

WOODBERRY DOWN COMMUNITY ORGANISATION Board

March Board Action Written Answers

1. **ACTION:** Roda to follow up with NHG to confirm a timeline for issuing the confirmation of charge letter.
 - NHG's confirmation of charges letter for 24/25 was sent to residents on 28.03.25 and emailed to Roda, WDCO etc, to confirm.
2. **ACTION:** Roda will ask Kristina for a written update on the Block D meeting for the April Board.
 - Kristina has provided a written update to the Board
3. **ACTION:** Roda to follow up with Trevor for a breakdown of the causative factors identified by Berkeley's.
 - Update from Trevor for Liaison meeting: There were a number of causative factors leading to the detachment of the window; there is no one factor that is determinative. The work that we are proposing to carry out will deal with all of the factors. We are very close to concluding the remedial strategy in order to go out to tender on the works themselves. I will liaise with my Legal Team on preparing a concluding statement on the causation and get this issued in due course."
 - Further Update on 17th April - Our engineer is finalising their report following some observations we have made. Upon receipt we expect to be able to approve and then progress immediately into procurement to get the remedial works completed.
4. **ACTION:** Berkeley to provide data on local and disabled people employed at Woodberry Down, as requested by Elaine.
 - Berkely cannot provide this data for GDPR reasons. They are looking into having a system in place to capture this information for Phase 4, which is being dealt with by Berkeley Group Legal.

5. **ACTION:** Block D working group to discuss resident communications in more detail. Hermione to follow up with MillCo on the timeline and report back to the WDCO Board.
- Block D Working Group held on 24 March, and a further meeting scheduled for w/c 21 April.
- Mill Co. is marketing the units. There are some details to finalise but we are still hoping that the fit out is due to commence shortly and will take 3 months to complete.
6. **ACTION:** Gareth to follow up on newsletter delivery (who delivers it) before the Liaison meeting.
- The Newsletter was hand delivered to residents by Kristijan Kovacevic.
7. **ACTION:** Hackney to provide a timeline for sharing West Reservoir plans with WDCO.
- The document was shared with ITLA on 8 April and circulated to the Board on the same day.
8. **ACTION:** Gareth to provide a timeline update on the Ground Floor Strategy to the WDCO Board following the next Round Table.
- Meeting will be updated verbally.
9. **ACTION:** Jada to provide an update next week regarding the service charge (historic service charge) review.
- Updates was provided to the WDCO Chair and Omar on 24th March, which the ITLA circulated to the Executive Committee.
 - An update has been provided as part of NHG's board report.
10. **ACTION:** Gareth to confirm when the District Heat Network meeting will be scheduled.
- District Heat network meeting will be arranged for May/June. Date to be confirmed.
11. **ACTION:** Berkeley to report back on the wind issue after internal review.
- **Wind Mitigation** – Sarah has now met with the owner of the coffee shop. Costs were received for the solution on 7th April and we are working through the internal

approval process for these. Another meeting will be arranged this month with the owner to talk through the solution.

12. ACTION: Gareth to review MillCo lease terms and confirm obligations for community space for Friends of Woodberry Down and Woodberry Aid.

- The draft lease does not require Mill Co. to make dedicated space for Friends of Woodberry Down or Woodberry Aid. The terms that were agreed with Mill Co. does include a requirement to engage with community groups and through the development of plans at block D provide low cost or flexible space for community uses where possible, as part of a mix of community benefits.

13. ACTION: NHG to confirm with WDCO Board the status of 2021 service charges at Birchwood.

- The Birchwood accounts for 2020-21, 2021-22 and 2022-23 are included in the service charge review. Residents will be updated when we are ready to communicate the outcome to all.

14. ACTION: Julian to request that Mica presents (written presentation) the service charge findings to the WDCO Board.

- Mica/Jada aim to present the outcome of the review at the WDCO board in May.

15. ACTION: Julian to relay Omar's concerns regarding the cleaning contract (reductions in frequency) to Jada, who will provide an update at the Liaison meeting.

- Jada wrote to Omar and others on 23 and 31 March to answer questions/queries in relation to cleaning. Jada also met with Omar, Tina, Deborah, and Roda on 26.03.25 at which we agreed to reconvene to discuss cleaning once the schedules have been sent out to residents in April. Jada will schedule a follow-up meeting for May.

WDCO Discussion Without Partners Actions:

16. ACTION: Geoff Baron will continue working on the housing priority report.

- Geoff is continuing to progress this matter and has written to Cllr Nicholson to request a meeting.

17. ACTION: Residents from NHG blocks will carry out a detailed record of dates for outstanding issues

- This task is now an ongoing responsibility for the WDCO representatives, so the Board can close the action.

18. ACTION: Roda will ask NHG to provide KPIs at the operational meeting.

- This has been discussed with NHG, and they have agreed to provide this information on a quarterly basis i.e. Vital Energi, lifts and M&E.

19. ACTION: Board members to send comments on the masterplan to Roda.

- ITLA received a number of comments which was shared with Geoff Baron and Jackie Myers.

20. ACTION: The Chair and Geoff will prepare the draft paper ahead of the May Planning Committee.

- The paper has been circulated and is scheduled for discussion later in the meeting.

21. ACTION: Roda will arrange an induction session for Geoff Baron to meet Claire Devine, the Independent Design Adviser and Facilitator for the Design Committee.

- This was arranged and Geoff had the introduction session on 4th April

22. ACTION: Roda will email Tom to ask if he can deliver a presentation on the Section 106 agreement at the April Board meeting.

- Tom is scheduled to deliver this for the April Board.

23. ACTION: Mina will deliver a presentation on the Discord server at the April Board meeting.

- This was discussed at the April Board meeting, and the Board has decided not to use the Discord server, opting instead to use WhatsApp.

24. ACTION: Roda will follow-up with Gareth and Michelle regarding the District Heat Network meeting.

- The ITLA emailed Gareth and also raised this at the Liaison meeting — see the update provided by Gareth above.

25. ACTION: Roda will send a follow-up email to the Board requesting comments on the governance paper.

- The task has been completed, and the proposal was discussed further at the Executive Committee meeting on 8th April, which was open to all Board members.

26. ACTION: The WDCO Board members will send any questions or points they would like Roda to elaborate on from the update from the working group meetings.

- ITLA did not receive any questions or emails about the working-group updates, so we can assume the Board was satisfied with the updates.

Written Question to Partners April Board 2025

NHG

1. **Cleaning Reductions and KPIs (Social Blocks):** NHG have not commented on the proposed cleaning reductions or the KPIs we previously requested for the social blocks. Can we request a detailed statement outlining how they intend to deliver more with less, while maintaining quality and standards?

- We included an update in our board report for March. We have since met with WDCO members and provided responses to queries that have been sent. We have agreed to reconvene to discuss cleaning once the schedules are sent to residents in April. I will book a meeting for May.

2. **Service Charges:** There's no mention of service charges in the report. Is NHG open to reviewing these? It's important that this is clarified, especially given current sensitivities around affordability.

I assume this refers to the estimates for 2025/26. Following my meeting with Omar, Tina, Deborah, and Roda on 26.03.25 I wrote on 27.03.25 to advise:

- Requested that we provide updates on budget spend throughout the year to keep WDCO informed. Jada explained that we can now review spend monthly via an app and can report on it as needed. Action: NHG to provide a quarterly update on this – the first update for 25/26 spend will be shared at the operations meeting in July.
- Roda and Omar requested that we share an Excel spreadsheet of the 2025/26 budget for existing NHG blocks, like what has been done for Phase 3, so they can scrutinise the details. Action: Jada to review and come back on this by 30 April. **Please note however that the budgets are now set and will not change.**

3. **Phase 3b Costs:** There is no mention of costs associated with Phase 3b. Are these costs fixed? Also, when will residents receive a full and confirmed breakdown of all associated bills, including utilities, so they are equipped to make informed decisions?

- **Phase 3B costs** – As per the NHG Board Update, we will be sharing rent, service charge and council tax details for individual homes with prospective residents from the 30th April, along with typical utility costs, allowing informed decisions
- **Service Charges** – I'm not sure if this relates to Phase 3 or earlier phases. But in terms of phase 3, phase 3A charges have been discussed and reviewed a number of times with the Service Charge Working Group. The phase 3B service charges were issued to members of the Service Charge Working Group on Friday 11th April and I understand that these are scheduled to be discussed at the next meeting on the 22nd April. Nik had requested queries by today so as to allow time to investigate with R&R and provide responses on the 22nd. Having taken on board the comments

and discussions on 3A, we believe that the 3B service charges are representative and are widely comparable with the 3A charge levels. There will of course be variations due to the number of homes in the 3B buildings and the cost apportionment calculations specific to those. We need to finalise this process as soon as possible to allow communications on the next point.