

WDCO Report November 2025



DEVELOPMENT PROGRESS

Phase 3

The Shared Ownership and Social Rented homes have completed in Phase 3, and residents are now occupying their new homes.

NHG and Berkeley Homes have made the decision to review the heating system inside resident homes in Phase 3a (Calico, Meadowhawk & Eastracre). This involves visiting each home to complete health checks on the heating system, radiator temperatures, and making any necessary adjustments to ensure the system is operating well and efficiently ahead of winter. Residents will also be educated on the low temperature system and refreshed on how to set their thermostat.

The system is operating well and this will not affect the operation of the network or cause any disruptions to service. It is a proactive approach to ensure the system operates to maximum efficiency ahead of winter.

This service is **free of charge** and will not affect service charge. This process started on 10 November and will continue up until Christmas.

Phase 4 and the Masterplan

Phase 4 demolition has commenced and Build Agreement (contract) negotiations are ongoing and will be entered into prior to the commencement of construction in Spring 2026.

Phase 5 Design meetings are ongoing and discussions have taken place between Delivery Partners on the decant strategy timings.

Social Economic Investment Updates.

NHG continues to fund in partnership locally, to deliver our social and economic investment programme across Woodberry Down. The programme is for all residents in the community regardless of tenure or landlord. The quarterly report gives more detail than our monthly reports.

The Zen Project via the **Zen Bus** supported 31 residents on Woodberry Down with various mental health & wellbeing sessions. Please promote a free **Wellbeing at Woodberry Down** on Wednesday the 17th from 2pm to 8pm at the Redmond Centre, delivered by the Zen Project and Active Within.

Citizen's Advice "Independent **Debt and Welfare Advise**" supported sixty-one residents with 102 issues. They managed debts of £62,675.84 and income gained of £222,476.26. This service is delivered every Wednesday and Thursday from the Woodberry Down office by appointment. Another day is available for virtual calls for residents. [Citizens Advice Hackney – Citizens Advice](#)

[East End](#). They will also have a stall at Winterfest on the 27th of November promoting their services.

Friends of Woodberry Down's "**Connecting Community Programme**" delivered twenty-one sessions last quarter. They supported over 120 Woodberry Down residents and celebrated 20 years in operation. They will be performing a singalong at Winterfest on the 27th of November.

Manor House Development Trust continues to deliver activities from the Redmond Centre. See the Redmond Centre website for current activities and sign up for their bi-monthly newsletter. [What's On at The Redmond Community Centre](#)

MHDT also hosted the Health & Wellbeing Feasibility workshop and the HACT London Food Insecurity Network. They've been working on the connection of multiple partnerships and services across Woodberry Down and Woodberry Wetlands. They are hosting a **Woodberry Wetlands Neighbourhood Walk** on the 18th of November from 12pm to 1pm at the Redmond Centre. They are also hosting and delivering Winterfest on the 27th of November.

Active Within are funded by NHG to provide free health & wellbeing classes and 1;1 coaching on Woodberry Down [Events | Activewithin](#) . Last quarter they supported 49 residents with health coaching, 1 resident completed a Personal Training Qualification. They also delivered 164 free exercise classes. Active Within will be at Winterfest and available for residents to find out more about their programme.

Woodberry Wildlife Trust continues to deliver a variety of workshops and family activities through the NHG funded, "**Wild about Learning Project in Woodberry Down Nature Reserve.**" [Woodberry Wetlands | London Wildlife Trust](#) Last quarter they supported 212 adults and 227 children.

PLACES AND ESTATES UPDATES

Service Charge Transparency & Validation

The historic service charge review covering 2020–2023 has been completed, marking a significant milestone for Woodberry Down. Two years of accounts (2023–24 and 2024–25) remain outstanding, and we will confirm timelines for resolving these in the December board report or earlier if possible.

Service charge management has now returned to business-as-usual on Woodberry Down, with communications led by the estate team. A dedicated feedback session with our Service Charge consultant has been offered to WDCO and other stakeholders to capture lessons learned and provide reassurance on the process moving forward. Our ongoing focus is on accuracy and transparency to rebuild resident trust.

KPI Reporting

From December, subject to agreement at the November meeting, KPI reporting will be introduced at monthly NHG Operations meetings with WDCO and partners. This will cover key areas such as

service charges, cleaning, gardening, fire risk assessments (FRA's), repairs, and lift maintenance, to ensure greater visibility and accountability across core estate services.

Upgrades to the Heating & Hot Water Systems and Heat Billing Transition

There have been no changes since the previous board report. Upgrades to heating and hot water systems at Watersreach and Reservoir blocks remain in progress. Of the 117 flats, six installations are still outstanding due to access issues, and we continue to follow the agreed process to resolve these and complete the HIU and radiator works. Plantroom upgrades are ongoing, with efforts to minimise disruption for residents.

The transition from Vital to Insite for heat billing has been successfully completed. To support residents, NHG will host a drop-in session on 24 November with both the internal billing team and Insite Energi representatives, providing an opportunity for residents to ask questions, understand the new billing process and raise any concerns. Additionally, a detailed breakdown of the first Insite bills, including actual versus estimated billing by estate, will be shared with WDCO and partners by 20 November.

COMMUNICATIONS

The Woodberry Communications Group reconvened and will produce with WDCO a revised Communication Strategy and Action Plan. The next Woodberry Down newsletter is due to be published in November 25.