

# The QEP Chronicle No 6

The English Summer Wet? Hot?

## Guildford in Bloom

The judges came in a gap between the downpours and seemed impressed by what they saw. We won't know by how much until September!

## Farewell to Trinity Estates

After 3 years and much effort, the Management Company has finally replaced Trinity. The new Agents are Hazelvine Ltd and we expect to see improvements in the estate management as a result. They have been increasingly involved from the time they were notified of their appointment as they made their plans and assessed what work was needed.

While all members of the QEPRAs Committee were involved in this task, and there was wide consultation with Residents, most of the good work was completed by Michael Andrews, Liz Szkoda and Matt Jones who made the Management Company fulfil their obligations.

If you see any new defects from now on, please let Hazelvine know. The contact details are on the back of this newsletter. A digital picture always helps.

But first we will have to survive the chaos of the changeover. As we expected, Trinity are behaving in a less than professional way handing over the records and we may be some short term disruption.

## Making progress – slowly but surely

May I offer a very warm welcome to Queen Elizabeth Park - affectionately abbreviated to QEP - to anyone receiving this Newsletter for the first time? Those of us who have lived and worked here for a while are, justifiably, keen to maintain and enhance our environment and to foster a good community spirit. Please make yourselves known to the Residents' Association and pass on your email contact details to

***iliveatqep@btinternet.com.***

This way we can all help the Environment and you will get more information. Those who have already registered their email address with QEPRAs have received regular information on important issues in a further 12 bulletins since the last newsletter.

This newsletter contains a lot of information and we hope that you will find it both informative and useful,

## QEPRAs Residents' Association (QEPRAs)

QEPRAs was formed in December 2004 at a public meeting. There were the QEP 5 "Hot Topics" – Bus Route, Community Centre, Access, LEAP, Hard Court – some of these have been solved, some are still being worked on and there are some new ones!

The Main Committee meets about once per month and tries to conduct most business by phone and email. They produce a periodic newsletter and have update meetings when required. Sub-committees meet as necessary.

If you would like to help keep your service charge down, and have a few hours a month to spare to get involved and help, please contact us. Contact details can be found later in the newsletter

### Summer Fayre – 1<sup>st</sup> September 2007

The Summer Fayre is on the theme of Fun and Science. It will only be a success if people help; setting up, taking down and during the day itself.

**QEPRAs needs YOU,**  
so please get in touch with;

Richard Moody  
Knoll House, 15 Forster Road

rtj.moody@virgin.net

**The Bus Route** issue appears to have been resolved; although with local government it is dangerous to say so, it does appear that there are no immediate plans either by Surrey County Council or Guildford Borough Council to put in place a bus route through QEP. The roads are neither wide enough nor sufficiently free of parked vehicles to allow buses to travel through easily. Together with ready access to the stops on Grange Road, and with two new stops added, plans currently focus on improving the Service along that route.

**The Community Centre** finally came before the Planning Committee in April 2006, and, despite a magnificent show of support by residents with almost 150 letters of objection and more than 60 people attending the meeting, the application was approved. Despite the lack of support and the overwhelming objections, it was clear that the Planning Committee ignored its' own policies and guidelines and approved a 4 storey building, due to be "shoe-horned" in next to Budgens.

**BUT** it is now clear that a covenant prevents the building of any structure higher than 2.5 storeys! It seems that the 'mixed-use' building, which got planning permission in 2002 will be built, and the community centre is likely to be located on the top 2 floors.

A review of options is currently taking place conducted by a senior Council Officer. We have contributed to this review and his recommendations are expected in the next month.

In the meantime you may have noticed the hoardings by Budgens! We knew that the Developers intended to sell on the site to another developer, but until 2 July, when they turned up, we had no idea who this was. They are;

*Start Properties (Haslemere) Ltd  
The Office, Watchers Hall  
Linchmere Road  
Haslemere  
Surrey GU27 3QP  
Tel: 01428 664448  
Email: start\_properties@btconnect.com*

Please direct any comments about their building site direct to them.

A number of QEP residents have indicated that they will pursue litigation with GBC and the Developers should the Community Centre proceed.

**Playground/Hard Court Play Area/Pedestrian Access;** of the remaining 3 issues, 2 are outstanding on QEP. The QEPRCA Committee has consistently sought to prevent the construction of a hard court play area on the Green. It has also campaigned to ensure that Residents will have their say in the construction of the "playground" (technically known as a Locally Equipped Area of Play – LEAP). There is positive news inasmuch that there has been good support from all parties to resist any attempts to build on the Green. There has also been success in terms of keeping closed the footpath via Goddard Close to QEP, which is important in terms of keeping vandalism and criminal damage to a minimum.

### **QEP Residents' Management Co Ltd**

This is the Company (QEPRMC Ltd), set up by the Developers, which will be responsible for the eventual Management of QEP. Every household owns 1 share in this Company. Control of QEPRMC - in the form of 2 directors – remains with the Laing and Linden at present, and residents have no voting or other rights. This situation will continue until the Developers decide to hand over the Company to the Residents. Then, if no one volunteers to become a

director, the Developers can nominate a number of residents to form the "Board".

This is also the Company that appointed Trinity Estates to manage QEP and was their employer. Similarly, but only after a long struggle by QEPRCA, they terminated the Contract.

### **Hazelvine Ltd**

This is the new Managing Agent. One of the important improvements they have made is to open a separate bank account just for the QEP Service Charge.

If you have been waiting to pay the additional Service Charge bill for 2005/6, sent out by Trinity in March, you should now pay Hazelvine any outstanding money in full. Cheques should be made payable to;

#### ***Hazelvine Ltd Re Queen Elizabeth Park***

and also tell Trinity that you have paid Hazelvine.

In addition, make sure that you have cancelled any direct debits to Trinity Estates.

### **Problems**

We keep a master list of the problems around QEP. It would be helpful if, when you report something to Hazelvine, you could also send a copy to:

***elizabets@fsmail.net***

### **Redfields**

This is the current gardening company; they were employed by Trinity and replaced Hilliers. They will continue to work here.

### **SCA (including the Community Centre Project)**

This organisation began life as the Stoughton Action Group; originally opposed to any development of QEP. They now wish to operate the proposed Community Centre and campaigned for the increase in size from 150m<sup>2</sup> to 390m<sup>2</sup>.

It is of interest that the Stoughton Community Association (SCA) has been leafleting households in the area seeking support for the Centre. The QEPRCA view is that there is already a more than adequate provision of facilities and that spending "planning gain" funds on a community centre would be wasteful when there are higher priorities such as traffic and vandalism issues to address.

## SCA Questionnaire

SCA have news and, from time to time, surveys and questionnaires on their website:

<http://homepage.ntlworld.com/stoughtonca/SCCP/>

You should visit their site and give them your views about this, as you will be required to pay for the external maintenance of the Centre when it is built. Why not tell SCA what you think.

## SCA and 'democracy'

A number of residents stood for election to the SCA committee in March 2006. However they were subsequently removed by the executive of SCA, as they felt unable to pledge to become trustees of a Community Centre they believe to be a waste of public money. Currently QEPRAs have no representation on the Community Centre sub-committee of SCA or on the Executive.

## Complaint to the Local Government Ombudsman

QEPRAs began two complaints to the Local Government Ombudsman at the end of 2005. Further details are to be found in the AGM minutes.

## Community Centre Maintenance Charge

Some residents may be aware that they signed a covenant to maintain the building when they purchased their properties. Others did not have to. You may wish to check into which camp you fall. In any event the type, ownership and size of the building have changed from that originally envisaged. There have been attempts to transfer the benefit of the original covenants to maintain from the original building to that now proposed. This forms part of the dispute between QEPRAs and the Council.

You may receive a request to sign a new document relating to the contribution for maintenance. **You are strongly advised not to sign any such document and to refer the matter to the committee.**

The outcome of this depends on a number of things and we do not know when it will be resolved. We hope to have more information later in July 2007.

## Road Adoption

The adoption of the main roads by the County Council has been 'in 6 weeks' time' since the beginning of December 2006!

The junction of Knox and MacDowall Roads is due to be improved (slightly) to allow better access, but again we have no timescale.

**Fun and Science – 1<sup>st</sup> September 2007**  
**1pm to 5pm**

**Reptile Celebrities**

**'Mad Science'**

**Dinosaur Road Show**

**Inflatables**

**Police and Fire Brigade**

**Much much more!**

Contact: Richard Moody  
Knoll House, 15 Forster Road

rtj.moody@virgin.net

## Replanting

Each year we hope that there will actually be an opportunity to begin the replanting scheme to bring QEP back up to its original standard, but it has sadly not been possible. This year will be different (we've got our fingers crossed).

The gardening committee is always on the lookout for green fingered enthusiasts to join them. Please contact Liz Szkoda or John Black if you would like to get involved in this important task.

## ESTATE MATTERS

### Service Charge 2007/8

When your service charge bill arrives, you will see that it has risen. This is for a number of reasons one of which is the knock-on effect of Trinity's mismanagement; another is the high cost of repairs to vandalism. In addition Trinity have done no routine work since their contract was terminated, so those costs must also be provided for. Hopefully things are now going to improve.

### Litter

This year the Service Charge will increase by £6000 to cope with the amount of litter around QEP. **This is an increase of more than £13 pounds a year for each house**, bringing the total we spend on picking up litter to more than **£50 per year per house**.

So if you see some litter **PICK IT UP**, you'll be saving yourself some money!

## Speed Limit

Please remember the speed limit in QEP is 20mph. And remember that driving while using your mobile phone (unless it is hands free) is an offence.

## Parking

Parking continues to be a problem in most areas of QEP. Thanks to Government Policy there are not enough parking spaces, so everyone needs to park considerately, especially on the access roads and on bends and junctions.

**Practice parking etiquette.** When you park your vehicle, be sure not to block anyone's access, or cause them pull out of a very tight spot. Don't over-rev the engine of your car or motorcycle early in the morning or late at night and park in front of your home and not theirs. Avoid slamming your doors or shining your headlights into your neighbour's windows late at night.

Please also remember to leave enough space on pavements for people with pushchairs and in wheelchairs to pass.

## Ball Games

We are very fortunate in QEP as we have many open green areas where children can play in safety.

Ball games should not be played in the road, in garage courts or close to houses, for example in The Orchard. No Ball Games signs will shortly be erected to reinforce this, but just because there is not a sign does not mean that is OK to play there.

Please be a good neighbour by making sure that your children are not being a nuisance to others.

## Covenants

There are several restrictive covenants controlling what can be done to the homes in QEP. The exact reference differs depending on the Builder and when you purchased, but we believe they all can be found in section 5 of the transfer documents.

**Sales Boards** – you are reminded that these are not allowed to be put up

**Satellite Dishes** – must be installed in accordance with the guidance given on the website at;

[www.planningportal.gov.uk/uploads/ant/antenna\\_guide.html](http://www.planningportal.gov.uk/uploads/ant/antenna_guide.html)

Some owners need the permission of the Management Company whereas others have a restriction forbidding their placement on the front of any home in QEP. If in doubt you should check your documents or contact Hazelvine

*Producing and delivering the newsletter requires a huge effort and is expensive, which is why it is not produced as often as we would wish.*

*At present we only have email addresses for about half the households in QEP. If you want to receive more regular information by email then please send an email to;*

*[iliveatqep@btinternet.com](mailto:iliveatqep@btinternet.com)*

*giving your name, street/flat name and number and a phone number. We will only use this information for QEPRAs matters and will not pass it on to external agencies.*

## Refuse and Recycling

This must only be put at outside your house on the day of collection. The collection day is Thursday, unless Monday is a Bank Holiday in which case it will move to Friday.

Extra re-cycling boxes and re-cycling box lids can be purchased from the Re-cycling & Cleansing Depot on Woking Road.

More information can be found in the Environment section of the Borough Council Website.

[www.guildford.gov.uk/GuildfordWeb/Environment](http://www.guildford.gov.uk/GuildfordWeb/Environment)

## Damage caused during Refuse Collection

Occasionally the refuse vehicles cause damage to verges, gardens and guttering during their collections. Please report any damage as soon as you can to the GBC Cleansing Department so they can repair it (a digital picture will help);

## Mike Campion, Waste Operations Inspector

Tel; 01483 445015 or 07899 858605  
Email; [Mike.campion@guildford.gov.uk](mailto:Mike.campion@guildford.gov.uk)

and also inform the Cleansing Hotline on;

Tel: **01483 444499**  
Email: [recycling@guildford.gov.uk](mailto:recycling@guildford.gov.uk)

## Dog Fouling

### Why should I clean up after my dog?

- Under the Dogs (Fouling of Land) Act 1996 (to see a copy of the Act please go to [www.hmso.gov.uk](http://www.hmso.gov.uk)) it is an offence to allow a dog to foul in any area open to the public, without the person who is in charge of the dog clearing up the mess immediately.
- It is very unpleasant for other people.
- It is dangerous. Fouling by dogs can cause disease in humans. One such disease Toxocariasis is particularly hazardous to small children as it can result in blindness. A parasitic worm causes this disease and infection occurs when the worms' larvae found in dog faeces is ingested.

### How do I clean up after my dog?

**Bag it and bin** it specially designed poop-scoops are available from pet shops.

- An old carrier bag without any holes in is just as good.
- Dispose of the bag in the dog bin; litter bin or take it home and put in your own bin.

**Note - It is also important to worm your dog on a regular basis.**

### How will the council catch dog walkers who do not clean up after their dogs?

The Dog Warden patrols all areas of the borough, particularly areas where there is a reported problem with dog fouling. If fouling is witnessed and NOT cleaned up, the person in charge of the dog will receive a £50 fixed penalty notice. If the penalty is not paid within 14 days or the person has received a previous warning then prosecution will be pursued; if found guilty the fine can be up to £1000.

Extra dog bins and litter bins have been ordered for QEP and locations for them selected. They will be put in place as soon as can be arranged.

## Re-mortgaging/Selling

All homes have a covenant to the QEPRMC Ltd in respect of the service charge.

A number of people have had difficulty knowing who to contact about this when re-mortgaging or selling.

Your solicitor should contact Pitmans (address on the back page);

We believe they currently charge £58.75 for this service and you should mark any correspondence for the attention of Andrea Bojie.

There will be a cake stall at the  
Fayre – so get baking!

## Roof Tiles

On our regular walks around QEP we have noticed a lot of loose and missing tiles, especially The Lanes.

## Boilers

You should check that the Installation, Commissioning and Service Record Log Book was completed by the installer when he fitted your boiler. NHBC advice is that if it is not signed, the house builder has failed to properly commission the system. If you subsequently have problems the developer will be liable for the cost of rectification.

## Trees

There are many beautiful trees throughout QEP but they do require care and attention and there is a schedule for their maintenance. Please contact Emma Cappello with all matters concerning the trees

## Crime and Safety

**Neighbourhood Watch.** The NHW signs are now up and the whole park has now been organised into areas. If you do not know which area you are in, please contact Robin Clinch and he will try and put you in touch with your co-ordinator.

If you would like to become more involved in this then please contact Robin.

**Community Safety Newsletter.** Andy Coumbe, the Community Safety Warden, produces a regular newsletter which we know some people receive either directly or via their NHW co-ordinator. If you want to be added to Andy's distribution list please contact him on;

[coumbea@guildford.gov.uk](mailto:coumbea@guildford.gov.uk)

## Vandalism

Vandalism within QEP has been a real problem. In the past incidents have included; the bollard lighting,

the trees, Budgens and a number of private gardens as well as a lot of graffiti. **In the past 2 years we have spent more than £40,000 on repairs to the bollard lighting alone – about £100 each!**

So please report all damage and nuisance when you see it - not only is it a nuisance it costs you money.

## Police – Crime Reporting

Whilst the recurring vandalism on QEP is unsettling for residents and costly, the police consider it to be a very safe place to live, with no mugging, only one opportunity burglary, and little car crime. Any current incidents are raised with the police at the quarterly neighbourhood police meetings which residents are encouraged to attend.

The clear message from those meetings is that police resources are allocated according to the number of

complaints received and it is therefore essential that all incidents are reported.

The more reports received, the more resources will be made available. Details of how to report are given on the back page.

***As the weather improves, don't forget to lock all downstairs doors and windows before you go to bed.***

The next police panel meeting is on 3 Sep 2007 at Emmanuel Church starting at 1900. There will also be a presentation by Air Operations.

## QEPRA Website

**[www.qepark.co.uk](http://www.qepark.co.uk)**

The old website is not being updated. If you have the skills to help us with this please get in touch.

## QEPRA Committee

All the Committee Members are happy to talk with other residents on any subject concerning QEP, so please do not hesitate to ask questions – or better still you can offer to help!!

The current committee is as follows;

Grace Blake	Chairman	grace_blake@btinternet.com
Bill Perkins	Secretary	qep.residents.sec@ntlworld.com
Liz Szkoda	Gardening / Defects	elizabets@fsmail.net
Josette Pipe	Treasurer	andrewandjosette@hotmail.com
Robin Clinch	Security/Neighbourhood Watch	Robin.clinch@virgin.net
John Hamilton-Williams	Legal matters	hamwil@btinternet.com
Colin Bayman	General	colinbayman@talk21.com
John Black	Gardening	jblack1@tiscali.co.uk
Michael Andrews	Estate Management	mda.home@googlemail.com
Matt Jones	Trinity - financial/SLA	Matt.Jones@haden-bml.co.uk
Dick Moody	Fayre	rtj.moody@virgin.net
Sharon Stokes	General	
Emma Cappello	Tree matters	gianluca.cappello@ntlworld.com

**Written correspondence can be delivered to: An Gorlan, 20 Railton Road, GU2 9LX**

## QEPRA AGM 2007

We will be holding the next AGM in the last two weeks of November, date, time and location TBC. A copy of the draft minutes for the 2006 AGM is included in this newsletter. Even if you are unsure about standing for the committee, there are many ways you can help;

- Be a road representative for your road
- Deliver newsletters
- Keep the membership list
- Maintain the website

- Help at the Summer Fayre
- Write the newsletter
- Join the gardening committee
- Join the committee dealing with the Management Company
- Represent your block of flats
- Help with Neighbourhood Watch

The more people there are involved in the day to day things going on, the better chance we have, as a community, of getting value for money and living in a beautiful place.

***Don't just sign a cheque and grumble about the Service Charge increase – join in!***

# QUEEN ELIZABETH PARK RESIDENTS' ASSOCIATION

## RULES

*These rules are for the purpose of setting up the Residents' Association and establishing some principles. Work is needed to refine them and that cannot be done until the Association is established*

1. **NAME** The name of the Association shall be Queen Elizabeth Park Residents' Association.

2. **OBJECTS** The objects of the Association, which shall be non-party and non-sectarian, shall be:

- a. To prepare for the transfer of the Management Company from the developers.
- b. To promote and serve the interests of members in local affairs.
- c. To distribute pertinent information to the members.
- d. To promote social activities among members.

3. **MEMBERSHIP** Membership is open to all residents of Queen Elizabeth Park. In the event of an issue requiring a vote, each household will be entitled to one vote. *(Note: Because of the ownership structure of QEP it may be necessary to have more than one category of members once residents take over the Management Company. This requires further clarification).*

4. **OFFICERS** The Officers of the Association shall be: Chairman, Honorary Secretary and Honorary Treasurer who shall be elected by the members at the Annual General Meeting. They shall hold office until the next Annual General Meeting when they shall retire, but shall be eligible for re-election.

5. **MANAGEMENT** The management of the Association shall be vested in a General Committee consisting of the Officers, and 10 Member representatives. The member Representatives shall be elected by the members at the Annual General Meeting. They shall hold office until the next Annual General Meeting, when they shall retire but shall be eligible for re-election.

a. **Frequency.** The General Committee shall meet at least eight times each year and the quorum shall consist of five members. The General Committee shall have power to co-opt members to serve on the Committee or act as

Area Representatives in the event of vacancies arising and may if necessary co-opt additional non-voting members. All committee members shall have one vote except in the case of a tie where the Chairman may cast a deciding vote.

b. **Notice** Seven days' notice of a Committee meeting shall be given except in cases of emergency. The duties of the General Committee shall be generally to transact the business of the Association and to deal with any matter not provided for in these rules. The General Committee shall at no time take any action that may be contrary to the rules, until the members at a General Meeting have approved such action.

6. **MEMBERSHIP SUBSCRIPTION** The minimum Annual Subscription shall be as determined at the Annual General Meeting, and shall be payable on the first of the month following the Annual General Meeting. All members shall be furnished with a copy of the rules on payment of the first subscription.

All Members of the General Committee shall be authorised to collect subscriptions, and they must give a written receipt on the form approved by the General Committee or arrange for a similar receipt to be given.

7. **GENERAL MEETINGS** The Annual General Meeting shall be held in May each year when a report and audited Accounts made up to the previous 31<sup>st</sup> March shall be submitted. *(Note: This may change to coincide with the Management Company)*

a. **Notice.** Fourteen days notice of the meeting shall, together with copies of the Agenda and audited Accounts, be given to all members.

b. **Resolutions.** Notice of all resolutions to be moved must be given in writing and signed by the proposer(s), to the Secretary at least 21 days before the Annual General Meeting for publication in the notice of the meeting. Amendments to resolutions can be given in writing prior to the meeting or can be proposed at the Annual General Meeting. Proof of Membership of the Association may be required of those attending the Annual General Meeting who wish to vote.

9. **SPECIAL GENERAL MEETING** Special General Meetings may be summoned on the written requisition of at least 25 members, or at

the discretion of the General Committee; such written requisition to be signed by all members concerned and sent to the Secretary, together with particulars of the business to be discussed, The Special General Meeting shall be convened by the Secretary within 21 days of the receipt of the requisition. The General Committee shall have power to include any other business it deems to be necessary on the agenda for any Special General Meeting, and all items on the agenda shall be stated in the notice convening the meeting.

10. **SUB-COMMITTEES** The General Committee may appoint sub-committees that shall include at least two members of the General Committee. All sub-committees shall furnish a report at the regular meetings of the General Committee and shall not commit the Association financially without the approval of the General Committee. All financial transactions of sub-committees shall form part of the general transactions of the Association. The Chairman, Secretary and Treasurer and shall be ex-officio members of all sub-committees.

11. **EXPULSION OF MEMBERS** The Association shall have power to expel, at a Special General Meeting held for that purpose, any member who in the opinion of the majority of the meeting, has acted in a manner contrary to the interests of the Association.

12. **ADDITIONS OR AMENDMENTS TO RULES** Additions or amendment to rules may be made only at the Annual General Meeting and must be supported by not less than 75 per cent of the members present and voting (See Rule 7).

13. **WINDING-UP** In the event of the Association deciding by a majority vote of its members to cease functioning, a Special General Meeting shall held, a final statement of audited accounts presented and any balance of funds distributed as decided by the votes of the members present.

*Last amended December 2006*

**Dry Weather**

In the event of another dry period, don't forget that you have to water your own front garden, even if Hazelvine maintain it. Don't let your plants die.

**Minutes of the Annual General Meeting held on the 6<sup>th</sup> December 2006.**

**1 Welcome.**

Grace Blake, Chairman, welcomed approximately 80 residents to the Meeting on a very cold evening. Grace thanked the Outgoing Committee, Dick Moody and his Summer Fayre Committee, and Budgens and Esporta who had provided financial support for the Fayre.

**2 Minutes of previous meetings.**

The Minutes of the Inaugural Meeting of the Association on the 10<sup>th</sup> December 2004 and of the Residents' Meeting on the 19<sup>th</sup> July 2005, which had been made available to all residents prior to the Meeting, were approved unanimously.

**3 Chairman's presentation.**

Grace reported on "the Good" which including success in getting the Council's agreement not to bring the bus route into QEP and to keeping permanently closed the proposed access into Goddard Close.. The pressure maintained generally by residents on Trinity had resulted in a change of the landscape and gardening contractor and a steady improvement in the appearance of QEP. Trinity had now appointed an electrical contractor who had taken the trouble to get to know QEP and the standard of lighting maintenance had improved significantly. On the social side, there had been two successful Summer Fayre's despite poor weather affecting this year's event.

"The Bad" began with the approval of planning permission for an "ugly" building adjacent to Budgens to house the proposed Community Centre and offices. Positive news on this was that a covenant exists which would prevents it being built as approved!

**The Meeting approved the Committee's Policy of resisting the Community Centre in general and this particular building.**

The saga of whether or not there will be a teenage provision/hard play area on the flat area of The Green continues with QEPRRA continuing to press for its omission or relocation off-site. The Survey of residents showed they were willing to accept the children's play equipment on The Green (the LEAP) with the proviso that it should not introduce a nuisance into QEP. (Similar local facilities have experienced problems which have required them to be permanently closed or secured at night). QEPRRA will seek an acceptable solution with the Council.

**The Meeting approved the Committee's Policy of resisting the hard play area completely and seeking measures to prevent the children's play area attracting nuisance or pressing for its location elsewhere.**

Vandalism and anti-social behaviour are still problems with the damage to bollard lighting potentially costing each household as much as £50 this year. The Committee considered that this form of lighting was not fit for purpose in certain areas and was pressing the Developers to replace it with lighting columns. If the Developers were unwilling to accept our argument, we could take the matter up legally - but that would require money to be put at risk - or we could try an alternative (which had been suggested by the police) of turning most of the bollard lighting off from say 7pm, where homes could be accessed via lit streets, to see whether the vandalism reduced without increasing nuisance.

**This suggestion was put to the Meeting and it was agreed that it could be tried.**

Grace then described the Issues arising from the current relationship between the residents, The QEP Residents' Management Company and the Managing Agents (Trinity) resulting from control of the Residents' Management Company being retained by the Developers currently. Grace showed this diagrammatically and explained how it should work; but there is little likelihood of this being possible until control of the Company is passed to the Residents - this may not be for two years or more.

Grace explained the problems which had arisen following incorrect Local Searches provided to most purchasers by Guildford BC and QEPRAs's subsequent referrals to the Local Government Ombudsman and the Office of the Deputy Prime Minister. John Hamilton Williams would explain the current position in more detail later.

Purchasers had provided information which indicated it might be possible to show mis-selling had occurred and QEPRAs had taken this up with the Developers. As mis-selling is a criminal offence the Committee had to tread carefully.

Finally, Grace described the somewhat complicated relationships and interactions between the QEP Residents' Management Company Ltd, the Managing Agent (currently Trinity), external parties such as GBC, Surrey CC or SCA, the Residents and QEPRAs's involvement in upholding the Residents' interests.

Grace then presented a proposed committee structure for QEPRAs in the coming year that would enable the

Committee to monitor what was going on and respond accordingly.

**The Proposed Structure was approved by the Meeting.**

Copies of diagrams and charts shown in Grace's presentation are available upon request.

#### **4 Resolutions.**

Notice had been given of the following Resolution which was put to the Meeting:

(1) Amendments to Rules. Proposed by the Committee.

**Rule 4 OFFICERS.** Delete "The Officers of the Association shall be: Chairman, Vice-Chairman; Secretary, Treasurer, Membership Secretary, Information Manager, Legal Advisor and Social Secretary, all of whom shall be elected by the members at the Annual General Meeting. They shall hold office until the next Annual General Meeting when they shall retire, but shall be eligible for re-election." **Substitute** "The Officers of the Association shall be the Chairman, Hon. Secretary and Hon. Treasurer who shall be elected by the members at the Annual General Meeting. They shall hold office until the next Annual General Meeting when they shall retire, but shall be eligible for re-election".

**Rule 5 MANAGEMENT. Delete** "The management of the Association shall be vested in a General Committee consisting of the Officers, as stated in Rule 4, three-Ordinary Members and Area Representatives. The number of Area Representatives shall be decided by the General Committee to ensure adequate representation. Both Ordinary Members and Area representatives shall be elected by the members at the Annual General Meeting. They shall hold office until the next Annual General Meeting, when they shall retire but shall be eligible for re-election". **Substitute.** "The management of the Association shall be vested in a General Committee consisting of the Officers and 10 Member representatives". The Member representatives shall be elected by the members at the Annual General Meeting. They shall hold office until the next Annual General Meeting, when they shall retire but shall be eligible for re-election".

**Rule 5a Frequency. Amend** "The quorum shall consist of six members" to "five members".

**Rule 10. Delete** "Legal Advisor" in last sentence.

**The Resolution was approved unanimously.**

## 5 Review of accounts.

In the absence of the Treasurer, Michael Andrews presented a review of the Accounts. The net financial position on the 6<sup>th</sup> December 2006 was a credit of £583.61 of which £414.86 resided in the General Fund and £168.75 in the Legal Fund.

**The Accounts were discussed and approved.**

## 6 Election of Officers and Committee Members.

**The following were elected;**

Chairman: Grace Blake; Secretary: Bill Perkins;  
Treasurer: Josette Pipe;  
General Committee Members: Michael Andrews; Colin Bayman; John Black; Robin Clinch; John Hamilton-Williams; Michael Hanson; Matt Jones; Elizabeth Szkoda.

There are two vacancies on the General Committee.

## 7 Estate Management.

Michael Andrews gave a presentation in which he described the current inter-relationships between the QEP Residents' Management Company, the Residents and all the other parties involved in the management of QEP. He listed the ongoing problems with Trinity. In July 2005 a Residents meeting authorised the QEPRAs Committee to press the QEP Residents' Management Company to terminate Trinity's contract and introduce a replacement with a brief in line with Residents' expectations. The Management Company wished to attempt to improve Trinity's performance as an alternative to terminating their contract as that was not easy to do. QEPRAs co-operated with the Management Company and maintained a defects list, participated in site inspections, meetings and ultimately brought about the replacement of the gardening contractor. Trinity's performance in other areas such as budgeting and cost-control, remained poor and eventually the Management Company decided that the only satisfactory solution was to replace Trinity. The Company asked for QEPRAs co-operation in continuing to work normally with Trinity whilst alternatives were investigated.

Michael described the Process by which a new managing agent was being selected and said a decision was near. He outlined some of the criteria against which the Selection had been made including; the Residents having a say in how their money was spent; and there being a forward plan to budget for maintaining the quality of the landscaping, trees and major repairs. Achieving this might mean slightly higher bills but would represent much better value for

money. If the Service Charge remained at its present level, service would not improve significantly and, at best, things would remain as they were now. When the Residents took over the Management Company, they could decide upon the standards they wanted for QEP.

The Meeting was asked to decide:

1 *Whether it wished QEPRAs to tell the Management Company to go ahead and replace Trinity; or*

2 *Stay with Trinity and accept the current level of service.*

Questions were invited and Michael and other committee members responded. These included a request for an explanation of what had happened since the Residents' Meeting resolved that QEPRAs should seek the replacement of Trinity in July 2005 and the reasons for it taking so long [explanation given]; criticism of Trinity's accounting procedures and the possible use of the levers we might have in replacing them [Trinity's deficiencies were recognised but whilst we could - and have - pointed them out, only the Management Company could act]; requests for assurances that the new company (which couldn't be named at present) would be better than Trinity [whilst no guarantee could be given discussions with other residents' associations had taken place]; a request for more details [as much detail as possible was given within the constraints placed upon QEPRAs by the Management Company]; a request for an estimate of the likely additional costs [explained that this was still being investigated, given the lack of certainty regarding Trinity's budgets it was proving difficult to establish a firm basis upon which to prepare a realistic budget for the future. The only certainty being that Trinity's budget was insufficient.].

**After questions, the Meeting voted unanimously in favour of Option 1.**

Copies of slides used in Michael's presentation are available on request.

## 8 Legal and Planning issues

John Hamilton Williams gave a presentation covering the relevant planning issues and the current situation. This included: the Complaints made to the Local Government Ombudsman; and the Office of the Deputy Prime Minister regarding Guildford BC's failure to provide purchasers' with accurate local land searches. There had also been correspondence and discussions with the Developers regarding a potential charge of mis-selling.

John discussed the current planning situation with regard to the Community Centre building for which GBC had approved an application for a four-storey community centre and office building on the plot adjacent to Budgens, by the Developers, despite 138 objections to the proposal from QEP residents. A covenant had since come to light in favour of Budgens which restricted the height of any building near their premises. Unless the Developers' could secure a release from the Covenant it is unlikely that the approved building can be built – the Covenant limits it to 2.5 storeys. The matter is ongoing.

The Ombudsman had issued an interim ruling which was not in our favour but an appeal had been submitted and the Ombudsman's final decision was expected before Christmas. The ODPM had effectively buried the Issue despite the efforts of our MP and there now seemed to be little point in pursuing the matter.

The mis-selling issue had been laid before the Developers but it is a criminal offence which only Trading Standards can take forward. The view had been taken that there was more to be gained currently by the Developers being aware of the potential threat than by pressing the case further.

A question was asked regarding whether the Residents' liability for the external maintenance of the Community Centre was still applicable to a mixed-use building. John said he considered the Covenant applied to the original 150m<sup>2</sup> Community Centre building and should not apply to the current proposal. Any proposal to apply the Covenant in this case would be challenged.

[After note: The Ombudsman would not find in favour of the Residents as a whole but had made an award of £100 compensation to John for the work he had done. John declined the Award as he had been working on behalf of QEPR. The Ombudsman then made the Award to John on behalf of QEPR. The Award has not yet been paid by GBC. As there is a public interest issue regarding the need for local land searches to be reliable the Law Society has been asked to investigate. They have taken up certain issues and additional information has been provided to them.]

Grace thanked everyone for attending and the Meeting closed at approximately 9.45pm.

Bill Perkins  
Secretary, QEPR

Summer has arrived, BBQ'S, lazy days in the garden, school holidays, visits to friends and families **and one day set aside for the QEPR Summer Fayre.**

The Fayre on The Village Green brings us all together.

A day of fun and chatter, races and Sumo Wrestling; with local ales and the cake stand, side shows and bouncy castles.

This year the Fayre is on Saturday the 1st of September. We start setting up at 8am and finish at 5.30pm - a little tired but happy!

Another day bringing the community together; another day to support our designated charity CLIC-Sargent, Caring for Children and Young People with Cancer.

But we need help both to organise and to set things up on the day!

Any time you can give to the cause will be much appreciated.

Please let Dick Moody know what you can do to help.

Richard Moody  
Knoll House,  
15 Forster Road

rtj.moody@virgin.net

## Useful Information

### Hazelvine

Nigel Burnand  
Hazelvine Ltd  
Thamesbourne Lodge  
Station Road  
Bourne End  
Bucks SL8 5QH

TEL: 01628 529765  
FAX: 01628 530759

### General enquiries and defects

Julie Button - [julie@hazelvine.com](mailto:julie@hazelvine.com)

### Account enquiries

John Allsop - [john@hazelvine.com](mailto:john@hazelvine.com)

### Police – Crime Reporting

When you call the police you should give the following crime number;

**C/07/12095**

Tell the Police if you are worried about retaliation – they will not come to your house but will deal with you by phone.

### Police Contacts

Surrey Police (non- emergency) 0845 125 2222

#### PC Steve Cake (Police Officer)

Tel: 0845 125 2222 ext 3365  
Email: [steve.cake@surrey.pnn.police.uk](mailto:steve.cake@surrey.pnn.police.uk)

#### Sheila Willis (Police Community Support Officer)

Tel: 07967 986569  
Email: [Willis10641@surrey.pnn.police.uk](mailto:Willis10641@surrey.pnn.police.uk)

### Member of Parliament for Guildford

#### Anne Milton MP

Tel: 0207 2198392  
Email: [Milton@parliament.uk](mailto:Milton@parliament.uk)

## GBC Councillors

### Gillian Harwood

Tel: 01483 828410  
Email: [Gillian.Harwood@guildford.gov.uk](mailto:Gillian.Harwood@guildford.gov.uk)

### Wendy May

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Email: [Wendy.May@guildford.gov.uk](mailto:Wendy.May@guildford.gov.uk)

### Pauline Searle

Tel: 01483 825424  
Email: [Pauline.Searle@guildford.gov.uk](mailto:Pauline.Searle@guildford.gov.uk)

## SCC Councillor

### Pauline Searle

Tel: 01483 825424  
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## Pitmans

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**Fun and Science – 1<sup>st</sup> September 2007**  
**1pm to 5pm**



All the fun of the Fayre  
on the Village Green

contact

[rtj.moody@virgin.net](mailto:rtj.moody@virgin.net)

