

Willowhayne Residents' Association Welcome Information

Welcome to your new home on the Willowhayne Estate. We hope that the information below will be helpful. Please do get in touch if you have any other queries.

THE WILLOWHAYNE RESIDENTS' ASSOCIATION LIMITED (WRA)

The Willowhayne Estate first came into being in 1930, when a private company was set up to buy land and develop an area for private homes. The area extended from the sea in the south to Station Road in the north, and from Sea Lane in the east to the borders of the Rustington Sea Estate in the west. Willowhayne Estate Limited was responsible for the general control of the Estate. In 1973, the Willowhayne Residents' Association (WRA) was set up, to raise money for the Estate's maintenance costs and to give residents a greater say in the running of the Estate. The property company itself was wound up in 1998 and total responsibility was handed over to the WRA.

WHAT DOES THE WRA DO?

The WRA has a number of specific responsibilities and aims. These are:

- To ensure that the common parts of the Estate, i.e. roads, entrances, the Greensward on the sea front, road signs and markings, entrance gates and trees, are properly maintained and to manage contractors employed for this purpose.
- To monitor any building work which would alter the size or appearance of any property on the Estate and any large outbuildings on residents' sites.
- To consider formal application approval, all of which is to ensure that the integrity and character of the Estate is maintained.
- To ensure that the covenants on the Estate are upheld for the benefit of residents.
- To offer advice to residents on the above matters.
- To prepare annual accounts and budgets to place before the Annual General Meeting (AGM).
- To collect Estate Rates to fund the maintenance of the Estate and to reduce debt created by late or non-payment.
- To appoint and liaise with managing agents to assist in the above matters.

THE MANAGING AGENTS

The WRA employs **Hobdens Property Management Ltd.** to look after the day-to-day administration of the Estate.

For any queries relating to the Estate, please contact Hobdens in the first instance.

The contact details are:

Hobdens Property Management Ltd.
41a Beach Road
Littlehampton
West Sussex
BN17 5JA

Tel: 01903 724040

Fax: 01903 726035

Email: info@hobdensmanage.co.uk

www.hobdensmanage.co.uk

MEMBERSHIP OF THE WRA

All owners of residences or building plots are invited to make an application for membership of the Company, and included in this pack is a form, which we hope you will complete and return to Hobdens Property Management Ltd. Once the completed form has been received by Hobdens, the owner, or joint owner in the case of joint ownership, will be the member in accordance with the Company's Memorandum & Articles of Association. Incidentally, the contingent liability in the event of liquidation of the Company is limited to a maximum of £1 per member. When completing the form you may wish to bear in mind that, where there is joint ownership, only the nominated person may vote or stand for election as a director. Furthermore, if a member has not paid their Estate Rates to the WRA, then they shall not be entitled to vote at any General Meeting.

THE BOARD OF DIRECTORS

The directors are all residents on the Estate and are appointed by the members at the Annual General Meeting. They give their time voluntarily to ensure the Estate is maintained to a high standard for all our benefit. The current individual responsibilities of the directors are: finance, planning and development, security, ground maintenance, roads and paths, drains, road sweeping, tree maintenance, grass cutting, dog bins, the Greensward, the website and the newsletter.

If you have a query for one of the directors, please contact Hobdens in the first instance and they will direct your question to the appropriate person.

THE ANNUAL GENERAL MEETING (AGM)

The AGM is usually held in June or July and all members of the Company are notified. All residents are invited to attend, but only members of the WRA who have paid their Estate Rates may vote. There is always a lively interest in the management of the Estate and the directors are ready to answer any questions, which are raised. For details of the next AGM and the associated protocols, please visit the website or see the newsletter.

MAINTENANCE OF THE ESTATE

The income to cover the costs of maintaining the Estate is from Estate rates paid by each of the 390 properties on the Estate. The rates are in the same proportions as used by the local councils for charging Council Tax and are reviewed and approved annually at the AGM. To keep the Estate rates to a minimum, all residents are asked to maintain the verges in front of their individual properties, irrespective of whether they own them. In general, the verges should be kept as grass and not obstructed by any planting, to permit the safe passage of pedestrians. This is a requirement in the covenants of many of the Estate properties.

COVENANTS

When the Company sold land, it insisted on the signing of legal covenants. These covenants covered the approval of building plans and alterations, a ban on any trade or business run from home and a ban on the keeping of farm animals. The covenants also covered the maintenance of building lines and a 'catch all' covenant to stop nuisance to neighbours. These covenants still exist and are part of the legal documents and deeds that continue to apply to residents today. The covenants are not exactly the same for each property, and whilst there are common similarities between properties, covenants are property (not Estate) specific. You should have been provided with a copy of the covenants that relate to your property when purchasing your home. If you wish to alter or extend any building within your property, or wish to make an excavation for a garden wall etc., then you should apply for written consent from the WRA before proceeding with the work. The Board of Directors welcomes the opportunity to provide help and advice early on in any planning procedure. A leaflet headed '**Building Application Procedure**' dealing with these matters can be found on the website.

SECURITY ON THE ESTATE

The WRA places great emphasis on security. The threat of crime is no worse on the Willowhayne Estate than anywhere else, but we take additional steps for safety by employing a private security firm. The current contracted security firm is: Advance Guarding Ltd, 95 Arundel Road, Worthing, West Sussex, BN13 3EU. Website: <http://advanceguarding.co.uk/>

There have been several examples where the presence of a patrolling security guard has benefited residents. These include alerting a homeowner to a fire in his thatched roof, challenging and turning away suspicious vehicles, and responding to security alarms.

For security reasons we will never publish patrol hours, but the Estate is patrolled constantly throughout the designated shift patterns. Please note that the guards do not cover the Estate on a 24-hour basis and do not have the powers to make arrests. Therefore, if you are at all concerned about a security issue, we would always recommend you call the police first, especially if a crime is being committed or about to be committed, or if the suspects are still in the area. Instances of vandalism (criminal damage), rowdy behaviour etc. should be reported quickly and directly to the police. If the guards are called at a time that is not during their designated shift, there will be a delay in them responding and we will incur additional charges.

If the nature of the incident does not warrant a 999 call, then either contact the police on 101 or 0845 6070999, or call the guards.

To contact the guards, please call the Control Room: 01903 277345, who will then contact the onsite guard.

If you have a security issue which you think other residents should be aware of, please let us know.

HOUSEHOLD WASTE AND RECYCLING

Refuse is collected **weekly** and recycling is collected **fortnightly**. Collection day is a **Monday** and refuse and recycling should be at the collection point by 7am on that day. The normal collection point is your property boundary. You can purchase a wheelie bin from hardware stores, garden centres or on the internet. They can also be bought from Arun District Council's contractors Biffa, telephone 01903 734520. Collection days remain the same throughout the year and are not affected by bank holidays. Christmas collections may vary and are advertised as appropriate by the District Council.

Please, if possible, refrain from putting bins out for collection before the Sunday evening or early Monday morning. Unfortunately, if put out earlier, they are not only unsightly but are often blown over or lids blown open, resulting in rubbish on our roads and verges.

To recycle garden waste, you may wish to join the **Greenwaste Club**. Customers receive a wheeled bin, which is collected fortnightly from the edge of the property. For information visit www.greenwasteclub.co.uk or telephone 0800 0858 286.

For more information about refuse and recycling collections, please go to Arun District Council's website <http://www.arun.gov.uk> or telephone 01903 737754.

SPEED LIMIT ON THE ESTATE

There are no footpaths on the Estate (although the grass verges can be used), hence there is a greater risk to the safety of pedestrians. To protect pedestrians, there is a **20mph** speed limit in place, which we would ask you to please observe and to advise any visitors or contractors to do the same. A recent survey of our Estate roads showed that over 70% of those exceeding the 20mph speed limit were residents. Please do all you can to ensure anyone visiting your premises is aware of the speed limit and help us to maintain a safe environment for everyone.

PARKING ON ESTATE ROADS

As indicated on our information signs as you enter the Estate, we operate a Parking Charge Notice (PCN) policy, whereby anyone parking on Estate roads without a permit and without the express permission of the WRA is liable to a PCN and will be subject to a charge. Vehicles which are parked in a dangerous manner, or where contractors are parked on the roads outside of permitted working hours (or not within the curtilage of your property), may also be liable for the issuance of a PCN.

This rule is designed to not only preserve the Estate from the clutter of vehicles, but more importantly to safeguard pedestrians, dog walkers, cyclists etc. Our lack of pavements and street lighting can often leave pedestrians feeling vulnerable to danger, particularly when this is combined with vehicles flouting the 20mph speed limit.

There should be no caravans, motorhomes, large vans or commercial vehicles parked for extended periods (including overnight stays) without WRA permission.

If you need to park on the Estate roads, please contact Hobdens at least 72 hours before, so that permission can be obtained and approved. Failure to request permission could result in a PCN being issued. For more information on the parking regulations, please refer to the website.

ESTATE GATES

The Angmering Lane gate and the Ridings gate are open the majority of the year and are generally closed just once a year to preserve the Estate's right to close. Prior notification of closure will be advised in advance through the newsletter and on the website.

The Tamarisk Way gate is permanently closed with access restricted to residents only. If you wish to purchase a key for this gate, please contact Hobdens. We would ask that anyone using this gate ensures that the chain and padlock are replaced correctly or this may prevent access by emergency vehicles.

THE GREENSWARD

When the Estate was first developed, the Greensward and beach area were owned by the Estate. However, due to the costs of maintaining the sea defences, the Estate sold the land to the local authority. The Greensward is now leased back to the WRA for a nominal amount and we therefore have responsibility for its maintenance, including the Tamarisk Hedge.

TIDE TABLES

To make the most of the beach area, you may wish to check the tide tables. There are several websites giving this information, including www.tidetimes.org.uk and the BBC weather website.

FINDING OUT MORE

You can find plenty of information about the WRA on our website <http://www.willowhayne.org>. There is also a residents' section, which can be accessed via a password provided by Hobdens.

In addition, a newsletter is produced regularly and hand-delivered to every household by a group of volunteer residents. It is also available on the website. The purpose of the newsletter is to keep you informed as to what is happening on the Estate. We welcome articles from residents for submission in the newsletter, and you may do this via the website, [by email](#) or by post to Hobdens.

HELPFUL CONTACT DETAILS

In addition to those listed below, you will find a list of helpful links on the website.

Arun District Council	http://www.arun.gov.uk
Green waste management	Telephone: 0800 0858 286 www.greenwasteclub.co.uk
Hobdens Property Management Ltd	Telephone: 01903 724040 Fax: 01903 726035 Email: info@hobdensmanage.co.uk www.hobdensmanage.co.uk
Police Non Emergency Number	Telephone: 101 or 0845 6070999
Security Guards' Control Room	Telephone: 01903 277345 http://advanceguarding.co.uk
Willowhayne Residents' Association (WRA) website	www.willowhayne.org

GETTING INVOLVED!

The WRA benefits from the help of residents who regularly help out with delivery of the newsletters, signing in of the nightly guards and with various tasks on an ad hoc basis. In addition, the Estate is managed by directors, who are all volunteers. If you would like to get involved and have skills you think would be of help, please let us know!

We are fortunate that East Preston and the surrounding area always have plenty of events taking place. The East Preston village website has a very useful link advertising local events <http://www.eastprestonvillage.co.uk/events.php>. Not all events are listed on this website and so, as we hear of events, we do advertise them on our own website. If you would like an event publicised, please let us know two months before the event so that we can post it to the website.

AND FINALLY...

Thank you for taking the time to read this information. We would be very pleased to hear from you if you have any other queries or wish to be actively involved, and will do our best to be of assistance. In the meantime, we wish you all the best in your new home.