

WDCO Report April 2025



1. DEVELOPMENT PROGRESS

1.1 Phase 2 Block D & B

All homes have sold except one. This was previously used as a Shared Ownership show flat and is available on the market. NHG and Hackney have agreed to convert to Shared Equity home due to interest from a Phase 5 resident.

1.2 Phase 3

Phase 3 snagging is due to commence at the end of April once commissioning is complete. The commissioning is underway and Fairheat attended on 3 April to begin acceptance testing and complete radiator checks.

NHG have formulated timelines and a resident communication plan ahead of the 3B handovers in late June. These are as follows;

- Rent, council tax & service charge information to be provided- 30 April
- Individual appointments to see new homes- End of May/first week of June
- Occupation strategy meeting- w/c 19 May

NHG have also created a show flat in 3A that will be dressed so that residents can come to see what the new homes will look like, ask questions and view the heating system. The resident boxes will be delivered from 15 April and will be hand delivered from this date onwards. A series of resident drop-in sessions have also been set up so that residents can drop in and ask questions about their upcoming move.

The Phase 3 Community Space has not secured a tenant yet, but we're working on a local partner activating this space and hope to confirm the finer details in the next few weeks. This space is currently being used by Rebel Business School for their in-person sessions in April and May.

1.3 Phase 4 and the Masterplan

Phase 4 is due to start on site in Autumn 2025 in line with the CPO programme. Build Agreement (contract) negotiations have commenced with the Build Agreement (contract) to be entered into prior to the commencement of construction.

Following the **Masterplan** planning application on the 20 December 2024 and its validation by LB Hackney Planners, it is expected to be presented to the Planning Committee on 7th May 2025.

In anticipation of the Masterplan being granted approval, Berkeley Homes are preparing for the procurement of a design team for **Phase 5** and interviews by the Design Committee (representatives from Berkeley Homes, WDCO, NHG & LB Hackney) are taking place with key consultants.

2. Social Economic Investment Updates.

We continue to work in partnership locally to deliver our social and economic investment programme across Woodberry Down.

- Based on programme feedback, NHG are funding an additional day of the “**Independent Debt and Welfare advise**”. This will be 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](#)
- Friends of Woodberry Down, who celebrate 20 years in October, have been granted NHG funding, to deliver a “**Connecting Community Programme**” at the Edge and the Redmond Centre (when the Edge is not available). They've also been delivering digital inclusion sessions which Manor House Development Trust has helped facilitate.
- For the **25/26 events programme**, the Events planning group (including Woodco) will commence regular meetings from the end of April.
- Manor House Development Trust & Active Within have partnered up to deliver a complimentary programme of health & wellbeing activities from the Redmond Centre. See the Redmond Centre website for current MHDT activities. [What's On at The Redmond Community Centre](#)
- 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](#)
- For entrepreneurs, Rebel Business School is currently onboarding the “**Empowering Woodberry Down Programme**”. [Events | Rebel Business School - Free Course - The Rebel School.](#)

4. PLACES AND ESTATES UPDATES

4.1. Service Charge Review

We have reviewed the historic service charge accounts for financial years 2020-21, 2021-22 and 2022-23, for all 5 estates and 18 blocks managed by NHG on Woodberry Down.

These accounts are complex due to multiple variables including the different financial years, tenancy type, tenures, the number of estates and whether accounts have been previously served or not.

The review is now concluded. We have presented the figures to our senior leadership team who have now completed their first level of scrutiny however, further actions have been requested before a final decision can be made. It is important we highlight the risk that figures could change.

Once we can confirm a final outcome for residents, we will meet with WDCO, Cllrs and the ITLA to present and explain in detail our findings and share our proposed communications to residents for their feedback, before we update wider residents.

4.2. Estate Improvements

The estate team have successfully secured funding to enhance planting on the estate and fill gaps in our communal gardens. We have also obtained funding to replace all noticeboards in our blocks across the estate, as many were broken or not fit for purpose. We are confident that these small but important improvements will enhance the aesthetics of our communal areas, both internally and externally, at no cost to residents, over the next month.

4.3 Cleaning Services

The new cleaning contract for NHG managed blocks on Woodberry Down was won by Just Ask, a new contractor on a new specification.

The previous contractor, Mears, did submit a bid for the tender and while we cannot disclose details of their tender as this is commercially sensitive information, we can share that their proposed cost for the new contract was considerably higher than both their previous costs and that of other contractors (including Just Ask) for new the contract.

The new contract with Just Ask has been priced to ensure appropriate staffing, machinery, equipment and materials, a supervisory role, and adherence to the London living wage. The cost has followed a compliant thorough procurement process and therefore is deemed fair and reasonable.

The new specification gives the contractors the autonomy to set the frequencies as they deem required to deliver the specification. Just Ask have confirmed that through mobilisation, initial audits of the scheme and the feedback we have provided in regards to the quality of their initial service they will be delivering at a frequency of twice weekly full cleans, with daily cleaning of entrances and lift lobbies, substituted by other ad hoc services such as yearly deep cleans and quarterly communal window cleaning.

Confirmed cleaning schedules for each block will be provided to residents in April as part of our 'Woodberry Down Yearly Planner' document. This will also include other useful information for residents relating to the service/s provided by Places & Estates and our contractors.

We have key performance indicators (KPIs) in place for Just Ask, and our team will actively monitor their work. Also, regular monthly reviews will be conducted, especially during the initial transition period.

4.4 Estate team – additional capacity

The Woodberry Down estate team, now part of the NHG Places department, has recently welcomed an estate administrator. With increased capacity, we're already seeing positive changes and expect residents to notice these improvements in the coming months. We aim to ensure that residents understand and experience the benefits of our new service more going forward.

5. COMMUNICATIONS

The Woodberry Communications Group reconvened and will produce with WDCO a revised Communication Strategy and Action Plan. In March we funded a St Patrick's Day & an International Women's Day event. This Saturday the 12th of April, NHG have funded an Eid Celebration at the Redmond Centre.