there were 14 refusals, 9 of which were from Phase 5 residents. Reasons for these refusals included more than just affordability.</p> <p>The Block D working group meeting will be held on 24th March to discuss marketing with MillCo. HB confirmed that MillCo is engaging with prospective subtenants, and Hackney is working with Berkeley on the fit-out, set to begin at the end of April with a three-month period.</p> <p>HB confirmed that the final version of the newsletter has been shared with WDCO, and Comms will engage with WDCO directly on communications strategies.</p> <p>ACTION: HB to follow up with the project manager on details regarding the West Reservoir and update WDCO.</p> <p>HB also updated that they had a meeting with Matt Jenner regarding the cultural strategy, which includes expanding the scope of the Hidden River Festival and working with MHDT on the Pavilion Project for community use.</p> <p>ACTION: HB will email Matt Jenner's points to WDCO to ensure there's no duplication of efforts.</p> <p>AE inquired about the progression of the cultural strategy, and HB clarified that the strategy is being developed as part of Phase 4's planning, with further cultural activities planned. A culture steering group for Woodberry Down will be set up to help develop the strategy further.</p> <p>ACTION: HB to provide an update on the cultural strategy and Matt Jenner's work with WDCO.</p> <p>ACTION: GC to provide an update on the timeline for the Ground Floor strategy after the Round Table and inform the WDCO Board.</p>	<p>NHG</p> <p>NHG</p> <p>LBH</p> <p>LBH</p> <p>LBH</p> <p>LBH</p> <p>LBH</p> <p>LBH</p> <p>LBH</p>
5.0	Preparations for March Board Meeting	
	<p>NHG are unlikely to provide a written update at the March Board but will provide high-level figures ahead of the meeting.</p>	

	There are no presentations planned for the March Board.	
6.0	Partner Updates	
	<p><u>Brief partner updates</u></p> <p><i>NHG Update:</i> JG provided an update on NHG's activities, including the Vital Energy session scheduled for 26th March, which will be held in the afternoon through to the evening. JG also shared details about the HIU programme, which is set to begin in April, with units being replaced at Rowan, Hornbeam, Watersreach, and Reservoir. She will follow up with further details on this programme.</p> <p>JG also noted they have a new starter at NHG who joined last Monday as an estate administrator. NP added that a new property manager has been appointed to take over the management of existing leasehold properties, while Daniel remains responsible for overseeing the new builds.</p> <p>JR also provide further updated that 47 households are currently living in Phase 3A's rented properties, with one more scheduled to move in and six in the sign-up process. This means a total of 54 households are either settled or in the process of moving in. In terms of shared ownership, NHG has sold 44 homes, with 11 in the process of being sold, reserved, or exchanged, leaving 28 homes still available.</p> <p>RH followed up on the issue of unallocated properties, noting that there are currently 16 to 19 such properties. Hackney is considering what steps to take next in terms of allocating them. RH asked how Hackney's strategy for allocating these properties will be shared with WDCO. HB explained that the allocation strategy will come from the DART team, who are working with the Decant team and tenants from future phases. HB committed to providing more clarity on how the strategy will be communicated to WDCO.</p> <p><i>Berkeley Update:</i> TH shared several updates from Berkeley. They have completed work on another block in Phase 3, with 50 homes in Block B3 completed last week. He noted they are set to begin the fit-out for Tesco under the tower on Seven Sisters Road, with work commencing on 17th March. The fit-out will take approximately three months.</p> <p>Regarding Phase 4 demolition, TH updated that Berkeley is nearing the tendering stage for Phase 4, with the aim to place an order for demolition by mid-May, assuming the vacant possession process goes smoothly with Hackney.</p> <p>TH also confirmed that the Block D fit-out contractors have signed contracts and are expected to be on-site by 21st April. The Block D opening day is anticipated to be in July.</p>	