



PLACES AND ESTATES UPDATE - May 2026

1. Service Charges

Outstanding Accounts: Some accounts have already been issued, with the remainder expected by the end of July, subject to delays in the external audit process. The wider programme remains on track, with all outstanding historic accounts (including 2025–26) scheduled for completion and issue by September 2026. This will bring all service charge accounts fully up to date. Any changes to timelines will be communicated.

Estate	2023-24 Account Status	2023-24 Progress	2023-24 Resident Mail-out	2024-25 Account Status	2024-25 Progress	2024-25 Resident Mail-out
Green Lanes	Outstanding	In-audit	July -26	Sent	Received	Completed
Pewsham	Outstanding	In-audit	July -26	Outstanding	In-audit	July -26
Rowan & Hornbeam	Outstanding	In-audit	July - 26	Sent	Received	Completed
Watersreach & Reservoir	Outstanding	In-audit	July - 26	Sent	Received	Completed
Woodberry Grove North	Outstanding	In-audit	July - 26	Outstanding	In-audit	July - 26

2. CCTV Remedial Works

Works on the CCTV upgrade are now underway and remain on track for completion within the expected timeframe. As part of the programme, a full-mapping exercise of all cameras across all P&E managed estates and blocks will be carried out. The resulting coverage map will be shared with partners to support the wider joint project on estate-wide CCTV provision.

DPIA (Data Protection Impact Assessment)

As of 08 June 2026, all relevant documents have now been submitted to our Director for sign-off. Approval of the DPIA will enable continued progress on the estate-wide CCTV provision without delay.

3. Communal Planting Day at Pewsham

We have recently invested in refreshing the communal garden areas across the estate. New planting has been completed and is expected to bloom over the coming weeks, enhancing the appearance of shared spaces and contributing to a more welcoming environment for residents.



On the Pewsham Estate, one of the beds has been cleared in preparation for a new communal herb garden, which we are developing in partnership with our gardening contractor, Chequers. Planting is scheduled for 20 July.

Residents who are interested in getting involved in this initiative are invited to contact the estate team at estateteamwd@nhg.org.uk. We would also welcome support from our partners in promoting this event to residents living in Bankside, Berryside, Bluebell, Honeysuckle and Mulberry.

4. Resident Survey Feedback

The latest Places & Estates resident survey was issued to 667 households to gather feedback on estate services, maintenance and overall satisfaction. As of the reporting date, only 26 responses have been received. With such a small number of responses, it is difficult to gauge overall resident satisfaction or draw estate-wide conclusions. However, where any emerging themes have been identified, these have been picked up and have been or will be addressed.

In addition, each resident who completed the survey has been contacted directly to discuss their feedback in detail and to progress any required follow-up actions.

The survey focuses solely on communal areas and estate services and does not cover in-home issues or tenancy/lease matters, which continue to be managed through the appropriate housing and property management teams.

We will continue to monitor response levels and consider whether further engagement or alternative methods of gathering resident insight are required.

5. Lightning Improvement Project

We have commenced a lighting improvement project to refurbish all communal areas with modern sensor-controlled systems. This upgrade will ensure lights operate only when required, supporting reduced energy consumption and improved sustainability across the estate.

Installation works will take place between 6 July and 14 August, covering internal communal lighting on landings, stairwells and ground-floor shared areas. The programme will introduce timer or sensor activation.

It is important to note that all fittings have already been upgraded to LED, meaning significant savings have already been achieved; the upcoming works will build on this by optimising how the lighting operates.



6. Car Park / Parking at Woodberry Grove North

We are working with Parking Control Management (PCM) to begin allocating permits for residents who have been assigned bays in the car park. This process requires significant administrative input, and work is progressing as efficiently as possible.

We continue to experience issues with unauthorised vehicles occupying spaces within the car park. We are working with our enforcement partners to remove these vehicles; however, our options are limited as NHG is not a Local Authority and does not hold statutory powers to take escalated enforcement action.

While these unauthorised vehicles remain onsite, our ability to reassign 'used' bays to new residents is restricted. We are reviewing potential options to address this and will provide a further update on project progress by close of play Monday 15 June 2026.

7. Billing update and drop in session

A resident drop-in session with Insite was held on 17 May at the WDCO office. Despite extensive promotion, only 11 residents attended, which was disappointing. Most queries were resolved on the day, and three residents have follow-up actions that we are progressing.

As previously reported, there remains an issue with the datalogger equipment (remote reader) at Woodberry Grove North, affecting residents at Ashview, Birchwood and Maplewood Apartments. A new SIM card is required to ensure accurate meter data is captured; until this is resolved, residents continue to receive estimated bills. We are still awaiting a confirmed attendance date from the contractor, and the matter has been escalated to our Head of Heat and Energy.

We apologise for the ongoing delay. In the meantime, residents can provide manual meter readings directly to Insite.

8. Workstreams Update

The full workstreams table is included in the appendices for more detailed information on each item. *NB: This report was prepared on 08.06.26 and reflects the position known at this time. Any significant developments occurring after this date will be communicated separately and included in the next scheduled report.*