**Project:** Annual Meeting with Residents of The Edge, Newhall, Harlow

**Client:** Newhall Projects Ltd

**Date of Meeting:** 27th January 2022 at 19:00

**Held at:** Estate Office, Bridge Street, Newhall

**Issued by :** Michele Gallagher

**Present:** Michele Gallagher (SHW) MG

Georgia Busby (SHW) GB

Dominic Brownlee (SHW) DB

8 residents (details not included due to GDPR restrictions)

|  | **Action** |
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| 1. **Introductions**   MG welcomed everyone to the meeting, introduced DB and GB as new members of the SHW team. Apologies from William Moen of Newhall Projects Ltd were recorded.   1. **Annual Service Charge - 2022**   MG advised no changes to the overall bottom line figure but there are some adjustments up and down against a number of line items. MG invited queries from attendees:  Question raised on whether there is sense building up the level of Reserves and if this could instead be used to offset, ie reduce, the level of service charges. MG confirmed that, at the end of 2020 ie last available accounts, the balance was £199K, with a provision of £61K collected in 2021. These figures are subject to arrears and expenditure. MG advised that monies are being spent across the estate, not just on The Edge, and include the likes of installation of the bollards along Robin Lane, planned works to St Nicholas Green, works to the playgrounds, renovation of telly tubby hill, etc. MG confirmed it is prudent to maintain reserves at a sensible level not least of all as some parts of the estate are +/-20 years old so the likes of knee rails will need to be replaced, as well as having to revive tired areas of landscaping. It is better to retain monies in the Reserves to fund such major works rather than to have to request supplemental/additional monies from home owners.  A question was asked on whether the new builds (BASE) will contribute to the same Reserve Fund. MG confirmed this is the case as the NRAL service charges is held for the benefit of the Estate as a whole, not separate phases.  A question was raised as to when the Community Centre building work will commence. MG said that she believes it could start this year. Newhall Projects Ltd (NHP) is responsible for the build.  One attendee said he has heard this same information for the past four years and he asked if there was some more precise information. MG confirmed she will endeavour to secure this detail, if available, and will share relevant information received.  A question was raised regarding the footpath from Forge Lane to New Ground café which ends on the corner. This means residents have to cross the road to the pavement on the other side of the bridge and then cross back. This is considered a safety issue particularly for parents with young kids. DB confirmed he was aware of this situation. MG/DB to approach NHP to ask if it could create a path linking this up to the existing one. *Post-meeting note: MG spoke with NHP who are scheduled to create a path as part of developing the new playground which is going in in this location. NHP will, however, look to creating the pathway separately in advance so this should happen in the short to medium term.*  One resident suggested he had not received the £8.50 landscape credit but MG was able to check his account and confirm this had definitely been posted to his account.   1. **Linden Homes**   MG advised she invited Linden to send a representative to attend the meeting. No one was available so she asked it to prepare a Paper which could be handed out to attendees. This was distributed to all attendees and will be posted on the website. MG ran through the various items on the information sheet  Question was raised on when trees will be planted: MG confirmed this needs to be by March 2022 or else they may not survive. Linden have asked D Honours & Sons to undertake the planting work and it has factored in a cost to water these in as required.  One attendee asked if the fencing behind the kennels could be removed so that residents could access the beautiful meadowland which is currently blocked off. DB is aware of the area and will ask NHP to confirm if this is possible.  *Post meeting note: NHP confirmed that this is with Countryside and it is anticipated that the area will be made available to all this Summer.*  Questioned raised on the adoption of roads. MG advised Linden Homes have to bring them up to a certain standard before they are taken over by Essex Highways. Some roads will remain private. There was a further question on whether Bunting Street will ever be open with bollards removed. MG confirmed it is still scheduled to be opened up but this is now not likely to happen until the development on sector 5 (by Stonebond) has completed, so +/-2023/24.     1. **General Estate Maintenance and Management**   MG mentioned that DB/MG has located some pieces of granite in the estate compound which are going to be position opposite Nuthatch Drive to replace the bollards that are continually being knocked over. All agreed this is a great idea. DB will be making arrangements to have these put in position.  MG invited queries from attendees. One resident said he believe MG and DB have done a great job in trying to improve things. There were no further queries or issues raised.   1. **AOB**   A query was raised about having estate wide CCTV installed. MG advised that another client on a smaller estate had investigated this. It took 2 years to undertake all of the due diligence, secure tenders and hold an EGM and, due to the level of costs and the perceived benefits this would bring, the project was abandoned. MG believes that Newhall would encounter the same issues - costs are extraordinary, GDPR issues complex and generally only manned CCTV is worth considering. This comes with added costs. It was generally felt that this was not worth pursuing.   1. **Date of Next Meeting**   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.  There being no further business, the meeting closed at 19:50. | MG  DB & MG  DB |