

**WOODBERRY DOWN COMMUNITY ORGANISATION
LIAISON MEETING WITH PARTNERS**

Woodberry Down Community Organisation Liaison Meeting with Partners

3rd March 2026

6pm – 7pm

Residents (WDCO members: Hilary Britton (HiB), Adrian Essex (AE), Gita Sootarsing (GS)

Partners: Gareth Crawford (GC), Sarah Moore (SM), Tom Anthony (TA), Julian Rodriguez (JR), Jada Guest (JG)

Apologies: Leonora Williams (LW), Gloria Obilana (GO), Oonagh Gormley (OG), Giorgia Woolveridge (GW), Omar Villalba (OV), Ameerah Hassan (AH)

ITLA: Roda Hassan (RH)

Items	
1.0	Minutes of November Liaison Meeting
	The minutes were agreed and accepted as an accurate record.
2.0	Matters Arising
	<p>Hackney provided an update on Block D to the WDCO Board, and it was noted that WDCO has since removed the named companies from the website.</p> <p>RH reported that there have been further issues at the start of the year relating to the December and January Insite bills. JG confirmed that a drop-in session with Insite is being arranged to support residents experiencing these issues and will provide RH with a confirmed date.</p> <p>ACTION: JG to provide RH with a confirmed date for the Insite drop-in session.</p> <p>JG also updated that the heat network upgrades at Watersreach and Reservoir have now been resolved. RH added that information has been circulated to residents to help them better understand the new system. TA confirmed that a meeting for the District Heat Network will be scheduled by the end of March.</p> <p>ACTION: TA to set a meeting date for the District Heat Network by the end of March.</p> <p>Berkeley provided an update on the number of openable windows in response to William’s query. AE noted that no further clarification has been received regarding the ‘Meet Your Neighbours’ event. GC provided confirmed dates for the West Reservoir works, including the expected completion timeline.</p> <p>NHG included a detailed data breakdown relating to the Citizens Advice Bureau within their report. RH confirmed that the finalised service charge budget spreadsheet for NHG-managed blocks has not yet been received. JG advised that letters have been issued to residents regarding the 2026/27 rent and service charges. RH noted that residents have found it difficult to interpret the previous year’s balances included in the letters, particularly where service charge surpluses from earlier years were listed. JG responded that NHG is currently collating feedback and will be issuing an FAQ document, along with further clarification on the service charge headings.</p> <p>Berkeley delivered a presentation at the February Board meeting outlining consultation activity. An update on progress at the Design Committee will be provided at the next Board meeting.</p>

	<p>AE confirmed that a meeting has been arranged with Young's in early April and that other Board members will be invited to attend. TA advised that Young's has written to Berkeley's Commercial Asset Team requesting a change of use class. Berkeley is currently reviewing the rationale and has indicated that it will not support a change to an open Class E use. TA added that any change of use application would typically take between eight and thirteen weeks to progress through the planning process.</p> <p>It was noted that the CCTV report is scheduled to be presented at the Operations meeting on 10th March. GS confirmed that the six week pilot for the cultural strategy has commenced and will be followed by discussions with TA and GC to explore what support may be available to local businesses over the next two years during the demolition period.</p>
3.0	Action tracker and February Board actions
	<p>Berkeley</p> <p>RH sought clarification on whether the lifts installed across each KSS block and phase are consistent in specification, design and quality across different tenures. It was agreed that further confirmation is required to ensure transparency and consistency across the estate.</p> <p>ACTION: TA to confirm whether lifts across each KSS and phase are of the same specification and design.</p> <p>NHG</p> <p>JG advised that the CCTV audit report and associated remedial works plan have not yet been shared, as NHG is still in the process of consolidating information received from contractors. It was noted that this information is important to provide assurance on estate safety and management.</p> <p>ACTION: NHG to provide the CCTV audit report and remedial works plan by the end of the week.</p> <p>The Board also requested a clearer explanation of the rationale behind the heat network upgrades in KSS1, including how these works align with future Heat Network plans across the estate.</p> <p>ACTION: JG to follow up on and provide clarification regarding the heat network upgrade rationale for KSS1 and its link to future Heat Network plans.</p> <p>Hackney</p> <p>GC updated that Hackney will begin consultation with Phase 5 residents in the coming week and will subsequently provide WDCO with an update on the approach to vacant possession ahead of Cabinet consideration in June or July. It was noted that the decant strategy cannot be finalised until consultation has concluded. The consultation process will explore a range of options, including the possibility of a double decant. Hackney will be writing to all Phase 5 residents and undertaking door to door engagement with secure tenants and leaseholders. Temporary accommodation residents will receive written communication outlining who to contact within the Council, alongside indicative timescales. RH confirmed that the ITLA will attend the drop in sessions and support door knocking activity to help respond to residents' queries and provide advice.</p> <p>HiB highlighted that R&R previously organised a 'Meet Your Neighbours' event before Christmas, which included residents from Phase 3, and suggested that WDCO engage with R&R to understand their future plans for similar events.</p> <p>ACTION: HiB to follow up with Emily, Giuseppe and Nic regarding arrangements for a 'Meet Your Neighbours' event.</p>
4.0	Outstanding Estate Management and Operational Issues

	<p>JG provided an update on ongoing lift issues within NHG-managed blocks. She confirmed that she has raised concerns with NHG head office and that lift replacements are scheduled to take place on the 2027/28. In the interim, NHG has appointed a lift operations specialist to review performance and identify any immediate improvements.</p> <p>JG also reported ongoing issues with the electricity supply affecting Maplewood and Birchwood. Approval has now been secured for the installation of an automatic transfer switch to improve resilience and reduce outages, particularly in relation to lift operation in Maplewood. NHG intends to replace all automatic transfer switches serving lifts across the estate within the next few months.</p> <p>ACTION: JG to provide a full update on the electricity supply issues affecting Maplewood and Birchwood.</p> <p>NHG continues to carry out monthly servicing and six-monthly inspections of lifts. JG further advised that work is underway with the housing team to identify residents with vulnerabilities and implement appropriate service adjustments. Communication has recently been issued to residents in Maplewood and Birchwood to gather this information, which will enable targeted support during lift outages. In cases of prolonged disruption, the housing team will consider alternative arrangements, including temporary decants where appropriate.</p> <p>The housing team is also developing an emergency evacuation plan (PEEPs), which will be shared with the London Fire Brigade to ensure appropriate emergency preparedness.</p> <p>JG confirmed that a lift in one of the NHG blocks broke down over the weekend but was repaired within four hours, demonstrating improved response times. However, further clarity is still required regarding the longer-term replacement programme.</p> <p>ACTION: JG to follow up on the ordering process for lift replacements and provide an update on approval timelines.</p>
5.0	Preparation for March Board Meeting
	<p>Presentations:</p> <ul style="list-style-type: none"> ○ BH will provide a presentation on the Phase 5 progress at the Design Committee at the March Board. ○ Hackney will provide a presentation on the Phase 5 Decant Strategy. ○ The Mayor will be attending the March Board.
6.0	Brief Partner Updates – Key Issues and Changes
	<ul style="list-style-type: none"> ○ Berkeley: No updates from Berkeley ○ NHG: No updates from NHG ○ Hackney: No updates from Hackney
7.0	AOB