

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

Woodberry Down Community Organisation Liaison Meeting with Partners
Tuesday 5th March 6pm – 7pm

Residents: William Sheehy (WS), Phil Cooke (PC), Adrian Essex (AE), Kalu Amogu (KA), Jackie Myers (JM)

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

Apologies: Anthony Green (AG), Andrea Anderson (AA), Leonora Williams (LW),

ITLA Roda Hassan (RH), Emre Ozturk (EO)

Items		Action
1.0	Minutes of February Liaison Meeting	
	The minutes were reviewed for accuracy and agreed upon.	
2.0	Matter Arising	
	JG apologised for the delay and noted that the report concerning the blockage in the car park drains at Ashview will be circulated after the meeting. JG explained that they are organising a drop-in session to address questions and concerns regarding Vital Energi, and they will follow up with an FAQ document after the session. JG stated that they are currently advancing with the service charges review. They will provide an update by the end of March when residents can expect communication regarding the actual service charges for the years 20/21, 21/22, and 22/23. CB explained that an update on the improvements to the West Reservoir will be included in the Hackney report. TH reported that they have proposed some dates for the Phase 3 site visit at the end of March and are currently finalising these arrangements.	JG TH
3.0	Action tracker	
	Window report: The update has remained unchanged for the past few months. Therefore, RH noted that the status of this action has been updated from "open" to "pending." BH will provide an update when there is progress or new information available. Service Charge: Further update on the service charge review is planned at the end of March. RH has requested that NHG send residents the 20/21 accounts now that they have been completed and reviewed. JG explained that while the feedback has been noted, they cannot confirm whether they can send them out. CB provided an update that the Deputy Mayor's response to WDCO and the Chair is currently under review by their team and will subsequently be sent to Cllr Nicolson for distribution. DHN: CB reported that an update with a timeline will be included in the Board report. Housing Numbers: CB explained that the housing numbers are still undergoing internal signoff and should be available on the website before the Board meeting pending approval.	

4.0	Outstanding Estate management/Operational issues (only matters that need to be escalated):	
	WS inquired about the progress of the bubbling glass replacement at Block E, originally scheduled for January but seemingly incomplete. TH explained, regrettably some of the glass panels for both the west and east sides (totaling 5 pieces) were incorrectly sized and will require remaking. JG will circulate the email again with the revised dates for their return. WS also asked about the Hornbeam balcony slacks and why they were not changed like the Rowan Apartments. JG will take this away and report back. RH highlighted residents' concerns about the lack of clarity in distinguishing between actual bills and estimates, as well as the issue of incorrect tariff charges. RH also noted that Vital's letter extended payment terms to 30 days for the first two bills, which she deemed unreasonable given the billing inaccuracies. She requested Laura Coleman to address these concerns. JG explained how key representatives from NHG will attend the drop-in session on 6th March and will address these questions. Regarding the payment terms, she mentioned that the payments team clarified how Vital Energi will establish a payment plan period rather than adhering to a 30-day payment window: acknowledging that the letter may have caused confusion.	JG JG
5.0	Preparation for March Board	
	RH updated that Hackney will present the housing numbers at the March Board meeting, pending internal approval. CB will confirm this by Wednesday 13th March.	
6.0	Partner Updates	
	CB gave the Hackney update: She reported that the cabinet paper regarding the compulsory purchase order for phase 4 has been approved and they now have the authority to proceed with the CPO on phase 4. AE pointed out that according to the Hackney newspaper, the library is scheduled for closure due to renovation. Specifically, Stoke Newington library is anticipated to be closed for an extended period with an allocated budget of four million pounds for its renovation. During this time, individuals are encouraged to utilise the Woodbury Down Library as an alternative. He also noted that shortly after, Stanford Hill library is also expected to close. He asked: how does that expenditure tie in with the feasibility study for the potential new library at Woodbury Down? Also, considering that people are being redirected from those two libraries to Woodbury Down library in the interim, he inquired about the additional resources being allocated to Woodbury Down to accommodate the increased number of visitors. CB will take this back to the Regen team. TH gave the BH update: In terms of health and safety, TH reported that there have been no injuries on Phase 3 since the last update. Since the last meeting, all buildings are now weather-tight, except for B4 and B5, the final two blocks near the reservoir. We are experiencing a slight delay in the window installation for these two blocks. First NHG inspections have taken place in A1. Overall completion is still scheduled for July of next year. Currently, they are on par with their 13 precast facade to the B2 tower, which comprises a 20-story structure. So far, progress is satisfactory. TH also reported that regarding the phase four update, their planning application for this phase has been delayed from March to April. JG gave the NHG update: JG reported how she, Anthony, and Mark from the development team are now meeting fortnightly with senior colleagues from the M&E team, including their Head of M&E, Neighbourhood Manager, and Heat Network Operations Manager. These meetings are focused on discussing the ongoing progress of works, addressing any concerns, and resolving issues efficiently. This approach has proven effective in finding swift solutions to the challenges encountered on the frontline, and in resolving bottlenecks within their internal processes.	CB

	JG also updated that they have appointed a dedicated neighborhood engineer, who is now working with them on-site. They are expecting another M&E colleague to start next week, who will also be working on-site once a week. Furthermore, they have secured a dedicated lift engineer for the region, covering not only Woodbury Down but also the broader north region to which Woodbury Down belongs. This lift engineer is currently making regular visits to the site. Overall, these arrangements highlight the significant progress in M&E repairs.	
7.0	AOB	
	Roda explained that concerning point 7.0 in the February minutes, there were clarifications from BH stating: "The food stalls have the relevant licenses required to trade in this area; they do not need an additional license from Hackney as this sits on land we currently own under the head lease. The stalls have their food hygiene licenses, insurance, and catering licenses, etc."	