



Summer Greetings

The Trustees hope proprietors are enjoying a good summer with their families and neighbours on the estate. We take this opportunity to update you on the significant activities that have taken place over the last few months, and that are planned for the rest of the year ahead of our next Ordinary General Meeting (OGM) in 2015.

Transformation of the Turnpike Hill Trust (THT) Board

Following the selection of Somi Malik as the Chairman of the Managing Trustees, the following additional changes have taken place on the board:

- Shariffa Mubarak replaced David Evans as Treasurer following David Evans resignation in December 2013. Shariffa is a qualified accountant.
- Mick Montgomery replaced Norman Harris as a Trustee following Norman Harris' resignation in January 2014. Mick was a previous managing trustee and served on the board alongside Somi Malik in the early 2000's. Mick is an experienced IT professional and overhauled our IT systems (email, domain registration and website) helping us move to a single provider in place of the three separate providers we operated, providing value for money and on-going ease of management. The Trusts new email system provides an automated response, sign posting residents according to their queries.

Security on the estate

Anti-social behaviour

We continue to receive reports from proprietors and fellow trustees intermittently about anti-social behaviour experienced at various parts of the estate, mostly from non-residents of the estate. Suggestions to install gates and introduce CCTV will require cost proposals and further consideration. In the first instance, any anti-social behaviour should be reported to the police. Do not hesitate to call 999 if the incident needs immediate support. Dialling 101 gets the early attention of the police to take steps to eliminate the activity that is causing concern, and also ensures it is included in the crime statistics.

Lighting Project

In late 2013 following the Trust's SGM, over 70 proprietors signed a petition asking the Trustees to review the state of lighting on the estate. Their concerns stem from the lower levels of light experienced by residents, particularly between the existing lamp posts. The revised LED lights, whilst provide light under the existing lamp posts, do not provide sufficient light between them. As such significant parts of the estate are in darkness.

To address this, a Lighting sub-committee was formed of trustees and proprietors (a precedent in the Trusts recent history) to review all options open to the Trust and proprietors.

Actions to rectify the replacement of the lights were moved from the managing agents to the Trustee Board to allow for a more comprehensive assessment of the issues with lighting. An extensive exercise was carried out to properly ascertain any lessons learnt from the LED installation in considering the future solution.

This has included, but is not limited to, independent (nil cost) advice from the following:



- Institute of Lighting Professionals (ILP)
- National Physics Laboratory (NPL)
- Metropolitan Police Service (MPS)

All have advocated the carrying out of a prior lighting design, and the use of appropriate lighting standards.

In using the market (lighting suppliers) to help determine the optimum solution (again at nil cost), the sub committee (led by Trustees) has invited proposals from the following:

- Philips – One of the biggest names in the business as referenced by the NPL
- Thorn – Another one of the biggest names in the business as referenced by the NPL
- CuPhosco - One of the largest suppliers of lighting as referenced by the NPL
- Lamptech (incumbents – suppliers of existing units with whom we have negotiated a discounted refund cost for replacing the existing units if purchased from them)
- Kingfisher – who provide similarly designed (but modern) light units as compared to our original fittings.
- Tamlight – a reputable UK manufacturer of various energy efficient light sources
- Skanska – the Council (Croydon's) supplier for street lamps.

The criteria for short-listing were a mixture of high quality and value for money (vfm) whole life cost considerations. As such, we have shortlisted all, but Philips and Skanska on vfm grounds, as we found the two mentioned, were not competitively priced versus any quality gain.

The considerations for the future (in addition to vfm) are two fold:

1. The design of the light head unit – Street light style, as per the existing LED units that does not always throw light further (given the major constraints of our site – In a conventional light fitting, such as the Council's LEDs in Wickham Road (Shirley), the lamp posts are two to four times taller than our 4.5 – 5.5 metres lamp posts. The numbers of lamp posts are far greater as they are usually located more frequently on both sides of the street. The alternative is to return to a spherical or conical design that directs the light output in all directions (360).
2. With regards to the light source within the light fitting, we really have three main choices ranging from the Sodium units (we have always had on the estate) from our inception 35w (SOXs) that produced a bright orange light, later replaced by 70w (SONs) that produced a more yellow light. The advice for modern security solutions (allowing for the future provision of CCTV at some point) is to choose a 'white light' source such as metal halide (currently our recommended solution). LED light also provides this colour rendering; However, the cost of revised LED units (in the 360 design described, or with higher lamp posts are cost prohibitive).

The Trustees being mindful of our budget, have spent significant time and energy to talk to as much of the lighting market as possible, and as a result have received very competitive pricing from the lighting companies contacted. To this end, the Board have set-aside up to £25,000 of funds for the project. The Board intend to use as little of this budget as possible. The Board aims to procure an attractive and modern solution for the estate, that will be both 'cost effective' and 'fit for purpose' based on the findings above.



Trials for testing lights (by a number of the suppliers mentioned above) will start shortly and it will be the task of the Lighting sub-committee to select the final solution for recommendation to the Trustee Board, and then for onward implementation.

The Lighting sub-committee will be guided by the extensive information gathered to date, the practical results of lighting tests conducted on the ground and independent expert advice to make the final selection. The Trustees will update you later in the year about progress of the Lighting replacement project.

2013 Audited accounts and expenditure report

Over 2013, the Trust has undertaken a significant amount of work on sewers, wall repairs, paving and lighting, funded by prior year reserves and current year budget. These are set out in detail in the audited accounts available soon on the Trust website.

Managing Agents

In order to determine whether the Trust continues to receive value for money from our managing agents, we have conducted a market test exercise with the following potential managing agents:

- PMMS (Incumbents)
- Andertons (HML)
- Concept (CPM)
- Countrywide (CPM)
- Peveral (OMM)
- Stuart Edwards Fuller Moon (SEFM)
- Rendall & Ritner (R&R)
- Douglas & Gordon (D&G)

Other than R&R and D&G, formal bid responses were received from all potential managing agents. R&R and G&G cited geographical limitations to allow them to deliver services to the estate adequately.

Following evaluation of responses received which included cost estimates for in and out of hours services, the Trustee Board has selected HML Andertons as new managing agents for the estate, HML Andertons will serve as managing agents from 4 September 2014. In the interim, PMMS will continue to act as managing agents during the notice periods and routine enquiries should continue to be sent to them.

We are pleased that HML Andertons have been selected as they:

- bring a wealth of experience looking after over 550 estates including estates of a similar size to ours,
- are members of the Association Of Residential Managing Agents (ARMA),
- offer significant savings of over £10k/annum, and
- will no doubt be an asset to the Trust and Proprietors.

A key criteria for the Trustee Board was customer service and responsiveness to queries. Based on the references that we have undertaken, we hope that HML Andertons deliver the same favourable experience delivered to their other clients, we will look forward to receiving your feedback on their performance in due course.



Parking

The Trustees have received requests for the review of the recent extension of the white lines (due to the reduced number of spaces available for parking) as a result of some of the extensions. It was also highlighted that white lines were needed more in some places that were experiencing bottlenecks, and not others, where space was already at a premium, with no obvious hazard to residents. As a result of this, some of the recently added white lines will be revised, and minimal white lines added to any bottleneck areas. The Board would ask that proprietors and their tenants use garages wherever possible to help free up already limited spaces.

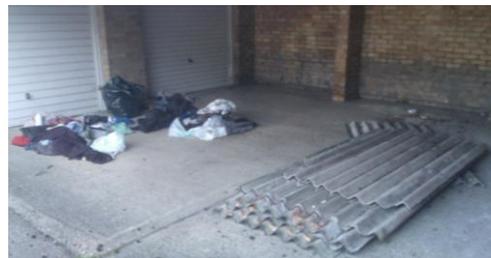
Following a trial period of 3 successful years of the parking scheme, the Trustees will no longer be routinely intervening in any matters of parking (similar to other estates). Any residents receiving a Parking Charge Notice (PCN) **must** follow the process detailed at the back of the PCN, and contact them directly. They follow an appeals process, and are approved by the British Parking Association (BPA). Their success is reflected by the take up of almost all our neighbouring estates, who have moved to UKPC from previous clamping companies.

Grounds Maintenance

Gavin Jones continues to provide a good service in respect of this. However, the Trustee Board will reconsider the existing grounds specification with a view to striving towards continued cost efficiencies and value for money.

Fly Tipping

Fly tipping continues to be a serious problem, originating from both inside and outside the estate. Proprietors must ensure their builders take away all waste materials after any work is completed. The grounds team do take away what they can, but cannot remove hazardous materials, such as Asbestos sheets (which require specialist contractors), and all general waste (pictured below) adds to the cost of the running of the estate, as it has to be disposed off-site. There is no simple solution, only increased costs in the interim for all, so where in our control (i.e. waste belongs to us as owners), we should take this to the local council recycling sites and dispose ourselves.



Issued by your Trustees on 12 June 2014