



## THT Summer News Letter



Greetings from the Trustees of Turnpike Hill Trust and HML Andertons, we take this opportunity to provide an update on various matters on the estate, also some helpful phone numbers and advice regarding security.



### What's happening at Turnpike



#### **Security**

THT and HMLA continue to work with the Safer Neighbourhoods Team and uniformed police regarding anti-social behaviour which has seen a big decrease in 2016 on the estate, crime has also fallen considerably since the introduction of CCTV on the development.

We are aware that a few vehicles have been broken in to and vandalised (this is typical of crime in the Fairfield area, the crime figures produced by the local police team show that 50% of the reports of theft show that the vehicles have been left unlocked). We are trying to increase the security on the estate for everyone's benefit to reduce issues, but it's the owners prime responsibility. Please be vigilant, be aware of criminals, and of contractors that you take on for works in your homes. Be aware of windows being open, and you may wish to invest in internal CCTV/crime prevention aides.



We have been advised by the Safer Neighbourhood Team for the Fairfield Ward that they are happy to speak with residents in the area; they are keen to communicate with as many people as possible so if you would like to receive updates and newsletters regarding the crime stats etc. please email [Croydonfairfield.snt@met.police.uk](mailto:Croydonfairfield.snt@met.police.uk) with your details.

If you see anything suspicious or have any information that can help the police to target these criminals please pick up the phone and call 07920233887. In an emergency or if you see a crime taking place please always call 999.

CCTV cameras are now increasing on the estate, we have recently completed the second phase in installing cameras facing the main entrance from Park Hill Rise, the next phase is already being considered and we hope to be able to extend the cameras down to the bottom of Leyburn, overlooking the Trams stop.

We installed CCTV in response to regular anti-social behaviour, damage to vehicles and reports of attempted and some actual burglaries. Its purpose is purely to aide the safety of the residents.

Cameras are pointed towards common paths wherever possible as we wish to balance protecting the privacy of our residents vs. the need to have some deterrent as well as remedy particularly for any serious issues.

CCTV on the estate has been placed at known hot spots, and where it was practical to install CCTV. There are a number of practical constraints to where CCTV can be extended to at present, and both the Trustees and the managing agents are taking gradual steps to increase this keeping value for money and technical challenges in mind.

If you are the victim of a crime, and you wish to request footage for the police, please be aware of the following:

- All queries (like on any matter on the Trust) must be sent in the first instance to the managing agents (HML Andertons)
- The incident needs to have taken place in the last month (we expect all requests for serious issues to have been received within this period of time.)
- Be as precise as possible about the time frame as possible; between the hours of 10:00 and 20:00 on day/month/year is much better then over days etc.
- Please bear in mind the limitation of the footage that can be stored practically. This can become too excessive and not practical to retrieve
- Please do not ask us to send us the footage directly to you. In fairness to your neighbours and the public we cannot compromise their privacy needs in line with the data protection act. Get the police to contact our agents directly. Provide us with the crime reference number if serious.
- Do ensure the footage sought is in a reasonable position to the cameras installed



We thank you for your co-operation in this matter, and wish all owners and residents to be as safe as possible. Also, do not forget to take sensible precautions to not let any one follow you (day or night and avoid taking out expensive items such as phones to attract attention). If unsure always call the police on 999 if an emergency, or 101 if it's not urgent or there is no immediate threat. Knock on any door if unsure who is following you and request them to stay around the door and/or call the police for you.

## Grounds maintenance

All comments and queries received to HMLA are passed on to Burleys where required, the grounds team have been concentrating on the growth around the estate both with hedges and grass other areas such as weeding and litter picking are also being attended to.

It has been proposed by Burleys to move to a static contract which will mean we have someone based on the estate 5 days a week and will receive help during the week with various tasks. This is subject to recruitment; In the meanwhile, we regularly receive extra help including on Saturdays.

We kindly ask that residents assist with the litter issue on the estate by ensuring bins and rubbish in general is kept to a minimum, it has been noted that the blue and green boxes which should remain in private properties for recycling are often left outside the front doors, thus when the wind is strong it blows them across the estate, see below photo as an example. These boxes are collected by the grounds team and stored however it is the resident's responsibility to reduce the risk of the boxes blowing around by taking them inside the properties or place and bringing them out on collection days.



\*it is noted that the day this photo was taken the grounds team were cutting the grass and the debris on the pavement was collected shortly after this photo.

Please feel free to contact Rebecca Wilson via email (details at the end of this newsletter) with evidence where possible should you have any concerns regarding the maintenance on the estate, all comments are fed back to the team and efforts are made to address them as soon as possible.



## Trees

The Hornbeams were pruned ahead of schedule due to unexpected growth as a result of having a very wet spring/early summer. Having this work carried out slightly earlier will not damage the trees or cause any growth concerns, we will be getting a harder cut this time round also to help control the growth going forward, we may also review the growth later in the year with a view to have an additional cut going in to winter to reduce the growth going in to 2017.



### **Plant boxes outside 3 Storey town houses**

Owners between 4-12 Turnpike link asked for the trees in their plant boxes to be removed and to have bushes instead recognising that the plant boxes outside the 3 story town houses are not designed to have trees planted in them. If the estate was designed now, the trees would not be planted in them. If anyone wants their tree removed, and wants to have bushes planted instead, please contact Rebecca. Trees in the plant boxes will not be replaced.

## Fly Tipping

Fly tipping is a big expense for the estate, reports have reduced of late however it is still an issue. When reports are made that large items have been dumped on the estate we do our best to ensure they are removed as soon as possible, however we are aware that sometimes this prompts more fly tipping.

Burleys remove fly tipping on an ad hoc basis but additional costs are applied specifically if the items are white goods i.e. fridges, washing machines etc. or dangerous materials i.e. Asbestos. We need to address this matter seriously, it is a growing concern that a lot of the fly tipping is coming from within the estate. We are going to be fining anyone who is seen fly tipping on the estate; we will be monitoring this closely. Please do not leave bags outside the gardener's compound.



#### **Your Local Recycling Centre...**

Recycling Centre Factory Lane, West Croydon, CR0 3RL

**Telephone** 0208 726 6200

**Email** [Contact-The-Council@croydon.gov.uk](mailto:Contact-The-Council@croydon.gov.uk)

**Opening Hours**  
Monday : 07:30 - 16:30  
Tuesday : 07:30 - 16:30  
Wednesday: 07:30 - 16:30  
Thursday: 07:30 - 16:30  
Friday : 07:30 - 16:30  
Saturday : 07:30 - 16:30  
Sunday : 08:30 - 16:00

Please make a note of the above as this is the local recycling centre for your property, please ensure should you have any large items which the bin men will not take, including garden waste you take it to this above address privately.



## Parking

The renewal of the parking permits is annual and due again at the end of 2016, ***please ensure you keep an eye out in the annual Garden Rate demand due in October for the notification asking for application forms to be sent in.***

The parking control for the 1<sup>st</sup> six months of the year has been successful, we have been able to control the illegal parking on the estate and reduce the number of spaces being abused.

### Permits

If you are a new owner and do not have a valid parking permit, you are required to complete an application form which requires evidence of residence on the estate to receive a resident's permit. Please notify Car Park Management immediately to avoid your vehicle being ticketed. Contact details are provided below. Should you move in on a weekend or during an evening, you are required to park outside the development before arrangements have been made to park on site legally.

If you are a new tenant without a permit you will need to contact your landlord/letting agent for information. Please note parking permits will not issued to any one in arrears on their garden rate.

## Housekeeping

We all work hard to ensure that the development is an attractive place to live, but to keep up the good work if you see something that is not working/ broken please report it to us ASAP.

1. Loitering, or allowing others to loiter or create nuisance, is not permitted.
2. Cars should be parked carefully in their spaces. Owners must take great care not to park in a manner which might interfere with other owners' property or access to their property.
3. No obstruction e.g. bicycles, prams, baggage of any kind, should be placed in grounds of the estate. Bicycles must not be chained to railings or lights.
4. No dog fouling on the grounds of the estate, please ensure if you own a dog that you clear up after it.
5. Ball games and children playing, we understand young children enjoying playing in the grounds, please can all parents ensure that any ball games are not played near other properties, to reduce any accidents which could damage other properties on the development.

## Road Safety

It has been reported that some drivers are reversing at speed off of their drives, this is a serious risk to pedestrians walking on the path and other road users driving past. Please ensure you drive with due care around the estate and abide by the speed limit.

### CPM Contact Details

Switchboard: 0845 463 5050 ext. 202 Email: [permits@uk-cpm.com](mailto:permits@uk-cpm.com)