

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

**Woodberry Down Community Organisation Liaison Meeting with Partners**  
2<sup>nd</sup> July 6pm – 7pm

**Residents:** Jackie Myers (JM), William Sheehy (WS), Leonora Williams (LW), Kalu Amogu (KA)

**Partners:** Trevor Hughes (TH), Anthony Green (AG), Carol Boye (CB)

**Apologies:** Andrea Anderson, Adrian Essex

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

Items	
<b>1.0</b>	<b>Minutes of June Liaison Meeting</b>
	The minutes were reviewed for accuracy and agreed upon.
<b>2.0</b>	<b>Matters Arising</b>
	<p>CB shared the suggested changes from the partners to the partnership agreement. RH has circulated these to the Executive Committee for review and comment. The partners and the WDCO Executive Committee will then discuss the partnership agreement at the Awayday.</p> <p>CB updated that the council is seeking cabinet authority to enter into a contract with Millco, which will be going to cabinet in July. The council is also in discussions with Millco regarding the terms and operations of the space, and a more detailed timeline will be provided.</p> <p>RH asked if Isobel and Anthony could provide an update on how WDCO will be included in the discussions about the Phase 3 community space and its potential management.</p> <p><b>ACTION:</b> CB will take this request back to Isobel.</p> <p>TH noted that the fit-out of the Phase 3 community space has been designated as a project for the apprentices, known as 'The Apprentice Challenge'. Only the apprentices will be able to work on the fit-out for the space as part of this project.</p> <p>RH emailed Berkeley to inquire about the survey conducted by R&amp;R on their behalf, which aimed to gather residents' preferences for the commercial units. TH explained that the survey was for his personal benefit and wasn't shared with his team. He had asked R&amp;R during a meeting to gauge what other residents in the area wanted to see from the commercial units, with the purpose of ensuring they were targeting the right tenants for those living in WD. He emphasised that the survey was conducted with good intentions.</p> <p>JM expressed concern that the survey was only distributed to private residents and should have been extended to the wider estate. TH reassured everyone that it was intended solely for his use and was not meant to exclude anyone. He also stated that he's open to JM's feedback, suggesting that the survey should be distributed estate-wide, and he will consider if something similar can be done for the wider community. RH requested that the outcome of the survey be shared with WDCO, and TH agreed to share the survey results.</p> <p>RH emailed Berkeley regarding the window report and the plans for the commercial units and the updates were provided at the Board.</p>

RH emailed Tom to see if the masterplan presentation will be presented at the June Board. RH explained they need to have a design committee meeting first and the DC meeting hasn't been scheduled yet. Tom has confirmed that they won't be in a position to present it at the July Board either. Tom has asked if an additional meeting can be scheduled for August to deliver the presentation, which RH has discussed with the Executive Committee and will inform the Board once it's confirmed.

CB explained that, as the split household is a policy review, no formal report will be provided. Instead, an update on the next steps for the split household policies will be given. CB mentioned that someone from the policy team will deliver this update. RH noted that the Board had expected the outcome of the internal discussion to be shared with them and is anticipating an update on when and how the split household policy will be implemented. CB confirmed that this information will be included in the update.

Andy Lord has addressed the final reminder warning letters from the billing company and has confirmed that they won't be sent out until the billing issues are resolved.

Regarding the Phase 3 community space, WDCO wants to understand how they will be included in the discussions. AG explained that MHDT has been asked to produce a business proposal outlining their plans for managing the space and engaging community groups. This proposal is expected by 12th July. Once received, there will be a consultation period with WDCO to discuss the proposal. AG noted that this process will move forward relatively quickly. RH noted that WDCO prefers to be involved earlier in the discussions, rather than being consulted afterward. AG inquired whether WDCO would like to develop an outline vision or set of aspirations for the space. He noted that they would be happy to review any such documents if WDCO chooses to put them in writing. RH asked if the WDCO Executive members could view the space, and AG agreed to schedule this. RH also highlighted the main concern among WDCO members: that the space might end up like the Redmond Centre, which is not used by the community but rather heavily used by other groups outside the community.

WS noted that MHDT has several other spaces on the estate, outside of the Redmond Centre, which have remained vacant for extended periods. He also highlighted that various community groups, such as Friends of Woodberry Down, lack facilities and could benefit greatly from having access to a space on the estate.

**ACTION:** AG will check with Jada to see if the prolonged heating issues affecting the residents have been resolved.

RH requested that NHG instruct Vital to provide account statements that show account reconciliation after corrections have been made. Residents are becoming confused because Vital continues to send out different bills, and the corrections are not clearly explained.

**ACTION:** AG will take this request to the billing team and Jada.

WS inquired about the status of the bubbling glass replacement. TH updated that the replacement has been completed.

WS stated that the recent changes within the housing team were confusing and poorly communicated to residents. He noted that the WDCO representatives did not receive any updates about these changes, and there was no mention of them in the last Board report. AG acknowledged that the communication about the changes could have been handled much better and will provide this feedback.

WS also noted that the Green Lane gate has been broken for two months and requested that the issue be escalated. AG will take steps to escalate the matter and get Jade to provide an update.

The Ashview pumps have been installed and are fully operational, and no complaints have been received since their installation.

<b>3.0</b>	<b>Action tracker</b>
	The action tracker updates will be given in the July Board meeting.
<b>4.0</b>	<b>Preparations for the July Board meeting.</b>
	An update on the out-of-phase split households will be provided by the Policy team. RH also noted that there will be a Special Board meeting for WDCO members until 7:30pm, with the regular Board meeting starting later at 7:30pm instead of 7:15pm.
<b>5.0</b>	<b>Partner Updates</b>
	<p><b>AG provided the NHG update:</b> Phase 3 has been officially launched, and NHG is currently awaiting feedback on the numbers. The masterplan is still under development, with ongoing discussions between NHG, Hackney, and Berkeley to refine all details. Phase 3 snagging is also in progress; although there may be slight delays, efforts are being made to get back on schedule.</p> <p>AG also noted that discussions with R&amp;R regarding the service charge budget are ongoing to finalise the budget.</p> <p>A fun day was held on June 23rd and was well attended. WS noted that Berkeley did not attend the event. TH apologised for the absence of Berkeley staff due to unforeseen circumstances and announced that Jaime is also leaving Berkeley.</p> <p>RH highlighted concerns regarding a recent service charge discrepancy, where NHG identified significant variances. It appears that certain costs, such as compliance, M&amp;E, and maintenance, were not charged in previous years. WDCO representatives from NHG blocks have requested to review these unallocated costs and have asked for a meeting to discuss the discrepancies.</p> <p><b>ACTION:</b> AG will address this request, provide feedback, and report back.</p> <p><b>TH provided an update from Berkeley:</b> he reported that the CMLs for the first 66 apartments have been granted in the past couple of weeks. Road 1 is set to open in July in preparation for the completion of Block B6, with the first occupants expected to move in within three weeks. While the road will be finished this week, access will be restricted by the estate management team during the move-in period to prevent unauthorised entry. Only one tower crane remains in Phase 3 and the majority of the scaffolding has been taken down, the only blocks left are B4 and B5.</p> <p>A new show flat has been completed and will open this week to help sell the remaining units. The summer screenings are scheduled for the 12th, 13th, and 14th July and the masterplan is expected to be submitted within the next 2-3 weeks.</p> <p>JM inquired whether Berkeley plans to replace Jaime Powell, who is leaving. TH confirmed that, due to a reduction in workload, Jaime's role will not be replaced.</p> <p>WS asked when the social tenants that are due to move to Phase 3 will get an opportunity to view their flat.</p> <p><b>ACTION:</b> AG will check with Dani and come back about the viewing dates.</p> <p>WS inquired about the handyman service for Phase 3, which had been provided in earlier phases. He noted that NHG had more staff on the ground during the decant process when residents were moving in previously. AG will investigate the current arrangements for the handyman service and the support provided by WD staff during the move-in process. RH requested an outline of the Liaison Officer's role and how they will support the residents.</p> <p><b>ACTION:</b> AG will provide details on the Residents Liaison Manager and Officer's role and explain how they will support residents during the decant process.</p>

	<p><b>CB provided the Hackney update:</b> she reported that the process of repurchasing leasehold properties in Phase 4 is ongoing and confirmed that all secure tenants in Phase 4 have been pre-allocated properties in Phase 3. JM inquired about when temporary housing residents will likely be offered properties, noting that some residents in Phase 4's temporary accommodation have not yet been contacted. JM also asked whether plans are still in place to make direct offers to the remaining temporary housing residents in Phase 4. Additionally, RH asked if an update could be provided on the status of the temporary housing tenants in the Hackney Board report.</p> <p><b>ACTION:</b> CB will take the questions regarding temporary housing to the relevant team.</p>
6.0	<p><b>AOB</b> N/A</p>