

Heading	Action	Responsible	Report to	Due Date	Comments
<b>NHG Regulatory Compliance &amp; Organisational Capacity</b>	<a href="#">Ensure the Partnership Board reviews progress as agreed with the regulator</a>	Jake Brodetsky / Lizzie Stevens	Partnership Board	On-going	NHG updates it website on progress against the regulatory compliance plan set out for us, each quarter. The most recent update for Q3 can be found here: <a href="https://shorturl.at/L3KCT">https://shorturl.at/L3KCT</a> . If you have any questions about our performance data please complete the form here: <a href="https://shorturl.at/aE4kT">https://shorturl.at/aE4kT</a> . NHG will continue reporting to the regulator until they confirm that reporting can stop.
<b>Service Charge Tracking</b>	To serve outstanding accounts to residents for 2023-24 and 2024-25	Jada Guest	WDCO Board Report	End of April 26 (subject to external auditors)	We are currently working through the remaining steps required before the accounts can be issued. At present, we are aiming for the next set of accounts to be ready by the end of April, although this timeframe is dependent on the external audit process. Our broader programme remains on track to have all outstanding previous-year accounts, including 2025–26, completed and issued by September 2026. This will bring all service charge accounts fully up to date.
<b>Contractual Obligations Audit &amp; Compliance</b>	Phase 1 – External Instruction & Legal Review	Jada Guest	WDCO Board Report	06.03.26	Relevant documentation is being reviewed by our solicitor. Update to partners expected in May, with progress monitored through NHG's monthly operations meeting
	Phase 2 – Internal Assessment	Jada Guest	WDCO Board Report	10.04.26	The solicitor's report, originally expected by 31 March 2026, has not yet been received. We have requested an update; however, the delay is due to the solicitor prioritising urgent Phase 3 legal matters. A meeting has been requested for week commencing 13 April to review progress and agree a revised timeline. This delay will affect the timing of our final report to partners.
	Phase 3 – Report to Partners	Jada Guest	WDCO Board Report	08.05.26	New date to be confirmed after meeting with solicitor.
<b>Lift Performance</b>	Replacement of lifts at Maplewood and Birchwood	Jada Guest	WDCO Board Report	2027-28	Subject to approval by the Building Safety Regulator (BSR), the modernisation works are scheduled for the 2027–28 financial year. The timetable cannot be brought forward, as it depends on approvals from government departments.
	Maplewood and Birchwood - works in progress (WIP)	Jada Guest	WDCO Board Report	Various dates in April.	Automatic Transfer Switch (ATS) Replacement – Maplewood (Woodberry Grove): booked for 15.04.26. 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 - completed, Lift 2 is now back in service.
	Monthly servicing and maintenance, 6 monthly insurance inspections	Jada Guest	WDCO Board Report	Monthly / 6 monthly	This relates to all 26 lifts across the NHG managed blocks on the Woodberry Down estate.
<b>Heat Network Billing</b>	Resident Drop In Session with Insite and NHG Billing team	Jada Guest/ BHG Billing Team	WDCO Board Report	May	Requested Heat Network team provide dates for April and May from Insite. Awaiting confirmation, will share these once received.
<b>Heat Network Upgrades</b>	Watersreach & Reservoir	Jada Guest	WDCO Board Report	Completed (excluding 5 remaining flats)	Install of HIU's and rads at 5 remaining properties still outstanding due to no access granted. Final date to be provided to all by Vital, after this legal referrals for each property will be made by the housing team.
	Rowan & Hornbeam	Jada Guest	WDCO Board Report	Forecasted start date, Sep 2026	The planned start date for the heat network upgrade is now forecast for September 2026, due to additional planning requirements. Upgrade works at will include the plant room, distribution pipework, and new HIUs, but will not include any radiator replacements.
<b>Phase 3 Learning &amp; Future Phase Readiness</b>	Review 'could have gone better' notes	Jake Brodetsky	Partnership Board	Next Partnership Board	Jake to update
	Publish list of potential improvements	Jake Brodetsky	Partnership Board	Next Partnership Board	Jake to update
	Plan actions arising out of the list	Jake Brodetsky	Partnership Board	Next Partnership Board	Jake to update