

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

Woodberry Down Community Organisation Liaison Meeting with Partners
7th April 2026
6pm – 7pm

Residents (WDCO members): Hilary Britton (HiB), Adrian Essex (AE), Gita Sootarsing (GS), Leonora Williams (LW), Omar Villalba (OV)

Partners: Gareth Crawford (GC), Sarah Moore (SM), Julian Rodriguez (JR), Jada Guest (JG), Giorgia Woolveridge (GW), Sarah Fabes (SF), Nic Popovic (NP)

Apologies: Gloria Obilana (GO)

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

Items	
1.0	Minutes of March Liaison Meeting
	The minutes were agreed and accepted for accuracy.
2.0	Matters Arising
	<p>RH confirmed that the Insite drop-in sessions have not yet taken place and that no dates have been received. ACTION: JG to provide RH with a confirmed date for the Insite drop-in session.</p> <p>SF advised that Tom has not yet arranged a meeting for the District Heat Network, as he is currently on leave. SF noted that she has a meeting with internal teams scheduled and will also reach out to members of the DHN group to arrange a meeting date. ACTION: SF to contact members of the DHN group to arrange a meeting date.</p> <p>It was noted that the lift specifications vary, as they are manufactured by different providers.</p> <p>RH followed up with JG regarding the CCTV audit report. NHG is working closely with the contractors, and JG was expected to provide a full update at the Liaison meeting. OV raised concerns that this matter has now been delayed for six months. HiB requested access to the audit report. ACTION: JR to follow up with JG on sharing the CCTV audit report and remedial works plans (excluding costings).</p> <p>JG shared the rationale for the heat network upgrade for KSS1 and its connection to future Heat Network plans. RH has circulated this to the wider Board. RH also highlighted that there remains one property that has never had heating, noting that this issue has been ongoing for several years and has been reviewed by multiple contractors without resolution. ACTION: JR to follow up on the ongoing case of the resident without heating.</p> <p>HiB confirmed that the “Meet Your Neighbours” event will be organised by Giuseppe. ACTION: HiB to follow up with Giuseppe regarding the date and location of the event.</p> <p>JG has not yet provided an update on the electricity supply issues affecting Maplewood and Birchwood. ACTION: JG to provide a full update on the electricity supply issues affecting lift at Maplewood and Birchwood.</p> <p>RH provided an update on the lift replacement ordering process, noting that the approval timeline is currently projected for 2027/28. RH has sent a follow-up email to JG with additional questions, WDCO members have raised</p>

	<p>concerns about the timeline, particularly the process of procurement, tendering, and commencement of works and whether this could lead to further delays. RH also confirmed that residents have requested a clear timeline. ACTION: NP to follow up with JG on the lift replacement ordering process and to obtain a confirmed timeline.</p>
3.0	Action tracker and March Board actions
	<p>Berkeley: SF provided a response to William’s query regarding the openability of windows and the cleaning strategy for future phases at both the Design Committee and the March Board. SF advised that, in future phases, the fixed panel will be 20–25cm. Openable windows will open inwards to allow for cleaning. Each resident will be provided with a key to secure the windows, with the ability to remove the fastenings in order to pull the window inwards and open balcony doors internally for cleaning.</p> <p>RH noted that the ITLA has requested NHG to provide Phase 3 residents with a key for the windows; however, it was confirmed that Berkeley would not be providing keys to residents. ACTION: GV to follow up with the operations team.</p> <p>SF confirmed that the lighting along the Phase 4 hoarding will be switched on this week, following complaints from residents in Kingly and Odell raised with ward councillors.</p> <p>SF also advised that the consultation boards included a summary of the number of units by tenure for three-, four- and five-bedroom social rented homes.</p> <p>SF will follow up with RWDI regarding Jackie’s query to establish whether residents with mobility issues are taken into account within wind assessments. ACTION: SF to follow up with RWDI on Jackie’s query.</p> <p>NHG: JG advised at the March Board that she would confirm whether there are mechanisms in place to adjust leaseholders’ (shared owners’) service charge accounts mid-year, once the actual service charge accounts have been issued. ACTION: JG to provide an update on whether such mechanisms are in place.</p> <p>Hackney: GC advised that he is awaiting a response from Mayor Caroline Woodley and Cllr Nicholson regarding how cost and affordability challenges will be addressed, including exploring options currently being developed for the community. ACTION: GC to discuss with Cllr Nicholson the impact of social housing rent increases on affordability for residents, and broader cost and affordability challenges.</p> <p>ITLA: RH to follow up with Anchor Hanover regarding Amanda’s query relating to Goldfinch Point ahead of the April Board. ACTION: RH to provide an update from Anchor Hanover prior to the April Board.</p> <p>RH requested that all partners provide written updates for inclusion in the April Board minutes, by Friday.</p>
4.0	Preparation for April Board Meeting

	<p>Presentations: SF confirmed that a written update on the consultations will be provided at the April Board. Roda noted that the Executive discussed inviting Mat Jenner to attend the April Board to provide an update on the cultural strategy and the recent report presented at the Partnership Board. GC suggested that it may be more appropriate to invite Mat Jenner to the May Board instead.</p> <p>RH proposed inviting Anchor Hanover to attend, or alternatively requesting a written update ahead of the launch date. This should include a timeline for when residents will begin moving in, as well as details of the facilities to be provided.</p> <p>ACTION: RH to invite Anchor Hanover or request a written update for the April Board.</p>
5.0	Brief Partner Updates – Key Issues and Changes
	<p>Berkeley: GV provided an update from Berkeley Homes confirming that the Phase 3 boilers have been offline since 18 March due to an unidentified issue. A temporary boiler was commissioned on 19 March to maintain service. A joint investigation between Berkeley and Vital is ongoing to determine the cause of the issue, ahead of agreeing a full remedial solution. This investigation must be concluded before Berkeley can determine the appropriate next steps and ensure that any further issues are fully mitigated. Berkeley will provide an update on next steps on 17 April. GV confirmed that this issue has affected all blocks in Phase 3.</p> <p>OG and HiB asked whether the air source heat pumps are currently generating energy.</p> <p>ACTION: GV to confirm whether the air source heat pumps are operational and producing energy.</p> <p>HiB requested an update from Berkeley on the potential impact of developments in Iran on gas prices for residents, and whether there are any plans to renegotiate the current contract. GV advised that gas and electricity contracts run from September to September, are procured in advance, and are monitored monthly to ensure value for money. The contracts will be renewed in September, and Berkeley has already begun reviewing options ahead of the next procurement cycle. GV will follow this up with Insite.</p> <p>ACTION: GV to follow up with Insite regarding gas and electricity pricing and provide an update.</p> <p>OG raised concerns about delays in issuing service charge invoices and requested an update for residents.</p> <p>ACTION: GV to follow up with Emily regarding service charge invoices.</p> <p>NHG: JR advised that 14 of the 85 shared ownership homes remain available in Calico House. In Whitetail, 21 of the 39 shared ownership homes remain available, predominantly one-bedroom properties.</p> <p>JR also confirmed that NHG is nearing completion of the build agreements for Phase 4, which are expected to be signed by the end of May.</p> <p>RH requested an update from NHG on tariffs for NHG blocks.</p> <p>ACTION: JR to provide an update on tariffs for NHG blocks.</p> <p>Hackney: No updates.</p>
6.0	AOB
	<p>GS acknowledged GC's contribution in providing support and information to businesses, as well as their work in addressing current regeneration issues. They expressed gratitude for GC's willingness to listen to concerns and for his continued support of WDCO.</p>