



NHG WDCO Operations Meeting

Date: 19 May 2026

Duration: 1h 4m

Chair: Nicholas Oemcke

Attendees: Radhika Uddin, Nicholas Oemcke, Roda Hassan, Billy Sheehy, Phil Cooke, Daniella Henry, Mohammed Mayet

1. General Communications & Meeting Administration

- Jada apologises for absence; she is called away to urgent work.
 - Nicholas will circulate all updates in one consolidated email with the meeting notes to avoid multiple emails.
 - Roda emphasised the need for single-email updates to avoid information being scattered.
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2. Service Charges, Insite Billing, KPI's

- Resident service charge drop-in had low turnout (4 residents).
 - Additional comms will be sent ahead of the Insite billing drop-in on 27 May to increase attendance.
 - KPIs will be circulated by email; Nicholas will try to summarise them clearly.
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3. Parking (Woodberry Grove North)

- Project progressing quickly; comms already issued.
 - Residents must:
 1. Apply for PCM permits (£135).
 2. Then purchase gate remotes (£55).
 - Remotes will not require annual renewal.
 - Mapping of bays → PCM → permit issue → NHG issues remotes.
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4. Notice Boards & Communications

- Radhika has refreshed all notice boards; positive feedback.
 - NHG Estate team on Woodberry Down is the highest-performing team for resident messaging via KORI.
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5. Repairs Tracker

- Few items currently outstanding; tracker will be circulated with meeting notes.
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6. Bin Store Odours

- Rowan & Hornbeam remain problematic; odours persist.
 - Scent release increased to every 30 minutes.
 - Opening doors in summer helps but pushes odours up through balconies.
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7. Window Cleaning

- Awaiting PO approval; cleaning expected to begin in **June**.
 - New schedule will cover all previously missed communal windows.
 - Radhika/Nicholas will:
 - Post schedules on notice boards and KORI.
 - Clarify **exactly which windows** are included to avoid resident confusion.
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8. Social Value Projects

- Memorial tree planted successfully.
- Herb garden: contractor being chased; update to be issued soon.
- Grace may run a skip day; awaiting confirmation.
- Proposed start date for next social value project: 20 July (pending Chequers confirmation).



9. Communal Garden Access (Watersreach)

- NACD system still causing issues; Nicholas working on a solution to allow access for 41–84 only.
- Comms will be issued once resolved.

10. CCTV Upgrade

- Major upgrade underway; completion target **26 June 2026**.
- Many cameras are:
 - Non-functional
 - Poor quality
 - Poorly positioned
 - Using outdated cabling
- Full replacement programme includes:
 - New HD cameras
 - New cabling
 - New recorders
 - Additional cameras (e.g., Birchwood letterbox lobby)
 - Remote access terminal in NHG office (pending community fibre support)
- Data Protection Impact Assessment in progress; CCTV cannot go “live” until approved by regulator.
- Roda requested a schedule of works; Nicholas will provide once scoping is finalised.

11. Lifts

Maplewood

- ATS completed. Indicators still outstanding; consultant being chased.



Birchwood

- Both lifts back in service except Lift 1, which failed over weekend; awaiting engineer attendance.

Mulberry

- Recent issues resolved.
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12. Cyclical Works (Hornbeam)

- Meeting held; awaiting detailed project plan from Equans.
 - Residents will receive advance notice before scaffolding and works begin.
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13. Heating Network & HIUs

- Rowan & Hornbeam HIU replacements scheduled for **September 2026**.
 - Some residents reporting billing issues; to be raised at the 27 May Insite drop-in.
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14. Communal Lighting

- Survey completed; awaiting costed report by end of week.
 - WDCO will review before implementation.
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15. Wayfinding/ Signage Project

- Fingerposts, etched door glass, building signs, and estate map all in final design stage.
- Draft map already shared; final designs to follow.

16. Repairs Contractor Change

- Transition from Wates to Axis complete.
 - Resident feedback expected by next meeting.
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17. Door Entry Project at Rowan & Hornbeam

- Almost complete; possibly one handset outstanding.
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18. Newsletter

- Deadline: **1 June** (content needed by 24 May).
 - Radhika coordinating.
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19. Resident Engagement

- Deji's team has not yet engaged with TRAs; Nicholas to follow up.
 - Phase 3 residents forming new RA; Nicholas to share contact details with Roda (if permission granted).
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20. Safety & ASB

- Watersreach: recent police raid caused damage; NHG covering repairs. Police not recharged (currently).
 - Berryside: damage also being repaired; NHG working with SNT to identify perpetrators.
 - Rowan: police finally collecting fob to address youths in stairwells.
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21. Housing Updates

Staffing

- Mohammed Ali left; Daniella Henry now permanent housing officer for:
 - Watersreach (x2)
 - Reservoir (x2)
 - Rowan (x2)
 - Hornbeam (x2)



Phase 3

- ASB mostly limited to children playing; previous teen issues resolved after SNT intervention.
- Lift: new motor installed; awaiting engineer to reset system.
- Boilers: still no update; generator remains in place; Berkeley responsible for heat centre.
- Roda suggested Meet Your Neighbour event; Mohammed to explore with Resident Engagement for summer.

22. Other Business

- Roda thanked Radhika for public forum comms.
- Roda will send by-election flyers for Rowan, Hornbeam, and Woodberry Grove North for lift posting and newsletter.
- Roda requested updated list of which officer manages which block; Nicholas to resend.

ACTION TABLE

Action	Owner	Deadline	Dependencies / Notes
Send consolidated post-meeting update email (incl. KPIs, schedules, updates).	Nicholas	Before next meeting	Must include KPIs, CCTV timeline, cyclical works plan, solar panel update.
Issue additional comms for Insite billing drop-in (27 May).	Nicholas / Radhika	Before 27 May	Aim to increase attendance.
WGN Parking - Finalise PCM mapping & issue permits → then issue remotes.	Nicholas / PCM	By 1 June comms	Residents pay £135 + £55.



Action	Owner	Deadline	Dependencies / Notes
Post window-cleaning schedule on notice boards + KORI.	Radhika	Before June cleaning	Must specify which windows are included.
Draft resident-friendly window-cleaning explanation.	Nicholas + Radhika	With schedule	Clarify communal vs private windows.
Provide update on herb garden project.	Radhika	ASAP	Contractor being chased.
Resolve Watersreach garden access system (41–84).	Nicholas	ASAP	NACD technical issue.
Provide CCTV works timeline to WDCO.	Nicholas	When scoping finalised	Completion target 26 June.
Complete CCTV upgrade Phase 1.	KRM contractors	26 June	Subject to cabling issues.
Complete Data Protection Impact Assessment & submit to regulator.	Nicholas + DPO	Target 1 June	Required before CCTV becomes “live”.
Provide cyclical works project plan (Hornbeam).	Equans → Nicholas → WDCO	Before next meeting	Includes scaffolding timeline.
Confirm heating upgrade (HIUs) schedule for Rowan & Hornbeam.	Nicholas / M&E	Next meeting	As advised previously, this is currently scheduled to begin in September.
Provide communal lighting costed report.	Surveyor → Nicholas	By end of week	WDCO to review before implementation.
Collect newsletter content.	Radhika	By 24 May	Newsletter delivery 1 June.



Action	Owner	Deadline	Dependencies / Notes
Follow up with Deji's team re: TRA engagement.	Nicholas	Next meeting	Priority TRAs: Rowan, Hornbeam, WGN.
Share Phase 3 resident contact with Roda (if relevant).	Nicholas	ASAP	Must respect permissions.
Continue ASB coordination with SNT (Watersreach & Berryside).	Nicholas	Ongoing	Some details confidential.
Provide update on Phase 3 boilers.	Daniela / Mohammed / Berkeley	ASAP	Generator still in place.
Explore "Meet Your Neighbour" event for Phase 3.	Mohammed + Resident Engagement	Summer	Aim to improve community cohesion.
Post by-election flyers in lifts + newsletter.	Radhika	Before newsletter deadline	Awaiting final approval from Roda.
Resend updated block-management list.	Nicholas	ASAP	Roda unable to locate previous email.