



## **NHG Places Operations Meeting – June 2026**

**Date:** 16 June 2026

**Time:** 11:00 -12.30pm

**Location:** Teams

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### **Agenda**

1. **Welcome and Introductions**
2. **Review of Previous Minutes & Action Updates**
3. **Housing Team Updates - Daniella**
  - Staffing changes (if any)
  - Phase 3 update
  - Any other updates from housing team
4. **Estate Team Updates**
  - Service Charges
  - CCTV project / DPIA
  - Lifts status and repairs
  - Cyclical works at Hornbeam
  - Heat network upgrade at Rowan & Hornbeam
  - Communal lightning project
  - Cleaning & grounds
  - New signage project
  - Resident Survey – themes
  - Safety & ASB
  - Insite billing – WGN remote reader
  - Social Value – communal planting day at Pewsham
  - Resident engagement
  - Resident communications – KORI & Elevision
5. **Workstream Grid Review**
6. **AOB (Any Other Business)**
7. **Confirm Next Meeting Date**
  - 21 July 2026 meeting scheduled – to be chaired by Nick as Jada is on A/L



### Action Items

Action	Owner	Deadline
Circulate service charge Q&A	Jada	27.03.26
Update on NHG service charge review	Jada	Post end of March
Escalate Insite billing issues	Jada	27.03.26
Confirm Insight drop-in date	Jada	April/May
Finalise or terminate window cleaning contract	Nick	20.03.26 – Quote prepared final changes being agreed.
Circulate new communal repairs tracker	Nick	Before next meeting - Circulated
Begin quarterly lift performance reporting	Nick	Next meeting
Confirm lift indicator contractor attendance	Radhika	Today
Confirm Birchwood control panel replacement	Radhika	18.03.26 - Completed
Complete estate-wide CCTV DPIA & LIA	Nick	27.03.26 – Pending DPO approval and Senior Management Signoff.
Provide CCTV audit summary	Nick	20.03.26 – New survey being carried out on 20.04. 2026
Escalate Watersreach/Reservoir billing anomalies	Jada	ASAP
Organise memorial tree ceremony	Jada/Radhika	TBD – Completed due 24 <sup>th</sup> of April
Manage parking applications & allocations	Radhika/Nick	After 1 April - ONGOING
Investigate bin enforcement options for shops	Sarah	Next meeting



WOODBERRY DOWN

**Taking care  
of our places  
and people**

<b>Check council policy on food waste bags</b>	<b>Sarah</b>	<b>Next meeting</b>
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