

Residents Questions

Newhall – Phase 1: 23.02.23

These are residents questions raised prior to the meeting. Some of the questions have been answered within the supporting document, **'Information Update: Newhall 2022/23'**.

Questions from VR:

Q: When we will be able to replace the carport gates with something more practical and modern?

A: Consent will need to be requested from Newhall Projects for alterations. A specification and plan would need to be provided to the Estate Manager (newhallestate@shw.co.uk) who will then pass these on to Newhall Projects.

Q: What can be done to prevent the nuisance caused by the youngsters "playing" in the St Nicholas Green park?

A: If you are experiencing anti-social behaviour. This kind of issue is not something that SHW or Newhall Projects would deal with and we would urge you to report the matter to the Police by calling 101 or 999 if it is an emergency.

For more information about what Essex Police class as Anti-Social Behaviour please click: <https://www.essex.police.uk/advice/advice-and-information/asb/asb/antisocial-behaviour/>. You can also report anti-social behaviour issues to Harlow Council by clicking here: <https://www.harlow.gov.uk/safety-and-crime/report-antisocial-behaviour>

Q: How the residents can actually enjoy the benefits of a residential area?

A: Please can you provide more details of what you mean by this?

Questions from AC-H:

Q: Will the park area on Soper Square / St Nicholas Green even have more play equipment added to it?

A: There are no current plans for additional play equipment in this area.

Q: Will more seating areas ever be dotted around the estate? Primarily phase 1 area and around Tellytubby Hill?

A: We will raise this question with Newhall Projects and circulate a response with the minutes.

Q: Will more bins be added around the estate at all?

A: Bins will be added as and when necessary. If you can think of a place where a bin is needed, please email the location to: newhallestate@shw.co.uk and we will consider this.

Questions from LL:

Q: What services are covered by the Admin (Management Fee) and why are there some exclusions, like Site Manager, Insurance for the Directors, Posting, Websites? Should this be covered by the admin fee?

A: The site manager is a separate job role, which was implemented to oversee the day-to-day maintenance of Newhall.

The Management Service Include: Weekly site inspections, arranging risk assessments, holding annual resident meetings, preparing specifications for minor works/services where required, drafting the budget, accounting for service charges, collecting service charges, dealing with developers, supervising contracts/contractors, arranging repairs, maintenance and improvements, placing

necessary insurances as well as dealing with all incoming communication from residents, contractors, estate agents etc. The amount is £71 per property per year.

Directors and Officers Insurance: does not cover SHW. It is cover in case of claims against Newhall Projects and in the future, Newhall Residents Association. If there is no cover, then the directors of a company could face legal consequences personally in the event of a claim. The Royal Institute of Chartered Surveyors and Institute of Residential Property Management advise its members to take this policy out.

Posting and Website: Are not part of the fee as they are separate services to residents. There are nearly 1500 homes at Newhall so postage fees can be high and the current amount in the budget allows about 72p per property (just a bit more than 1 second class letter). We try to encourage email correspondence to try and keep this fee low in the budget and to ensure residents receive correspondence faster. The website is being improved at the moment by the new Communication and Community Development Coordinator so that it is more informative and useful for residents.