

Hello

Thank you for the invite to the Wyndham Park Community Association Meeting on Monday 25<sup>th</sup> September.

It was good to see and hear all the residents' concerns/frustrations for information, action and ultimately site completion. It was also good see the other side of a development that I don't usually get an opportunity to see, the community that has developed following occupations.

To reiterate my position within Barratt Homes, I'm the Technical Project Manager for the Wyndham Park. Generally, once a site has received a planning permission I look after design consultants, construction plans, approvals and adoptions during the construction process.

Since joining Barratts in July, I have been working largely on researching and progressing items that maybe seen as apparently forgotten or not completed at Wyndham Park. I have been walking the site, reviewing drawings, agreements etc essentially getting an idea of what has been done and what hasn't. The priorities for me is all POS, access road, earlier phases highways and drainage and the current phase of construction (pretty much in that order), however this doesn't stop me looking at any other item as they occur/brought to my attention.

I will not be able to look at any plot related issues, these should be raised with our customer services team.

There was also one single thing that I think is needed, more communication from us to inform residents of site wide progress and upcoming works but also questions raised. I'm happy to help with this.

So, since the meeting I have been having some conversations to regularly provide information:

- Letter drops to all Barratt properties at Wyndham Park.
- David Wilson Homes properties will also receive the letter drops via David Wilson.
- Letter/update to Wyndham Park Community Association for inclusion on the website/facebook page/notice boards etc
- Attendance to community meetings, Q&A.
- Possible site walks (I'll need to check H&S though).
- Contact me via the community association.

To help me and our teams effectively look at items raised, I will need some order in how quires are handled, so repetitive quires are dealt with as one item, queries are listed out and an understanding that it may take me/us longer to look some queries than others but it will be looked at. I can't promise a solution as maybe requested but I will ensure a response.

I think a listed method is best which I can respond to at regular intervals perhaps for each meeting. I expect there will be a larger queries list to start with but my aim is to work through to a list of zero.

#### **POS Maintenance concerns**

- Pubic Open Space areas are not being maintained.
  - As mentioned at the meeting I am arranging for a contractor to carry out a site wide visit to start bringing regular maintenance back up to speed. I am meeting the contractor on site w/c 02.10.17 to walk through the areas and what work is needed.
- Pubic Open Space areas are not planted correctly.
  - South Somerset District Council will effectively be our landscaper and will carrying out the landscaping of POS areas. Costs for this are already paid and awaits legal transfers.
  - I am currently pushing through the legal transfer of the remaining Linear Park POS and Northern Boundary POS.

### **Meadfleet concerns**

- Invoices issued – some paid, unpaid, various invoice amounts reported, are payments being taken from the £150 deposit.
  - Meadfleet explained that if invoices had different amounts this was dependant on the length of time the occupier had been at the property during the billing period.
  - Where invoices are marked as Paid, Meadfleet have spoken to their legal and accounts teams and the reason why some properties received 'Paid' invoices, is that their solicitors took payments 'up front'. They mention this is very unusual and not in accordance with procedures.
  - I would ask if residents could please initially check if upfront payments were taken at purchase and also the length of occupation during the billing period.
- Meadfleet administrative expenses? Why are residents paying for this?
  - This is usual business expenses as would be expected to provide a service. These are included in the costs to provide maintenance. Meadfleet choose to be open about what its costs.
- At purchase told that no charges until site completed?
  - I cannot find any reference to this at this stage. I have checked with our sales team who advise purchasers that customers are told there will be an initial holding charge, made via their solicitor of £150, refundable when they sell, plus £81 per annum or part thereof with immediate effect.
- Performance/attitude.
  - At this stage there is no evidence that they are not performing. They will be tied to provide a service in line with the deed.
- Do Meadfleet need to be the management company – can a different company be appointed?
- Do residents pay the invoice issued?

Since the community meeting, I have met with Meadfleet and discussed the issues above. I have some answers but some are still ongoing.

I am also discussing with our solicitors for now but I'll will provide a response shortly.

### **Active Construction Phase related concerns**

- Contractor/works traffic in Cabot Road 'at speed'
- Report of grass maintenance workers using bushes as 'a facility'
- Complaints from public with children about site/contractor behaviours – swearing, radios
- Site working times?
  - Contractors are advised of site working hours of M-F 7.30am-5pm and Sat 7.30am-1pm.

This is taken seriously.

I've had a chat with our site and commercial teams, we're arranging signage to be put up at each junction along Great Mead on the approach to site offices to restrict works/contractor traffic entering occupied/completed roads. We will also write to our contractors to reiterate our rules on site traffic, parking areas, contractor noise and behaviour and clarify facilities available for contractors use. Our site management will also discuss at weekly contractors meetings.

### **Other concerns raised**

- Parking along Great Mead and potential conflict with emergency access
  - Contractor signage etc as mentioned above is to be placed. Hopefully this should improve the route. Please let me know if there are still problem areas.

- Wyndham Walls on Access Road
  - I mentioned that these were a temporary installation and would need to be removed to allow adoption of the road. However we're looking at getting these relocated. Discussion are ongoing currently.
- House holders trade vans parking on site against deeds covenants.
  - I will investigate usual deeds wordings.
- David Wilson phase 2 – reports of vehicles traveling along block paving link 'at speed' and using as a short cut to Cabot Road.
  - I will discuss with David Wilson South West.
- Adjacent sales office, private car park with access from Great Mead and Hood Road. Being used as a short cut route.
  - I will review.
- Adjacent sales office, private car park retaining wall, reports of low walls with risk of fall from height and children walking and using scooters along top of retaining wall.
  - I will review.
- Shackleton Road Wall rebuild following accident.
  - I have chased this with our site team. We're currently trying to source bricks to match. In the meantime site will arrange for the area to be tidied up.
- Broadband Speeds
  - I have already arranged for the upgrade to the local cabinet to be fibre enabled. Once the works are completed this will enable faster speeds availability on site (subject to contracts with your provider).
- Northern Boundary Path Lighting
  - I will review.
- Next Community meeting Wed 15th November 2017 at 19:30.
  - I will be attending. I have also asked the Director in charge of the site to join me (he has also confirmed attendance).
  - I am hoping to have further progress that I'll be happy to explain.