

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

Woodberry Down Community Organisation Liaison Meeting with Partners
5th May 2026
6pm – 7pm

Residents (WDCO members): Hilary Britton (HiB), Adrian Essex (AE), Gita Sootarsing (GS), Leonora Williams (LW), Oonagh Gormley (OG)

Partners: Hermione Brightwell (HB), Sarah Moore (SM), Julian Rodriguez (JR), Giorgia Woolveridge (GW), Sarah Fabes (SF), Jada Guest (JG)

Apologies: Gloria Obilana (GO), Gareth Crawford (GC), Nic Popovic (NP), Omar Villalba (OV)

ITLA: Roda Hassan (RH), Ameera Hassan (AH)

Items	
1.0	Minutes of March Liaison Meeting
	<p>SF corrected section 5.0 as GW instead of GV.</p> <p>OG was added to the attendance list for the April Liaison meeting.</p> <p>The minutes were agreed and accepted for accuracy.</p>
2.0	Matters Arising
	<p>JG confirmed that the Insite drop-in session are scheduled for the 27 May.</p> <p>The DHN Working Group meeting has taken place.</p> <p>JR followed up with JG regarding the CCTV audit report and remedial works plan. JR confirmed that the data protection aspects are currently being signed off.</p> <p>JR provided an update regarding a resident's heating issues. The resident will have their heating system replaced with a new booster pump and HIU during the summer as part of the remedial works. The hot water supply has now been restored, and the heating issue will be resolved through these works.</p> <p>NP is to provide a confirmed timeline for the lift replacement procurement and installation process.</p> <p>JR confirmed that BH will provide Phase 3A residents with window operation keys and that a letter is being prepared. JR clarified that keys for Phase 3B residents remain restricted.</p> <p>SF reported at the April Board meeting that residents' mobility needs were taken into account as part of the RWDI wind assessment.</p> <p>HB advised that there has not yet been a substantive update on the action for Mayor Caroline Woodley regarding the impact of social housing rent increases on residents' affordability, or the wider affordability challenges facing residents. HB will follow up with Gareth. Hackney will also provide an update on the transition to a new Head of Service following the election.</p> <p>Action: HB to follow up with Gareth before the next Board meeting regarding the impact of social housing rent increases on residents' affordability and the wider affordability challenges.</p>

	<p>Action: Hackney to provide an update on the transition to a new Head of Service following the election.</p> <p>Anchor Hanover provided an update at the April Board meeting and confirmed, in response to a Board question, that four out of sixteen residents intend to return to the new development or have already moved in.</p> <p>SF confirmed that the air source heat pumps have been commissioned. Once the new boilers are installed, Berkeley will test the integrated system to ensure the air source heat pumps operate effectively alongside the new boilers.</p> <p>Action: BH to test the system and confirm that the air source heat pumps operate effectively with the new boilers.</p> <p>GW is to provide RH with an update regarding gas and electricity pricing from Insite.</p> <p>Action: GW to provide RH with an update regarding gas and electricity pricing from Insite.</p> <p>JR is to provide RH with a statement regarding tariffs for NHG blocks. NHG has an energy procurement strategy in place through to 2031, which is reviewed annually. Where beneficial, NHG may enter into a new energy contract through its broker. This approach helps protect residents from market volatility. NHG also benefits from economies of scale by procuring energy across its housing stock.</p> <p>Action: JR to provide RH with a statement on tariffs for NHG blocks.</p> <p>JG confirmed that the ATS switch in the lifts at Maplewood and Birchwood was replaced last Wednesday.</p> <p>JG confirmed that mechanisms are in place to adjust leaseholders' (shared owners') service charge accounts during the financial year where necessary.</p>
3.0	Action tracker and April Board actions
	<p>Berkeley</p> <p>SF confirmed that the DHN Working Group meeting has taken place.</p> <p>Hackney</p> <p>HB will follow up regarding the date for the Community Club court proceedings. RH reported that Councillor Sarah Young had escalated the issue of the Community Club to the Mayor and the Chief Executive. RH also advised that the police and Hackney enforcement officers had removed the occupants that day, and the premises have now been boarded up.</p> <p>Action: HB to follow up on the date for the Community Club court proceedings and whether any further action can be taken in the meantime.</p> <p>HB advised that Lewis had suggested providing a verbal update on the decant strategy at the May Board meeting. At present, Hackney is proposing a double decant for affected tenants. HB noted that Lewis has been leading engagement with residents affected by the Phase 5 moves and has received feedback that will help inform the proposals.</p> <p>Action: Lewis to provide a verbal update on the Phase 5 decant consultation update at the May Board meeting.</p> <p>NHG</p> <p>JG circulated an FAQ document to WDCO addressing questions regarding meter readings and billing issues. JG advised that she had gone back to Simon with responses from Insite and would circulate these to residents.</p>

	<p>RH responded that residents are following the correct processes and submitting meter readings, but are continuing to receive estimated bills from Insite. Residents have also raised these issues at drop-in sessions, yet no resolution has been achieved. JG advised that she had raised residents' concerns and requested a response from both Insite and the Heat Network Team. JG will provide a further update at the May Board meeting.</p> <p>JG also reported that a number of residents at Woodberry Grove North are currently being billed based on estimated readings because the remote meter reading equipment has failed. Vital is responsible for maintaining and operating this system. JG has escalated the matter to Laura Coleman and will follow up to establish whether a date has been set to rectify the issue affecting residents in Maplewood, Birchwood and Ashview.</p> <p>JG will liaise with R&R to clarify the extent of CCTV coverage across the different blocks and provide an update to WDCO.</p>
4.0	Brief Partner Updates – Key Issues and Changes
	<p>Berkeley SF advised that there will be a presentation on energy matters and the Phase 4 energy strategy at the May Board meeting. The presentation will cover the work undertaken with the Design Committee and the District Heat Network Working Group.</p> <p>HiB enquired about how long the barriers around the Skyline crossroads would remain in place. HiB noted that regular updates should be provided on the residents' portal to address residents' questions and concerns.</p> <p>OG added that the zebra crossing has been blocked off and presents a significant safety risk, particularly when the barriers are moved and pedestrians continue to use the crossing. SF responded that Berkeley has reclaimed the section of pathway previously occupied by the hoarding and road works. Berkeley will also address concerns regarding the safety of the crossing, and SF will follow this up with the relevant internal teams. Action: SF to provide an update on the temporary crossing arrangements and measures being taken to address safety concerns.</p> <p>NHG RH raised the ongoing lift issue in Phase 3B, noting that the lift has been out of service since January due to difficulties in obtaining the correct replacement part. While updates have been provided to residents, RH noted that these have contained limited information. RH asked why it has taken so long to source the replacement part when this is a new lift and whether more detailed updates could be provided to residents. Action: JR to follow up on the lift issue in Phase 3B.</p> <p>Hackney HB reported that the activities organised by Millco at Block D had been successful. Millco is now preparing for the building to be handed over to Hackney and for tenants to move into the commercial spaces.</p>
6.0	AOB
	<p>GS updated that the issue of commercial representation was raised at the Estate Management Board meeting. The Executive Committee will be discussing the constitution and for there to be a requirement to have an elected person as the representative. GS noted that they will probably arrange a meeting with Hackney to discuss how this will be resolved.</p>