

Heading	Action	Responsible	Report to	Due Date	Comments
NHG Regulatory Compliance & Organisational Capacity	Ensure the Partnership Board reviews progress as agreed with the regulator	Jake Brodetsky / Lizzie Stevens	Partnership Board	On-going	NHG continues to update its website each quarter with progress against the regulatory compliance plan set out for us. The most recent Q4 update is available here: https://www.nhg.org.uk/connections/compliance-update-q4/ NHG will continue reporting to the regulator until we are formally advised that reporting can cease.
Service Charge Tracking	To serve outstanding accounts to residents for 2023-24 and 2024-25	Jada Guest	WDCO Board Report	End of July 26 (subject to external auditors)	Some accounts have already been issued, with the remainder expected by the end of July. However, as before, this timeframe is dependent on the external audit process, which has been delayed and is the reason the deadline has now moved to the end of July. Our wider programme remains on track, with all outstanding previous-year accounts (including 2025-26) scheduled for completion and issue by September 2026. This will bring all service charge accounts fully up to date.
Contractual Obligations Audit & Compliance	Phase 1 – External Instruction & Legal Review	Jada Guest	WDCO Board Report	Completed	The solicitor's review of the relevant documentation has now been completed.
	Phase 2 – Internal Assessment	Jada Guest	WDCO Board Report	30.06.26	We recently met with them to discuss their advice; however, this requires further internal consideration before a report can be issued to partners.
	Phase 3 – Report to Partners	Jada Guest	WDCO Board Report	31.07.26	Given our current focus on service charges and other operational priorities, this internal review will take place in June. We anticipate being able to share a meaningful update by the end of July. If this timeline changes, we will advise partners immediately through our usual reporting channels
Lift Performance	Replacement of lifts at Maplewood and Birchwood	Jada Guest	WDCO Board Report	2027-28	There is no change here. 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
	Maplewood and Birchwood - works in progress (WIP)	Jada Guest	WDCO Board Report	May	Lift Indicators – Maplewood (Woodberry Grove): Part of the indicator works has been completed however requires further more complex works that initially anticipated. Review of the quote by the consultant is still outstanding as has therefore been escalated to Sam Betts (head of M&E) we hope to have an update by the June board.
	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.
Heat Network Billing	Woodberry Grove North - remote reader sim card	Jada Guest/ BHG Billing Team	WDCO Board Report	On-going	The Heat Network team has advised that a SIM replacement is required in the remote reader to ensure residents receive actual bills rather than estimates. We are currently awaiting confirmation of an installation date.
Heat Network Upgrades	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. The heat network team have advised that residents will get one final appointment date. If they fail to allow for works to take place legal action will be taken.
Heat Network Upgrades	Rowan & Hornbeam	Jada Guest	WDCO Board Report	Forecasted start date, Nov 2026	The Stage 1 BSR (Building Safety Regulator) has been submitted. The Stage 2 BSR is anticipated to be submitted in July, in the hope that a building control decision will be made by September. This means the anticipated start date is now no earlier than November, though this remains subject to change. We will write to residents setting out our plans to improve the heat network w/c 8 June. The intention was to issue this once planning consent had been secured, but in light of emails from WDCO, it would be better to bring this forward, so residents hear from us before any other documents begin circulating.
Phase 3 Learning & Future Phase Readiness	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