



## Facts to help you enjoy living in Turnpike Link, Maybourne Grange & Leyburn Gardens



(TO BE LEFT IN THE PROPERTY)





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## Objectives

The Turnpike Hill Trust has developed this booklet to help make your residence in Turnpike Link, Maybourne Grange, and Leyburn Gardens enjoyable and to inform residents about the Trust.

## Management

The estate is managed by volunteer Trustees (see “Who are the Managing Trustees?”). We are always keen to meet new people who are prepared to help. Such Trustees can be Proprietors who live on or off the estate. There is the satisfaction of helping achieve our objectives, gain experience of being on a Trust and run the estate.

The estate is approaching its 50<sup>th</sup> birthday and your Trustees are determined to keep it as up to date as possible.

## Key Personnel

Rebecca Wilson, the property manager of HML Andertons, will be your most frequent contact.

The agents are responsible for issuing parking permits, but do note that if you are a tenant you will need your landlord to contact HML Andertons and return them with your keys at the end of your tenure.

## Emergencies

### Police

In an emergency always call 999.

For non-urgent crime reports please call 101.

General policing enquiries can be directed to your local Safer Neighbourhood Team.

Please note the police website <http://www.police.uk/>

*FAIRFIELD SAFER NEIGHBOURHOOD TEAM:*

Croydon Police Station, 71 Park Lane, Croydon, Surrey, CR9 1BP

Website: <http://www.police.uk/metropolitan/00AHGM/>

Email: [CroydonFairfield.snt@met.police.uk](mailto:CroydonFairfield.snt@met.police.uk)

Phone: 07920 233 887



## NEIGHBOURHOOD WATCH OFFICE

Website: <http://www.cbnwa.com/cnt/>

Neighbourhood Watch Liaison Officer – phone: 020 8649 0168

Postal Address is: Neighbourhood Watch Office, Croydon Fire Station, 90 Old Town, CR0 1AR

## Electricity

For electricity faults call 0800 783 8866

## Gas

If you smell Gas, anywhere, call the Gas emergency 0800 111 999

## Water

If you spot a water leak, call 0845 9200 600

## What is the Turnpike Hill Estate?

In the late 1960s Wates (now Pedder) re-developed an area of Park Hill and created a housing estate which became Turnpike Link and Leyburn Gardens. The estate comprises of 311 dwellings, which are either freehold houses, leasehold flats or leasehold maisonettes. The boundary of the estate is not easily visible at ground level but is indicated on the plan in this booklet. Wates handed over to Midland Bank (now HSBC Trust Co (UK) Ltd) ownership of the land between the houses, flats and maisonettes. This means the estate is private, and that the roads and paths are **NOT** adopted by Croydon Council. All services on the communal land are paid for by the owners of the dwellings and not through Council Tax.

## What is the Turnpike Hill Trust?

Under a Trust Instrument signed in 1966, Wates arranged for the communal land owned by Midland Bank to be managed, in the common interest of the owners of the dwellings, by Managing Trustees of Turnpike Hill Trust. Each owner needs a legal right to cross Trust land to get to his or her dwelling. This is conferred by an equitable interest in a 1/311th share of the Trust property. When you acquired your dwelling this interest should have been assigned to you by the previous owner and by this means you should have become what the Trust Instrument terms a “proprietor”.



## What are the duties of the Managing Trustees?

The Trust is run by volunteer Managing Trustees who are proprietors. We are elected at Ordinary General Meetings. Our names appear on the website along with some background information on us. We report back formally at Ordinary General Meetings currently held every three years. If a dwelling is let, we deal with the owner of the dwelling. We meet frequently, at least quarterly.

In the words of the Trust Instrument we "*shall manage the Trust premises in the common interest of the proprietors and in particular shall maintain in good order the community land*" (i.e. the land owned by the Trust). Essentially, the Trust looks after the roads and footpaths (maintenance and sweeping), gardens, lawns, trees, water supply to garage compounds, storm water drains and gulleys, foul sewers between residents' property and the main sewers, lighting of streets and paths, signs, street furniture, walls on its land, and parking on its land. Our task is to determine the policy for the administration of the estate and to appoint and monitor Managing Agents who arrange what needs to be done on the communal land, find suppliers, arrange for the works to be done, and to arrange payment. HML Andertons are our current appointed Managing Agents.

## How to contact the Trust?

For day to day matters, please contact the Managing Agents in the first instance, at:

HML Andertons  
94 Park Lane  
Croydon, Surrey, CR0 1JB

Telephone: 0208 662 8800  
Email: [info@hmlandertons.com](mailto:info@hmlandertons.com)

If you have a problem with the communal land which you are unable to resolve with the Managing Agents, please contact the Trustees in writing. Please note however that as we are not a residents association and have managing agents to deal with day to day matters (as we are unpaid volunteers), proprietors are requested to keep queries to an essential minimum.

The permanent address of to which you can send letters is:

PO Box 291,  
Croydon,  
CR9 5DH

The Trust has a webpage at [www.turnpike.org.uk](http://www.turnpike.org.uk)





## **How should I contact the Trustees, if I have a legal issue with the Trust?**

Over the years, the various trustees have had to deal with a number of generic enquiries and allegations of a legal nature from a handful of owners. Sometimes, it has appeared that the intention is just to make the trustees' lives difficult by constantly raising spurious points and demanding replies. None of this has ever benefited the estate and it has often distracted trustees from more important work for everybody.

The trustees have considered with the Trust's solicitors how to deal with such approaches in future. One of the difficulties is that a few owners seem to take delight in trying to score legal points against the trustees, even though the owners have no real training or experience in the law. We understand they research so-called legal advice internet sites all over the world, which pretend to tell people what their rights are and how to go about enforcing them, while in reality spreading a lot of misinformation and helping nobody. Even when they hit upon a site that makes sense, they misunderstand and misapply what the sites say. Occasionally, owners will allege that they have been given advice by solicitors, but they fail to get their solicitors to come forward with an articulate professional opinion when challenged to. Second-hand legal opinions are never worthwhile, because there is always room for misunderstanding and manipulation of what has been said. Yet the trustees have had to spend the Trust's money on legal advice to give answers each time, so increasing the estate fees that everybody has to pay.

The trustees have therefore decided that they will no longer attempt, either individually or as a group, to answer any questions or criticisms that have legal implications. Instead, if any owner believes that the trustees are in some way not complying with their legal duties, they should consult their own solicitors first, and instruct the solicitors to write to the trustees if they advise that there is a case to answer. The trustees will then ask the Trust's solicitors to discuss the issues with the owner's solicitors, and to advise the trustees about the result of the discussions. If it turns out that the owner and their solicitors have a good point, the trustees will act on it appropriately and change whatever has to be changed.

Obviously, the trustees will always be happy to communicate with owners about any practical and financial matters concerning the Trust Lands, which do not involve legal issues.

## **Contacting Proprietors**

The Managing Agents and we will contact you at the property address, normally by e-mail were you have supplied a current e-mail address or by post, however as up to half of properties on the estate are let by their owners, please advise our agents of an alternative postal address (either in the UK or abroad) and/or your letting agents contact details. If you are a proprietor and your property is let, it is your



responsibility to ensure that your tenants understand and respect the management of the communal land.

## **What the Trust is not**

It must be emphasised that the Trust is not a residents association, and can only deal with matters affecting Trust property. There is an association in the area, the Park Hill Residents' Association, which publishes a periodic Newsletter. We have no responsibilities for maintaining the dwellings and cannot be arbiters in disputes between residents. Please remember too, the limitations of the Trust responsibilities, and that we are volunteers. For complaints about all the usual services, post, electricity, gas, telephone, water supply, rubbish collection, contact them directly. Only blocked connecting sewers and failed lighting are matters for the Trust, and you should report these to the Managing Agents.

## **How is the Trust financed?**

All expenditure is derived from an annual charge known as the "Garden Rate". The amount is fixed at Ordinary General Meetings held every three years when a budget for the ensuing three years is approved. The Garden Rate is payable in a single sum in advance before 31st December of the preceding year. The Managing Agents will send you by 15 November each year a demand for the following year. In fairness to all, we use all means necessary (including the County Court) to ensure everyone pays their Garden Rate. A late payment charge is levied on any Garden Rate not paid by 31 December.

## **Management of planted areas**

We engage contractors to maintain the gardens and mow the lawns at regular intervals. As the boundaries between Trust land and that owned by individual householders run through plant boxes and lawns, we maintain the whole of the plant boxes in front of three storey houses, and the lawns in front of other homes, unless owners request otherwise. We manage the trees in accordance with a tree survey undertaken annually by the contractor and approved by the Trust's liability insurers as a condition of maintaining the Public Liability insurance policy. In addition to regular maintenance, we arrange for shrubs and trees to be replaced when necessary. It is our policy to plant trees and shrubs that combine with those that are already growing but which require the minimum of maintenance.

## **Use of the Roads**

In managing the roads, we have the following objectives\*:

- Maximising parking space for proprietors and bona fide visitors
- Minimising dangerous parking by reducing danger spots

\*\*Please see the Parking permits rules and Parking FAQ sections for further details.



## Clearing/Cleaning of Roads and Paths

The principal estate contractor is also responsible for sweeping the roads and paths. The Managing Agents will arrange for steps, slopes and paths to be cleared of snow as soon as practical after a snow fall. Croydon Council are not involved. You can help by clearing areas near your dwellings. A sand/salt mixture to spread on paths is contained in nine moulded green plastic bins.

They are sited as follows:

- Leyburn Gardens - behind No.18.
- Leyburn Gardens - In the garages at the top, east side.
- Turnpike Link - By No.33.
- Turnpike Link - Opposite No.77.
- Turnpike Link - By garages in front of No.91.
- Turnpike Link - At the side of No.90.
- Turnpike Link - In front of No.148.
- Turnpike Link - Behind No.215.
- Turnpike Link - In front of No.227.

## Building Works

Maintenance and repair of brick work, retaining walls (including steps) all paved surfaces, and roads and garage compounds is an ongoing concern requiring increasing expenditure as the estate gets older and the infrastructure wears out. The order of priority is the safety of all users of Trust land, functional efficiency – e.g. containment of planted areas – and maintaining the visual integrity of the estate. Roofing and associated roof drainage over common parts of garage compounds requires maintenance and renewal from time to time. Upkeep of the gates at three major entrances to the estate is necessary to restrict vehicle access from time to time in order to maintain our “private” status in Law.

## Long term repairs

We maintain a reserve to pay for the resurfacing of both the roads and tarmac paths at approximately twenty year intervals. By this means, those who wear out the roads and paths pay for their renewal.





## Water Supplies

Stopcocks and water meters are situated in the paths outside homes. It is the responsibility of Thames Water to maintain them, but the pipe from the stopcock or meter into your home belongs to the owner of the dwelling who is responsible for maintaining it. Any Trust land which is disturbed in the process of installation or repair should be restored to its previous condition. Owners whose garage is located in a standalone compound or behind maisonettes, need a key to the water tap. Please ask the Managing Agents for one if you do not have one. Lend it to contractors who need water for building works. To prevent damage to the pipes and taps, water to garage compounds is cut off in the depths of winter (normally 1 December to end March).

## Garage Compounds

Please note the parking restrictions in the garage compounds (See Parking) and do not put oil in garage drains. These are expensive to clean.

## Security and Misbehaviour

We get complaints from time to time about rowdy behaviour by outsiders coming onto the estate. In theory, as this is a private estate, such outsiders are trespassing. But that is not a crime (and therefore not a police matter), only a civil matter. The Trust's remedy in law would be to seek damages or an injunction not to do it in future, and that remedy would be available only to the extent Trust property was affected. To the extent your property or comfort of individual proprietors was affected, you would have to seek a remedy yourselves. But the theory would be costly to invoke in practice, and we would be reluctant to spend Trust funds and hence your money, in embarking on costly Court proceedings. So the only practical remedy is for residents to tell noisy outsiders to go away or/and to report serious incidents to Metropolitan Police Fairfield Safer Neighbourhoods Team.

## OGM

There is always a Tri-Annual Ordinary General Meeting (OGM), which everyone is welcome to attend, but only registered shareholders can vote.

## Covenants

We would emphasise-that we are not able to do anything about Covenants that you will have entered into on the purchase of your property, e.g. agreement not to alter the external appearance of buildings, to erect further ones, to use them for other than private homes. We have been advised that only individual owners can enforce the Covenants.

# Turnpike Hill Trust



## Estate Map



## Location



## Website

The Trust has a website [www.turnpike.org.uk](http://www.turnpike.org.uk) which is updated regularly. If you have internet access, please use it to keep up to date with information.





## Who are the Managing Trustees?

There are currently seven trustees (that are led by the Chair, Somi Malik). These are Mick Montgomery, Deep Agarwal, Tass Malik, Steve Porter, Arunima Roy and Famil Ismailov and their profiles are on the website.



Somi Malik



Mick Montgomery



Arunima Roy



Deepranjan Agrawal



Steve Porter



Tass Malik



Famil Ismailov



## Parking

A permit scheme is operated by UKPC, and the do's & don'ts are shown below:

Examples of **correctly** (✓) parked vehicles are as follows:



Parking in a Bay on Trust land ✓

Parking in own Garage and or on own drive (permit not required) ✓

Displaying valid permit on Trust land ✓

Examples of **incorrectly** (X) parked vehicles are as follows:



Tyres on Curb X

On a white line on a curb X

On Cross hatchings X

On others entrances X

Outside garages on trust land X

- Legislation requiring the displaying of a tax disc has changed, however vehicles must still have a valid road fund licence and be fully taxed.

A valid Parking Permit must be displayed with its number fully visible to park in a marked bay or on the roads but not on pavements, white lines or crosshatchings. Signs have been erected to indicate restricted parking. A permit **MUST** be displayed when parking on Trust land.

A permit is not needed when you park in a garage or on a driveway. Parking on someone else's driveway or blocking it in anyway without permission is an offence of trespass.

Parking anywhere in the Garage compounds is not permitted except in the 6 marked bays at the lower end of Leyburn Gardens where parking with a permit is permitted.

Proprietors who have paid the Garden Rate can apply for Permits on behalf of themselves or tenants. There is currently a maximum of 2 Permits per property, one registered vehicle and one visitor permit.

The Proprietor must provide the Car Registration Number and a copy of the Registration Document or proof of right to use linked to a Trust address. The period of validity will be one year. Untaxed vehicles must not be parked on any Trust property.

The estate has a limited number of short term parking spaces, residents are therefore encouraged to make full use of their garages to park their vehicles as it's more secure and considerate to others.





## Frequently asked questions regarding the Parking Scheme\*

### **1. My car is too large to fit in my garage, where do I park?**

You may park in a bay using your Permit if you have one or if the bays are occupied use one of the many adjacent main road Council parking bays that are free evenings and Sundays (See 12 and 13)

### **2. Our family has two cars, one is garaged, where can I park the second one? See (1)**

### **3. I store furniture in my garage instead of my car, where can I park my car? See (1)**

### **4. My landlord hasn't given me a Parking Permit, where can I park?**

If you have use of the garage you can use that or else use one of the adjacent main road Council bays

### **5. My landlord doesn't give me the Permit or use of a garage, where do I park?**

You will need to use one of the many adjacent main road Council bays

### **6. I don't have a car but I have a visitor coming by car**

Your visitor may borrow your visitor Permit to park in a permitted area – but make sure they hand it back when they leave

### **7. I am a taxi driver / delivery man and need to stop outside dwellings while picking up, dropping off.**

If you are in attendance of your vehicle and able to move it if required by a parking warden and will therefore not be ticketed

### **8. I am disabled and have a blue badge so can I park on the road?**

Due to the shortage of parking spaces no special exemptions apply.

### **9. I am an emergency vehicle driver (Ambulance, Fire Tender, Police Car, Doctor, Breakdown recovery vehicle) and need to park on a white line, can I be ticketed?**

These parking restrictions do not apply to recognisable emergency vehicles

### **10. I have helpers in unmarked vehicles delivering / giving daily assistance, how should they park?**

If you have been provided with a visitors permit by the proprietor (e.g. if you are meals on wheels, daily home care etc), you can use a parking bay or space if one is free.



## 11. I've lost my Parking Permit, how do I get a replacement?

Proprietors may request a replacement from the managing agents, which is chargeable, unless the original (being worn or damaged) is presented and no charge applies. After replacement the original will be invalid.

## 12. What do I do if I feel have grounds to appeal against the parking charge notice I have received?

You must contact the Parking Operating Company (UK Car Park Management - CPM) and comply with the regulations immediately to avoid receiving further parking charge notices. Their enquiries/appeals procedure details this process in full at the back of the parking charge notice including how to provide evidence. Any driver appealing within 14 days from the date of issue will be given the opportunity to provide payment at the reduced rate in the event that their appeal is unsuccessful. They can be contacted at <http://www.uk-carparkmanagement.co.uk/>

## 13. Who is the Parking Operator? UK Car Parking Management (PCM)

**14. Can I photocopy a pass and use that instead of the original?** Photocopying of a pass is strictly prohibited and any vehicle displaying a photocopied pass will incur a Parking Charge Notice in contravention of the rules. It is also in contravention of copyright and as such any one doing this may be pursued separately for this by PCM. In addition, the original of the photocopy is likely to be cancelled and will require re-application with the appropriate fee.

## 15. Is registration of my vehicle sufficient to avoid a PCN, and what if the permit slips down the dashboard?

Please ensure you display a valid parking permit; registration of a vehicle with the estate's agents is **not sufficient** to avoid a PCN, as the vehicle could be parked on a white line, a bend or over the complement of a "fair use" policy on Parking. We all need to be fair to our fellow residents with the number of vehicles we park on the estate.

Once displayed on a dashboard a permit should be clearly visible as per when a council meter ticket is used on off street parking around the borough. It is your responsibility to ensure this is displayed properly to identify it as a vehicle that is in line with the scheme's rules. Vehicles must have valid road tax.

**16. Further questions about the Scheme?** We have tried to be as comprehensive as we can but if you have further questions, the managing agent for Turnpike Hill Estate, will be happy to provide an answer.

\* The parking rules and regulations are subject to change. Please refer to [www.turnpike.org.uk](http://www.turnpike.org.uk) for up to date rules.





## Daily living



Noise should always be kept to a minimum and within reasonable hours. Ball games should not be played in garages or by older children in garden areas.

## Feedback

We live in a community and we wish it to be a happy experience for everyone. It helps if we all take note of these **“Do’s and Don’ts”**. If you have queries or comments on this booklet, please email them to the address at the bottom of the page, or post them to the address mentioned.

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## When you sell your property

When you move from the estate, please:

Ensure your solicitor has arranged for you to assign to your purchaser your interest in 1/311th share in the Trust premises. This is all too often overlooked.

Complete and send the form on the next page to the Managing Agents so that the Trust does not send you Garden Rate demands or Newsletters.

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We/I have sold to Mr / Mrs / Ms

my property at No. [Turnpike Link/Leyburn Gardens/Maybourne Grange]

with effect from 20[ ]

We/I have asked our/my solicitor to assign our/my interest in a share of the Trust premises.

Name: Mr / Mrs / Ms Date 20[ ]

Signature

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