

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

**Woodberry Down Community Organisation Liaison Meeting with Partners
Tuesday 2th June 6pm – 7pm**

Residents: Phil Cooke (PC), Andrea Anderson (AA), Kalu Amogu (KA), Adrian Essex (AE), Leonora Williams (LW)

Partners: Carol Boye (CB), Jada Guess (JG)

Apologies: Trevor Hughes, William Sheehy, Anthony Green

ITLA: Roda Hassan (RH), Emre Ozturk (EO)

| Items | | Action |
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| 1.0 | Minutes of May Liaison Meeting | |
| | The minutes were reviewed for accuracy and agreed upon. | |
| 2.0 | Matters Arising | |
| | <p>JG explains that NHG is still in the process of correcting the Vital billing errors; around 90% of the data has been completed. Once finished, a letter will be sent out explaining how residents can either get the refunds added as credit for future bills or have the amount refunded back to their accounts. They hope to have it finalised within the next 8 weeks.</p> <p>In regards to the reminder letters, they have confirmed that credit control would not be switched off. However, they advised customers to ignore the reminders at this stage. RH explained that the final demands are not the same as reminder letters, which have caused residents to panic, and should not be sent to them. AE supported RH's statement and suggested her opinions be taken into account, as she is directly dealing with the residents. JG will raise this issue and the concerns with Laura.</p> <p>RH also noted that WDCO members are frustrated that NHG isn't providing a timeframe for publishing the accounts for 2020–2021, 2021–2022, and 2022–2023. WDCO members agree that a timeframe is the minimum that should have been provided. JG explained she is trying to work through things as quickly as possible and doesn't want anything sent out that is incorrect. She is double-checking everything with each department so that the information sent out is accurate and final. JG apologises for the delay and mentioned that she preferred not to send the three-year accounts separately. She has been meeting with the internal team to expedite the process as quickly as possible.</p> <p>RH suggested that drafts of the communications to be sent out should be reviewed by WDCO. JG agreed to look into sending out the drafts and try to get them WDCO and ITLA for comments. RH noted that she has emailed James Glass regarding the service charge and Andy Lord about the Vital bills and is waiting for a response on both of those.</p> <p>RH noted that comments and proposed changes from partners regarding the Partnership Agreement have not been shared with the WDCO Executive members. CB stated that these are still with the delivery partners, and she will follow up on this matter. CB will provide an update on Friday 7th June along with a timeframe.</p> <p>AE mentioned that the Communications Working Group discussed putting together a communications strategy that will involve WDCO from the beginning to gather input. Additionally, partners will submit items to Paul to be included in the summer newsletter.</p> <p>CB mentioned that she currently does not have an update regarding the DHN working meeting and the feasibility study. She will coordinate with Isobel and provide the update on Friday 7th June.</p> | <p>JG</p> <p>JG</p> <p>CB</p> <p>CB</p> |

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| 3.0 | Action tracker | |
| | <p>Regarding the Block D update, CB reported that they are working on the Cabinet report, which will go to the Cabinet in June or July. CB will get Hermione to send a detailed report on what will happen with the Block D space and the proposal being sent to the cabinet.</p> <p>The Phase 3 community space has been continually asked about at the Board meetings and the Round Table, and WDCO wants to be a part of the discussion about space. JG and CB will feed this back to Isobel and Anthony.</p> <p>Concerning the Phase 3 (social rented blocks) service charge and management of the social rented blocks, RH reported that Dani from NHG is in the process of organising a Service Charge working group meeting to discuss this.</p> <p>RH asked if LBH and NHG were aware of the survey conducted by R&R on behalf of Berkeley to gather residents' preferences for the commercial units. The WDCO Executive Committee members want to know whether NHG and LBH residents had the opportunity to provide feedback on their preferences for the commercial spaces in Phase 3. CB and JG were not aware that a survey had been conducted.</p> <p>RH will email BH to seek clarification on the methodology and timeline of the survey, as well as to inquire whether it has been shared with NHG and LBH residents. CB and JG will check this and report back.</p> <p>RH will also email BH about an update on the window report and to ask if they are able to provide any updates on what is planned for the commercial units in Phase 3.</p> | <p>CB</p> <p>NHG & LBH</p> <p>RH JG & CB</p> <p>RH</p> |
| 4.0 | Preparations for the June board meeting. | |
| | The masterplan update is scheduled to be presented at the July Board meeting. However, since BH were not in attendance, RH will email Tom to seek confirmation. | RH |
| 5.0 | Partner Updates | |
| | <p>CB gave the LBH update: She reported that they are reviewing the planning documents for the masterplan. The timelines for the CPO for Phase 4 are still expected to continue and they are preparing to make the CPO in the Summer.</p> <p>CB will get back by the end of the week to see if the out-of-phase split household presentation is still scheduled for the July Board meeting.</p> <p>RH asked if there will be a decant workshop with NHG, LBH, and ITLA. Additionally, RH inquired whether the Phase 3 pre-allocation had been completed. CB will check the details of the decant process for Phase 3.</p> <p>JG gave the NHG update: she reported that the new pumps for Ashview will be installed between 10th – 12th June.</p> <p>JG was also asked if the issue with residents who have had no heating for a prolonged period of time has been resolved, particularly the resident who was without heating since she moved in. JG will check the outcome of the last Vital visit and provide an update.</p> | <p>CB</p> <p>JG</p> |
| 6.0 | AOB N/A | |