

Project: Meeting with Residents of Base, Newhall

Client: Newhall Projects Ltd

Date of Meeting: 3rd February 2022 at 7pm

Held at: Coffee Base

Issued by / on: Michele Gallagher

Present: Michele Gallagher SHW (MG)
Georgia Busby SHW (GB)
Dominic Brownlee SHW (DB)

Plus X3 home owners (names & addresses omitted due to GDPR Regs)

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1. Introduction to the SHW Team

MG welcomed everyone to the meeting, expressing a disappointment at the low turnout. MG introduced DB and GB as new members of the SHW team. Apologies from William Moen of Newhall Projects Ltd were noted.

2. Overview of Newhall Residents Association Ltd (NRAL) – Responsibility and obligations

MG clarified the position with the above, it being the Residents Management Company. She explained that every owner of a property at Newhall will be a member of NRAL. Membership will be processed once responsibility for NRAL is transferred to the owners. Members will have the opportunity to be nominated and appointed to sit on the Board. It is anticipated that the Board will be made up of +/-12 Directors, 10 selected from the homeowners and at least two being external consultants who will bring their professional expertise to support the Board.

At the moment, the Board is made up of representatives of Newhall Projects Ltd (the landowners). Currently, there is no firm date for transferring responsibility to the homeowners, but it is anticipated that this could take place within the next 12-18 months. Further correspondence will be issued to all homeowners at the relevant time.

MG confirm that all homeowners, regardless of which Phase they live on, pay into the same Estate Service Charge. This obligation is set out in the relevant Lease or TP1 for the property. MG confirmed that the Estate Service Charge funds maintenance, upkeep and management of all of the Newhall amenity land to include all landscape areas, front gardens to homes (if any), playgrounds, reed beds and other water ways, roads which are not adopted, etc.

One attendee advised that he receives multiple invoices and he does not believe the demarcation between the various companies is clear. MG confirmed that Trinity Estates is responsible for management and maintenance of the individual blocks of apartments. This will therefore include internal common areas, cleaning and lighting of those areas, dedicated car parking areas, as well as general repairs and maintenance, the creation of Reserve/Sinking Funds, etc. SHW is responsible for the external communal estate areas. MG was asked who owns the roof of the building. MG confirmed this would fall under the Freeholders Title, but Trinity would collect funds for its maintenance via the service charge.

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A question was raised as to why there are different Managing Agents for the block and the estate. MG confirmed that, whilst SHW did tender for the instruction to manage the building, Trinity were appointed by Countryside.

MG advised that, as far as she is aware, the Freehold is owed by Newhall Projects Ltd. One resident advised that an offer to buy the Freehold was received but not pursued. MG to clarify the ownership of the Freehold Title. *Post meeting note : MG can confirm that the Title is owned by Newhall Projects Ltd and it is not currently available to purchase.*

MG

3. Annual Service Charge – 2022

MG confirms the level of service charge has remained the same as 2021. MG added that it is normal for service charges to fluctuate year on year, especially with a development like Newhall which continues to grow, with new homes and new amenities being constructed. When the estate is complete, likely to still be some +/-5 years away, there will be a stable basis for setting the cost year on year.

Attendee queried whether Dealings Road and Quiet Lane had been taken over yet. MG presented a plan which shows the full extent of areas taken over by SHW to date. She will annexe this to the Minutes of the meeting which will be posted on the website. www.newhallresidents.co.uk.

Resident raised concern that Honours had not been maintaining beds outside the house (Dealings Road). MG confirmed that these should be included in the maintenance regime. DB to follow up as required. It was noted that the grass area on the opposite side is not being maintained but this has not been handed over. This is a proposed construction site and homes will eventually be built here.

DB

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<p>4. General Estate Maintenance & Management</p> <p>Resident queried whether Estate wide CCTV could be installed. MG advised that, for her experience in this area, it is prohibitively expensive, evokes GDPR regulations which can be onerous and, with an estate the size of Newhall, would not provide the degree of service perceived. Another resident added that, unless CCTV is being monitored, it is pretty ineffective.</p> <p>Resident asked about traffic management outside Café/Co-Op as there are concerns that the junction is dangerous. MG/DB will raise this with Countryside.</p> <p>The owner of the Café has issues with overflowing bins outside the premises. This is due in part to residents of the apartment blocks using these for disposal of waste (rather than walking around to the designated bin store). DB to prepare a communication on the subject and send it to Trinity Estates.</p> <p>There is also an issue with dog owners not cleaning up dog mess. There is however no dog waste bin in the general vicinity. The corner of Barnfield/London Road was suggested as a suitable location - MG/DB to following up here by securing consent from Countryside. <i>Post meeting note: MG did contact Countryside with details of this proposal but it has refused consent. MG/DB have identified another location and this is with Countryside to agree..</i></p>	<p></p> <p>MG/DB</p> <p>DB</p> <p>MG/DB</p>
<p>5. Any Other Business</p> <p>There were no further items to discuss under AOB</p>	
<p>6. Date of Next Meeting</p> <p>MG believes it would be a good idea to have two meetings each year and proposes that a second meeting is held in +/-6 months' time. It was suggested that meetings should be announced across all platforms – Facebook, Website, Instagram, plus Notices put up in the coffee shop to ensure the information reaches as many residents as possible. This should encourage better attendance figures. MG suggests this should be held sometime in September – details to follow.</p> <p>There being no further business, the meeting closed at 8:05pm.</p>	<p>MG</p>

Action
