

# COMMUNITY NEWSLETTER

## September 2023



### LPCIC RESIDENT SURVEY

Some 10% of residents responded to the series of questions across a range of topics from maintenance, management, communication and community to the Radio Wing, events and community hub, with a section for Preim - the main management company. The following summary presents the highlights of the survey.

#### SUMMARY

As a resident group you have shown clearly that you want the Locking Parklands Community Interest Company (LPCIC) to prioritise that the basics for the estate management and maintenance are right and shown to be value for money.

However, there is clearly a strong sense of community and unanimously residents that responded wanted a community hub with shops and services, even temporary uses while permanent ones are being considered for development. There was a call for more community events and to engage with wider neighbouring audiences, but largely there is a lack of resource and volunteers to deliver such a programme.

There is a general feeling that many of you have not yet bought in to the opportunities provided by the Radio Wing community hall yet, with just over half of residents having used the facility, despite most people seeing it as a focus for more community clubs and events.

There is a demand for an independent online resident portal as a good community hub but most residents would still want to be contacted and informed by email of news and developments.

#### Priority Areas

##### **Maintenance:**

55% want the LPCIC to prioritise working with the developers on construction traffic, roads, street lighting and related issues, with 52% also supporting more planting and further improvements to the grounds.

##### **Communication:**

58% want the LPCIC to create an online portal with 47% prioritising dedicated social media.

##### **Management:**

An overwhelming 94% want this to be a priority for the LPCIC ensuring value for residents.

##### **Community:**

Community events are seen as also seen as a priority with 64% supporting and some 42% looking to improve social cohesion within the estate and with the wider communities beyond Locking Parklands.



## RESIDENT SURVEY (CONTD.)

### Radio Wing

**Visited:**

Just over half have visited for an event or group but 29% had never been there at all.

**Usage:**

Clubs 89%, Events 78%, Private events/celebrations 65% and Meetings 62% were the priorities.

**Volunteering:**

However, only 6% of residents are prepared to volunteer to help organise and manage events and activities around Radio Wing.

### Shops and Community Services

**Support for these:**

100% indicated they would support temporary shops and services.

**Uses/Offers:**

A cafe/coffee shop at 85% was the highest demand with convenience 82% and fresh produce/farm shop 80% being the leading contenders. There was even one resident who would be interested in running a temporary offer.

### Preim

**Drop-ins:**

Only 24% had attended any, even though only 8% were unaware of these.

**Portal:**

59% had utilised the Preim online resident portal.

**Priorities:**

Grounds and green space maintenance at 63% was the highest priority but covenant management was also important with 55%.

### Events

**More events:**

79% wanted more community events

**Volunteering:**

47% would be 'somewhat likely' to help organise.

**Age Groups:**

Events for adults was the most requested at 82% but also events for school age were requested by 59%.

### LPCIC Comms

**Information and response:**

Overwhelmingly 92% wanted to be contacted via email with Facebook the next highest at 28%. With queries and responses also seeing email as the first choice with 86%.

## SURGERY UPDATE



The Surgery July 2023

Works are coming to an end as the Surgery progresses to build completion, which is now scheduled for this month.

It is anticipated that the team can then get the building and all its services and facilities ready for seeing patients from the beginning of October onwards.

The word is out that they are looking at an official opening ceremony on 19 September, when everyone can get a first glimpse at the state-of-the-art facilities on site.

## CURO UPDATE



CGI of apartments in Phase 4 of the development

Curo, the Bath-based housing association and developer is making fast progress towards delivering its 124 high-quality new homes as part of Phase 4 at Locking Parklands.

All the complex ground works are expected to complete in the coming weeks, while work on road infrastructure is in full swing. Residents can expect the roads in this phase to be ready by the end of August, enhancing connectivity throughout the development.

The roofs are now also in place on the Show Home Complex. Potential homeowners, take note: Curo is planning to open these show homes and the Sales Marketing Suite for viewing by the end of October.

On the community front, Curo has made a donation to "Parklands Educate Together" to support the purchase of a new stage for the school. To celebrate this gesture, Curo will be hosting an event when the school reopens.



# WINTERSTOKE ACADEMY

Fancy a sneak peek inside the new expansion of Winterstoke Hundred Academy?



The new building is currently under construction in Locking Parklands. It is scheduled to open this Autumn and will provide up to 900 school places mainly for years 7 to 11 students.

Sustainability has played a key part in the building's design. There are solar panels on the roof to help generate electricity inside the classrooms. They'll also send power back to the

national grid, allowing the school to achieve net zero carbon in operation.

The facilities also include sports pitches that'll be available for the local community to use, as well as bike storage and routes to school encouraging walking, cycling and sustainable travel.

## HI FROM PREIM

Welcome to our update on all things to do with management and the estate. Lots of issues are raised with us either directly or at our resident drop-ins. Here we review number of the key items:

### Communal TV

Television on the estate is provided through a communal television system. We are aware that there have been issues with the system dropping off, which in turns results in some residents losing signal. Whilst the periods of downtime are limited, we appreciate this can be incredibly frustrating for those residents that are affected. One of the most common issues is the power to the system tripping which in turn causes certain properties to lose signal. Whilst we await the results of a wider independent survey on the system to assess its suitability, we are also completing works to address the issues that cause the power supply to trip. We anticipate these will be completed in the next month and will reduce the downtime of the system significantly.

### Parking

For many residents, parking has been and continues to be a hot topic at Locking Parklands. With multiple complaints received each week about problematic parking at the development, over the last few months various steps have been taken to try and improve the situation Whilst there has been some success, it is disappointing that parking continues to occur in areas that cause problems for other residents. Let's look at a few of the do's and don't's.



Thomas Tracy

If you have a driveway for your property, please use it. There are multiple examples of properties across the development where a driveway can park 2 cars, however the choice is made to park one vehicle on the road. Whilst in isolated situations this is not problematic, we are seeing more and more of this practice, which in turn causes knock-on issues on the wider estate. Please also ensure that you park in a designated parking space. We have seen repeated issues with vehicles parking on public open space, which in turn can cause damage and results in increased expenditure via the service charge for all. We have recently had some additional signage approved in conjunction with Homes England that will be going up around site over the next month, which will also include the update/removal of some previous signage.

We have highlighted some further considerations for residents below when parking, regarding some of the most problematic practices:

Do not stop or park opposite or within 10 metres of a junction. We have received reports of near misses, which is a result of people parking right next to junctions. When you or your visitors are parking your vehicles, please consider how that parking may affect other residents/visitors to Locking Parklands.

We have regularly seen parking on the roundabouts on Farnborough Road and Cranwell Road. Under no circumstances should vehicles be parked on these and again, as above should not be parked within 10m of the junction.

Motorhomes are not to be parked on the estate with off site parking to be arranged by the individual owner. If you do own a motorhome, we appreciate there will be occasions it needs to be parked at your property (loading etc.). If this is the case, we ask you notify us prior by just emailing [helpdesk@preim.co.uk](mailto:helpdesk@preim.co.uk).

## MORE FROM PREIM

### Proof of Ownership

We are aware that some residents have experienced issues with getting their details added to the service account for the property following the purchase. Ordinarily the delay in updating the service charge account with the current owners details has been a result of certain information missing, with this often being that the relevant completion paperwork has not been provided to the Managing Agent, which in turn means the account remains in the name of the previous owner. Whilst we have been working with those residents affected in ensuring accounts are placed 'on hold' and late payment fees not issued, however we appreciate it can be frustrating for those residents affected.

So, in order to try to improve the system of updating accounts, we have reviewed our processes. Whilst there is still a requirement for the purchaser's solicitor to serve us with the relevant paperwork to allow the account to be updated, for those historic cases where we receive no response from the solicitor, we will be reviewing the information available on the land registry. Providing the land registry has been updated with the current owner's details, we will be in a position to update the account without the notification from the purchaser's solicitor. If this applies to your property, please contact our Company Secretarial team at [company.secretarial@preim.co.uk](mailto:company.secretarial@preim.co.uk), confirming your name, property address and date your sale completed, where a member of the team will review and action accordingly.

## MANAGING AGENT RESPONSIBILITIES

Following this year's residents survey, questions were asked about the role of the Managing Agent, Preim, at Locking Parklands.

Preim is appointed to manage and oversee all of the communal land and amenities that have been transferred to Locking Parklands Community Interest Company (LPCIC), of which all property owners at Locking Parklands are members. The specific details of the roles and responsibilities can be found within property owners transfer documents, with some of these noted below:

- Administer and oversee Grounds Maintenance of areas handed over to the LPCIC. This includes grass cutting, tree maintenance, hedge cutting & litter picking.
- LPCIC includes 3 apartment blocks, 10 Cranwell Road, Farnborough Road and Russell Avenue. We are responsible for the management of maintenance of these blocks,

arranging the cleaning, window cleaning, fire system maintenance and any associated general maintenance required.

- Oversight and enforcement of estate covenants.
- Review and approval of consent requests for property alterations.
- Monthly site inspections undertaken by the Account Manager
- Regular resident drop in surgeries providing residents a chance to meet with the Account Manager and discuss any concerns.

In order to report an issue or contact Preim, you can email [helpdesk@preim.co.uk](mailto:helpdesk@preim.co.uk), or alternatively call on 01778 382210. Responses to emails should be provided within 5 working days.

## WHO DOES WHAT

There have been a number of questions about who does what as far as the two management agents employed on site, so we've put together a table with updated contacts.

All properties on the estate, whether flat or house, are members of Locking Parklands Community Interest Company so will be

invoiced for estate services. Those residents who are in flats will also be a member of another management company, who will invoice you for any services provided to the block itself. Below you will find listed the management companies on the estate and the responsible Managing Agent.

Locking Parklands Community Interest Company	<b>Preim</b>
Locking Parklands (Block E) Management Company Ltd	<b>FirstPort</b>
Locking Parklands (Cranwell Road Apartments Block C) Management Company Ltd	<b>FirstPort</b>
Locking Parklands (Cranwell Road Apartments Block D) Management Company Ltd	<b>FirstPort</b>
Locking Parklands (Phase 12A Apartments) Management Company Ltd	<b>Preim</b>
Locking Parklands (Phase 3A) Management Company Ltd	<b>FirstPort</b>
Locking Parklands (Phase 5 Block 2) Management Company Ltd	<b>Preim</b>
Locking Parklands (Phase 5 Block 4) Management Company Ltd	<b>Preim</b>
Locking Parklands (Phase 5 Blocks 1 and 3) Management Company Ltd	<b>Preim</b>

Preim Contact Details:

E: [helpdesk@preim.co.uk](mailto:helpdesk@preim.co.uk) T: 01778 382210

FirstPort Contact Details:

E: [help@firstport.co.uk](mailto:help@firstport.co.uk) T: 0333 321 4080