

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

Woodberry Down Community Organisation Liaison Meeting with Partners Tuesday 5 th December 6pm – 7pm
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Residents: Jackie Myers (JM), William Sheehy (WS), Phil Cooke (PC), Adrian Essex (AE), Leonora Williams (LW),

Partners: Jada Guest (JG), Trevor Hughes (TH), Carol Boye (CB)

Apologies: Andrea Anderson (AA), Kalu Amogu (KA), Kristina Zagar (KZ)

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

Minutes of November Liaison Meeting

- Minutes were checked for accuracy and agreed.

Matters Arising

- At the November Liaison meeting, Michael agreed to obtain a copy of the licence for the food stalls.

ACTION: Trevor will provide an update before the December Board on whether Michael obtained a copy of the licence for the pop-up food stalls.

- JG sent an update by email to the Executive Committee stating that there are still several tasks and actions relating to the historic service charges on Woodberry Down. JG updated that NHG are currently going through a transformation stage. JG and Nick have moved to another department and, as part of this integration, are now proactively looking at the way NHG handles service charges and coordinating a response to the historic service charges. JG is currently working with NHG's new leadership team to finalise the previous year's service charge positions and is told that the leadership team will have a dedicated supporting role, who will be recruited as soon as possible to provide support around the ongoing service charge issues. JG reported that NHG cannot give a specific date for when these outstanding actions will be done. However, NHG are due to meet with colleagues early next year to agree on a plan and on how they will communicate this with residents. RH shared JG's previous update with the WDCO members from the NHG blocks. RH raised that residents in the NHG blocks would like an accurate timeframe: this issue has been ongoing for a year and NHG had previously employed someone to work specifically on the 2020/21 accounts. Although residents were given assurance that this would be provided by November 4th, this did not happen. RH also mentioned that, in addition to the 2020/21 accounts, residents are also waiting for the 2021/22 and 2022/23 accounts.
- CB reported that she is able to share the suggested amendments but, as the delivery partners are still deciding which parts they want amended, the actual Partnership agreement has not been drafted. RH highlighted that the Executive Committee would like to see the suggested amendments in order to provide feedback and review those before responding accordingly and sending any additional amendments they would like to make.

ACTION: CB will circulate the suggested amendments to the Executive Committee by the end of the week.

- Anthony Green sent RH the update on the actions, which RH circulated last month.
- RH is still in the process of scheduling a meeting with Omar, Mina and Geoff to proceed with planning the Public Forum.

- Anthony Green consulted with NHG on meeting objectives and improving estate inspections and walkabouts. This action has been resolved and the estate walkabout has now been reinstated.
- At the last Liaison meeting, Michael and JG agreed to coordinate in solving the TV aerial issue. TH updated that he met with WS, PC and JM; he has not had any issues raised that the private blocks have been affected. TH's update still stands. JG reported that WS and PC raised this with her at the walkabout and she has not had the chance to speak with Mo, the housing officer, to see if there are any reports. In relation to Rowan and Hornbeam, JG reported that, while the construction works continued opposite, this will be going in and out intermittently. In previous times where NHG had residents report problems, they had their contractor deal with this individually; however, JG is not aware of any recent reports. WS raised that the engineer stated that this was a common occurrence and sent a report to Berkeley explaining the reason for issues with the television. TH stated that Berkeley have carried out an independent survey and a report has been carried out. JG said that she will speak to NHG's M&E team to find any recent reports from contractors that have gone out to Rowan and Hornbeam. RH suggested that Berkeley and NHG could share with each other the outcome of surveys carried out and TH agreed to send this report to JG.

ACTION: JG will speak with the housing officer to check if there have been any reports.

ACTION: TH agreed to review the report from the engineer for WS.

ACTION: JG will send TH any recent reports from contractors and the M&E team at NHG.

ACTION: TH will send JG the report from the independent survey carried out by Berkeley.

- The Masterplan and Ground Floor Strategy presentation were delivered at the November Board. This action has been completed.
- There was an action for CB to communicate the Board's request to circulate the Viability presentation by November 30th. The Viability presentation will now be delivered at the January Board. A request has also been made to the delivery partners that presentations over the next few months should be circulated seven days in advance of the Board meeting. Anthony informed RH that NHG will be able to do this for the Social Life report and the Affordability presentation. RH has not had confirmation from Berkeley or Hackney on whether the Viability presentation will be shared with the Board seven days in advance.

ACTION: CB will follow up with Isobel to determine if Hackney can provide the Viability presentation seven days in advance of the January Board.

ACTION: TH will feedback to Tom and Jaime to provide the paperwork for the Viability presentation seven days in advance of the Board meeting.

WDCO Action Tracker

- TH provided an update at the last Liaison meeting on the windows, indicating that it is still under review by Berkeley's legal team. There are still a number of aspects that have not been resolved, which is why Berkeley are not able to share this. The windows are presently undergoing inspection, and the final report has not been completed.
- RH reported that the delivery partners have been meeting to discuss the rodent and pest control strategy and suggested that this action should be completed.
- The Affordability presentation cannot be delivered at the December Board. The Chair has asked for this to be delivered at the January Board, as this needs to go to the Design Committee first in January. The Chair updated JG about Anthony's suggestion that this should also go to the Round Table before coming to the Board- it was noted that the protocol dictates that it should only go to the Design Committee before being presented at the Board.

ACTION: JG will feedback the Chair's concerns about the Round Table to Anthony.

- At the last Liaison meeting, Jaime agreed to provide an answer for AE regarding the feasibility of including the buyer demographic information in the Berkeley report. RH asked TH to provide confirmation if Berkeley can deliver this in the December Board report.

ACTION: TH will get confirmation on whether the buyer demographic information can be delivered for the December Board.

November Board actions

- In terms of the Birchwood 2020/21 accounts, Omar has requested a meeting with Anthony. JG reported that NHG has tried to arrange a meeting this week but have not heard back from Omar. As soon as he comes back with a response, a meeting will be arranged for Omar with JG and her manager.
- RH provided the update from TH regarding the TV aerial at the November Board.

ACTION: NHG has agreed to share the reports with Berkeley and will review them before coming back, if anything has been missed in the reports. NHG and Berkeley will provide a joint update.

ACTION: RH will circulate the action tracker next week.

- The Chair is still waiting for a response from Deputy Mayor Guy Nicholson after sending an email to the Deputy Mayor on October 28th and has raised this with Isobel. RH asked CB if Hackney could come back to the Chair with a progress update of the actions from the meeting with the Deputy Mayor.

ACTION: CB will chase this up with Isobel.

- The Chair has proposed for the Social Life presentation to be delivered at the February Board and for the Viability Information and Affordability presentation to be delivered at the January Board.
- There was an action for Tom at the November Board to clarify Section 13 of the Hackney Plan with Hackney's Transport Officers regarding on-street parking.

ACTION: TH will remind Tom to provide an update on this at the December Board.

- AE has asked Michael for information regarding the retrospective billing from Insite for the blocks managed by R&R. AE has not received any response from Michael and asked TH who to get in touch with to escalate this. TH informed AE that he deals with this and that Michael reports to him. TH also updated that Michael has had meetings with the TRAs. AE raised that WDCO are dismayed at the way this has been handled.

ACTION: TH will take AE's request to Michael.

- RH has circulated the minutes from the meeting with the NHG heat manager and circulated this to WDCO members in the NHG blocks.
- RH has had the information back on the resident service charges from Berkeley and R&R after Ekaterina queried on service charges for Block D at the November Board. RH has since shared this information with her.

Outstanding Estate management/Operational issues (issues requiring escalation)

- RH raised the issue of the water outage at Willowbrook that has occurred since Saturday morning. RH has asked for an update and to understand Berkeley's process in assisting residents when there is a water outage and if R&R or Berkeley's contractor provide water to residents. TH updated that tanks and drinking water have been distributed and Berkeley are prioritising resolving this issue. The Chair asked TH what Berkeley's procedures are if anything like this were to happen again, specifically when supporting vulnerable residents. TH updated that vulnerable residents have also been dealt with today and given temporary accommodation.

ACTION: TH will send RH an update tomorrow and RH will circulate this to the Executive Committee.

- RH informed JG that the Executive Committee members have expressed concerns regarding the scaffolding; residents are reporting that no works have been carried out and are wondering when the scaffolding will be removed. JG reported that their contractors have not informed NHG whether they have finished works and will chase this up.
- Michael updated at the last Liaison meeting that the bubbling glass was still with the manufacturers and are in the process of arranging a date for installation. JG has not received an update or timeline from Michael regarding the replacement of the bubbling glass.

ACTION: TH will get confirmation of the timeline for the replacement glass at Pewsham.

- WS raised that the pavement slabs on the left hand side of Swan Lane are broken. TH confirmed that Berkeley have carried out surveys with Hackney Council and addressed the pavements.

ACTION: TH will have another look at the pavement slabs.

Preparation for December Board

- The December Board will be a normal Board meeting with partner updates, general questions and written questions. There will be no presentations delivered at the December Board.

Brief partner updates

- CB informed the Executive Committee that a more detailed update will be provided at the December Board. CB updated that the Winterfest and tree light switch on will be held tomorrow. The new Hackney Mayor will be attending. RH enquired about Block D and raised the Executive Committee's concerns about the lack of progress on Block D. CB informed the Executive Committee that works are being done in the background in terms of the fit out and fit out costs, as well as preparing for a Cabinet report. AE raised concerns that Hackney have not provided any dates and that Block D updates have generally been vague. CB confirmed that works are being carried out between Hackney Council and Berkeley.
- TH also updated that Berkeley have a fit out contractor ready and are working closely with Millco. TH stated that there are no major issues to report on and asked if the Executive Committee had any questions on Berkeley's report.

ACTION: CB will ask Hermione to circulate a detailed progress update on Block D in the Hackney report.

- JG reported that NHG will provide a more detailed update in the December Board report. JG provided an update from Anthony Green that, on Phase 2, there is one home left for sale on Block D that is currently being used as a show flat for Phase 3. The tenant choice workshop was held on 29th November at the Redmond Centre for residents moving into Phase 3b. Only 6 residents made their choices. Therefore, a final session will be held in January, in the morning after the school run as evenings might have discouraged residents from attending. In terms of the housing and the estates team, JG updated on the M&E repairs and how NHG are trying to improve those across the estate. NHG have recently had one of their engineers on their M&E team do a thorough survey across NHG blocks on Woodberry Down to

investigate the effectiveness of their current systems and the viability of removing existing systems and replacing them with better and easier-to-maintain systems. Once NHG have the report back, JG will share their findings and next steps with WDCO. JG also circulated an FAQ in relation to billing and tariff changes which are now with Vital and clarified that, if anyone has any questions, to inform JG. The NHG communications team have continued to meet with the leads from Berkeley and Hackney to contribute to the Woodberry Down newsletter, which was published in November 2023. They have also sponsored the Woodberry Down Winterfest on 6th December, which is being delivered by MHDT. RH informed JG that there is a resident at Hornbeam who has had no adequate heating since moving in over 10 years ago. BSW made some recommendations of works to be carried out. However, Vital Energy and the new contractor came in with a different idea on what works are required. The resident is going into another winter with no adequate heating. RH asked for this to be escalated internally within NHG and to come back with an update on who, at NHG, will be dealing with this. JG saw the email from Simon and has escalated this to Laura Colman. JG is aware that NHG have done a power flush but she did not receive an update on this. The Chair asked if this resident can be moved to a property that is suitable to her needs. JG clarified that NHG can explore this but cannot confirm anything until she hears back from Laura.

ACTION: JG will chase this up with Laura Colman tomorrow and will update RH, Simon and the resident.

Awayday Priorities

- The Chair provided a statement that, as part of the Awayday priorities around community engagement, Masterplan and governance, a set of actions were agreed on. The Liaison meeting was meant to be the place to monitor the progress of these actions. However, the Executive Committee are not sure if the Liaison meeting is the right place and feel this should be discussed at the Round Table. The Executive Committee have suggested that a progress report should come to the Round Table. The Chair has asked for the delivery partners to take this away and come back with an update by the next Liaison meeting.
- The Chair reminded the partners that the Executive Committee previously requested that delivery partners ensure that senior members attend the Liaison meetings so that the escalation process actually works. The Executive Committee members feel that this is not currently happening and asked for the delivery partners to take this away.

AOB:

- The next Liaison meeting is scheduled for January 2nd. RH asked if this can be moved to 9th January. All have confirmed that they were happy for the Liaison meeting to be moved to the 9th January
- RH enquired on the dates for when the delivery partners will be closing for the Christmas period and when they will reopen. RH asked if there is a comms to let residents know who they should be contacting and the dates. JG advised that NHG send out a letter every year before Christmas on who will be covering during the Christmas period and emergency contacts and that this will be circulated in the next few weeks. CB informed that the comms is usually sent by the Council regarding who to call during the Christmas period and the date they officially close: this will be sent in the next few weeks. Hackney Council will be closed from 25th December to 2nd January.

ACTION: JG will confirm the dates for the last day at NHG before the Christmas period.

ACTION: Berkeley will issue a formal update in the next week with all the emergency contact numbers for residents.