



## PLACES AND ESTATES UPDATES

### 1. Service Charges

The timeframes and actions detailed below remain consistent with the previous report and are progressing as planned.

**Outstanding Accounts:** The 2023–24 and 2024–25 service charge accounts were reviewed internally and have been submitted to the external auditors. We aim to issue the finalised accounts to all residents and leaseholders in NHG-managed blocks at Woodberry Down by the end of April 2026, subject to the completion of the external audit process. A drop-in session (date TBC) will be held closer to the time to answer residents' questions.

**2025–26 Accounts:** As per the standard process, we aim to issue the 2025–26 service charge accounts by the statutory deadline of 30 September 2026. If this cannot be achieved, a Section 20B notice will be served to ensure the landlord can continue to recover eligible costs in line with legal requirements.

**2026–27 Estimates:** New rent and service charge booklets for 2026–27 have been issued to all residents. A service charge drop-in session was held at the WDCO office on 16.03.26, providing residents with the opportunity to speak to the team face-to-face and raise any questions about their estimates.

### 2. CCTV

#### Audit and Next Steps

An estate-wide CCTV audit was completed by our contractor in late January 2026. We previously advised that a detailed plan outlining required repairs, upgrades, and improvements would be shared with partners by the end of February 2026. Unfortunately, delivery has been delayed due to issues with the contractor's information-gathering process.

A meeting with the contractor is scheduled for 16.03.26 to review their findings and ensure all necessary data has been captured. Following this, we expect to receive the final audit report and associated quotations. Our aim is to provide partners with a summary report by close of play on 20.03.26.

#### Request for Additional CCTV – DPIA Requirements

We have submitted a request for the installation of an additional CCTV camera at *41-84 Watersreach* in response to previous ASB incidents. Progress has been slower than anticipated as we have been advised that a Data Protection Impact Assessment (DPIA) is required for the entire estate, rather than for this block alone. This significantly increases the scope and complexity of the work.

We have begun the DPIA process; however, due to its scale, it will take time to complete. We aim to provide an update on progress by close of play on 27.03.26.



### 3. Lift Replacement Programme at Maplewood and Birchwood

#### Modernisation and Repairs Update

Subject to approval by the Building Safety Regulator (BSR), the modernisation works for Maplewood and Birchwood remain scheduled for the 2027–28 financial year. These timeframes cannot be accelerated, as they are dependent on statutory approvals from the relevant government departments.

#### Repairs and Interim Measures

##### Maplewood (Woodberry Grove)

- Automatic Transfer Switch (ATS) Replacement: Approval has been granted for the ATS replacement. We are currently awaiting Fixatec's confirmed date for the full replacement works.
- Lift Indicators Fault: The lift indicator faults require attendance from a Schindler specialist. An engineer has been booked for 16.03.26.

##### Birchwood

- Control Panel Replacement: Lift 2 remains out of service pending replacement of the faulty control panel. We are awaiting a confirmed installation date from the contractor.

### 4. KMS System Replacement at Rowan & Hornbeam

Works to fully replace the KMS door entry and access control system at Rowan & Hornbeam have now been successfully completed. The new system is operational across all communal entrances and is already delivering improved reliability, security, and ease of use for residents.

Following completion of the core installation, we have begun the programme to replace individual handsets within residents' homes. This phase commenced on 16.03.26 and covers 117 flats across all blocks. Installations are being scheduled on an appointment basis directly between the residents and contractor.

We anticipate steady progress over the coming weeks. Once all handsets have been replaced, the system will be fully integrated, ensuring consistent functionality between communal access points and in-flat devices. A final quality assurance check and contractor sign-off will be carried out upon completion, anticipated as the end of April 2026.

### 5. Memorial Cherry Blossom Tree



We are pleased to share that a cherry blossom tree has now been planted in memory of a resident in the communal garden at Watersreach & Reservoir. A commemorative plaque will be installed shortly to complete this tribute.

#### 6. Social Value Project: Herb/Vegetable Planter at Pewsham

We are pleased to confirm that work to install a new herb and vegetable planter in the communal garden at Pewsham is now underway. The planter will be maintained by residents and is intended to support community engagement, wellbeing and shared use of the garden space. Our contractor is delivering these works free of charge as part of their social value commitment.

#### 7. Car Park / Parking at Woodberry Grove North

We are pleased to confirm that the process to allocate the previously 27 unused spaces in the Woodberry Grove North car park has now been finalised, following joint-up work between NHG, Hackney and WDCO. This work brought together resident feedback, planning and legal considerations, and operational reviews to establish a clear path forward.

We are now progressing to the implementation stage. Residents who wish to apply for one of these newly available spaces have been invited to submit their documentation by 01.04.26. Once applications are received, they will be assessed in line with the established priority criteria, as set out in NHG's Parking Policy. We will contact successful applicants directly, and unsuccessful applicants will also be notified.

#### 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 16.03.26 and reflects the position as known at this time. Any significant developments occurring after this date will be communicated separately and included in the next scheduled report.*