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Chairman's message

Hello and welcome to the first newsletter of 2020. I would like to start by wishing everyone a very happy, healthy and prosperous new year.

The board and I would like to say a big thank you to all the helpers whose contributions are vital to the running of the estate, and without whom many things would not happen. This help includes production and door-to-door delivery of the newsletter, signing in of the guards, weekend gate-openings and closures, helping with roads and drains, and some ad hoc projects. We look forward to continuing to work with these volunteers during the year ahead.

Since the last newsletter there have been a couple of changes on the board and a lot has happened on the estate. I will cover these briefly, although some of the topics are covered in more detail elsewhere in the newsletter.

Malcolm Barnett has completed his six-year tenure on the board

and has therefore had to resign. My colleagues and I thank Malcolm for all his work and guidance during his period on the board, as both a director and chairman. We are also grateful to him for helping us to create a document library for covenants, deeds and other important papers. This will help to provide continuity of information when directors leave the board.

Jane Burke started on the board as a director in early 2016 and then resigned to allow her husband Terry to become a director in November 2018. Jane has continued to carry out her role looking after communications and, due to difficulties in finding her replacement, she has continued to do a great job for much longer than originally planned. Many thanks to Jane. I am pleased to say that a new volunteer, Caspar Williams, will take on the communications role from here on. We offer a big welcome to Caspar and look forward to working with him.

I am delighted that Brian Wood has joined the board to look after security. Following numerous issues with the previous company, we terminated its services, and

Brian has worked hard to get a new company in place as well as making a valued contribution to the board.

On the estate, we have completed the resurfacing of Tamarisk Way and the area near The Ridings gate; identified the fire hydrants and had them tested; replaced some drains and installed some new ones; started to work with residents to ensure that verges are clear for residents to walk on when needed and employed a new security company.

We cannot achieve what we do without the help and co-operation of residents and volunteers, so our thanks go to many people on the estate.

Looking ahead we have the major task of resurfacing Angmering Lane – more on this later in the newsletter. We are also reviewing the terms for building developments following recent feedback.

We are holding an informal residents' meeting in February, when we hope to meet as many of our volunteers as possible, and also host any residents who want to come along to discuss matters which either concern them or they feel is working well on the estate. Further details can be found on page 3.

Finally, we still need two new directors to join our team. We have a wide variety of roles and can make some changes to accommodate people's skills and interests. If you are interested in finding out more, please ask Hobdens to arrange a no-obligation chat with us, or come along to the residents' meeting.

Ray Churcher
Willowhayne Residents' Association (WRA) chairman



Newsletter

As mentioned above, the board wishes to thank Jane Burke for all her hard work, ably assisted by non-resident volunteer Sam Harris, in producing the newsletter during the past two years. Residents have much appreciated the attractive and topical editions that Jane and Sam have created. After this present issue, Jane will be handing over her role to Caspar Williams, whom the board welcome as the new editor. Caspar lives on the estate and is experienced in writing for publications. As Caspar will not be an official board member, directors will channel news

items to Caspar. If there is anything you would like to see included in the newsletter, please let us know via Hobdens.

Finance update 2019

The figures for 2019 have yet to be completed and formally independently reviewed, but we thought it would be helpful to give an update on the WRA financial situation.

As you will know from the AGM and the 2020 budget, we have started a long-term infrastructure investment programme. This comprises major road repairs, and we have already completed the resurfacing of Tamarisk Way and carried out significant repairs to the area around The Ridings gate. In total in 2019, nearly £150,000 was spent on roads. The repairs around The Ridings gate cost almost the same as the resurfacing of Tamarisk Way, clearly indicating that important cost savings can result from carrying out repairs before damage becomes too serious.

We incurred no legal charges during 2019, and other expenditure was in line or below budget, with any savings being used to fund the roadworks. Total expenditure will be slightly under £220,000 for the year, probably the highest spend ever incurred in a year on the estate. However, this was essential to maintain the estate infrastructure and is intended to be continued in future years.

2020 Estate rates – Please pay promptly

Estate rates for every property are fully up to date as at the end of 2019, with the exception of a few minor under-payments and over-payments. We would like to thank every resident for helping us to achieve this position.

We intend to resurface the full length of Angmering Lane in the early part of this year. To carry this out, we will require timely payment of the 2020 estate rates. We are pleased therefore to report that so far this year we have received nearly £82,500 in our 2020 estate rates – just under half of the total. Thank you to those residents who have paid so promptly. We would urge other residents to please pay as quickly as possible to help fund the planned road works. Remember that the bank account has changed, and to contact Hobdens if you have any concerns about payment.

Residents' meeting

We have arranged an informal residents' meeting at the **Conservative Hall**, East Preston, on **Wednesday February 26th**, starting at **6.40pm** for our volunteer helpers, and all other residents from **7.15pm**. The meeting will close at **8.45pm**. Several directors and the chairman will attend to discuss any matters you wish to raise. The format will be relaxed, with conversations in small groups or on a one-to-one basis.

The reason for this meeting is that we know some people cannot attend the AGM or don't like speaking up in a large forum. This will be a good opportunity to tell us what is working well on the estate and where you feel we need to make improvements. If issues are raised which we can't answer immediately, we will ensure that responses are given after the meeting. The meeting will also give our volunteer helpers a chance to discuss any problems they may have, and there is an opportunity for any residents who would like to join the board to chat with us.

We hope you can join us.

Road resurfacing



In October 2019, Tamarisk Way was resurfaced and improvements were carried out to the junction of Tamarisk Way and The Ridings. We also replaced the kerbstones around the entire junction and the signage. An additional improvement was to place a path at The Ridings gate onto Sea Lane, to enable a safer passage through to Sea Lane for pedestrians when the gate is closed. Our thanks to all residents for their kind patience during the works.



Once the 2020 estate rates are collected, we intend to resurface Angmering Lane and install new gullies as necessary. When we have established exact timings with the contractor, residents will be notified of dates and given advice. We are hoping for this work to go ahead in the spring.

Gravel drives

There are several gravel drives on the estate, which can cause damage to the roads if the gravel is not regularly swept back on to the drive. It is also preferable if the gravel stops at the boundary of the premises with rumble strips or paving. This is particularly important because we have spent a considerable amount of money on resurfacing Tamarisk Way and will be resurfacing Angmering Lane in the new year. If you have a gravel drive, please help to keep the roads in good condition by doing all you can to keep the gravel off the tarmac.

Safety on our roads

We still have concerns over speeding on Angmering Lane, particularly at the mini-roundabout junction of Michel Grove and Angmering Lane. As you will recall, at the 2019 AGM residents voted against the installation of speed tables on Angmering Lane. However, there is still a need to consider the safety of residents and the perceived dangers at that junction.

Having considered possible options, the board has agreed to remove the mini-roundabout and replace

it with a **three-way stop junction**. There will be new stop signs and the road surface re-marked with the appropriate white lining. This change will require all vehicles to stop before proceeding. If another vehicle arrives at the same time, it is good practice to allow the first one there to proceed first. The board is confident that this could help slow traffic and make the junction safer. If any resident has any comments about these changes, please contact Hobdens so that any concerns can be addressed.

Residents are reminded yet again that the speed limit on the estate is **20mph**. Please ensure that your contractors and visitors are aware of this.

Planning and development

In the interest of residents, there are covenants on all estate properties, which include the requirement for additions and alterations to properties (including landscaping works) to be approved by the WRA.

Residents will have been aware of the significant number of building and landscaping works taking place on the estate during 2019. The board of the WRA was involved in 59 projects, ranging from very small projects to major rebuilds and new buildings.

It is essential that residents undertaking any work take care to minimise its impact on their neighbours and other estate residents. This includes discussing your plans in advance with neighbours, ensuring that contractors understand and follow the rules of the estate (including working hours, speed limits, etc, which are supplied with the approval for the works), and restricting parking and material storage to your own property so as not to inconvenience other road users and pedestrians.

Charges and fees

Charges relating to planning and development on the estate reflect the considerable amount of wear and tear on our roads caused by building and landscaping works. The charges were last increased in January 2019, and the board has decided to apply a general increase to these charges every two years to reflect inflation increases. The next general increase will take place in January 2021.

However, a recent review of the charges has revealed inconsistencies and ambiguity, which the list of charges has been revised to eliminate. These revised charges apply to all applications to the WRA for approval of building or landscaping work from January 1st 2020. The WRA website has been updated to show these revised charges.

The WRA website has also been updated with the addition to the guidance in respect of building applications information on issues such as the placement of skips and sheds, swimming pools and hot tubs and various other matters.

Health and safety

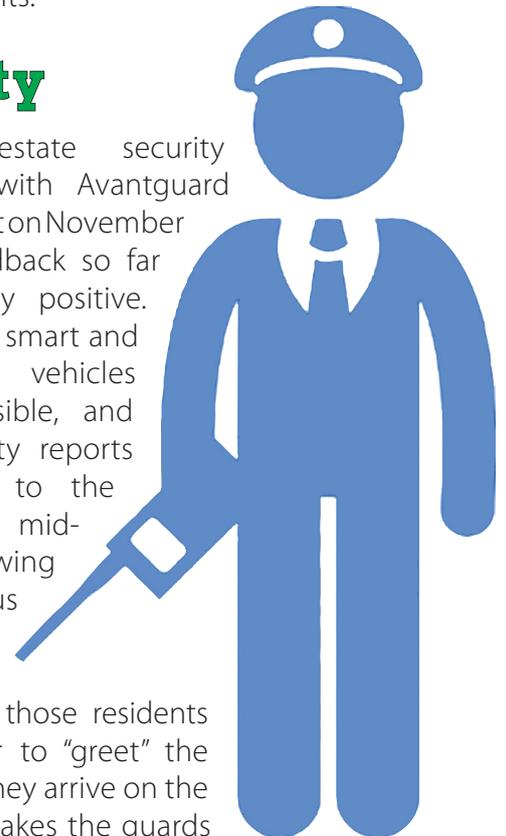
Please note that it is the responsibility of all residents to ensure that anyone working on their property should have a health and safety policy document with the necessary insurance cover in place. The resident should have copies of these documents.

Security

The new estate security arrangement with Avantguard came into effect on November 1st 2019. Feedback so far has been very positive. The guards are smart and punctual, the vehicles are highly visible, and detailed activity reports are provided to the board by mid-morning following the previous night's patrols.

Our thanks to those residents who volunteer to "greet" the guards when they arrive on the estate – this makes the guards feel welcome and provides a valuable interchange of information on any concerns which may have arisen.

Every month, we review police reports on criminal activity in the area. Such reports rely on information



provided by the public and underlines the need for criminal incidents to be reported immediately to the police. The reports enable the police to direct their efforts on those areas where criminal activity is greatest, and potentially allows us to advise Avantguard as to where to focus its patrols. We are pleased to note that recent reports have not given rise to any major concerns.

However, we recognise that this should not lead to complacency on such an important issue and that we all have our part to play in ensuring that the estate remains a safe and secure place to live. This includes ensuring that we lock our doors, garages and vehicles overnight, or when we are away from home, to prevent opportunist break-ins.

Grass verges

It is the responsibility of all residents to help maintain clear grass verges around their property to ensure a safe place for all pedestrians on the estate. Similarly, residents must ensure that all WSCC fire hydrant posts and plates are clear of vegetation and easily apparent to the fire service, who will need access to them in order to gain the necessary water supply in emergencies. As we do not pay for litter to be picked up around the estate, we would ask residents to help by collecting any litter left on, or blown onto, their verges.

Fire hydrants

West Sussex County Council fire services carried out an inspection of selected fire hydrants on the estate during November 2019. They were happy with what they saw, especially the easy access to the plates and signs. The system was tested and is in good working order. These fire hydrants may be needed one day, and it is the responsibility of WRA residents to maintain their accessibility.

Drains

Arun District Council is concerned about some of the surface water drains that run from north to south on the estate. In some instances, it appears that the culverts have been covered over without keeping the water flow clear. Residents will be contacted early this year if this is the case on their property.

Wildflower garden



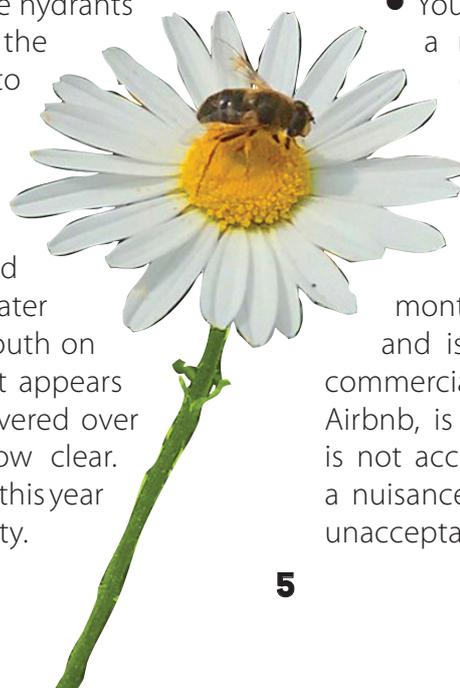
The wildflower garden on the greensward needs some work to ensure it looks good for next summer. We are looking for an owner or small group of people who might be willing to look after this, with a small amount of financial support from the WRA. If anyone is interested, please contact Hobdens and we will arrange to discuss this with you. Unfortunately, if we cannot find an owner, we will have to revert the garden to grass.

Letting of properties on the estate

We have had several queries about the letting of property on the estate. This is governed by the covenants on all properties which essentially state:

- Properties cannot be used for carrying on a business, trade or employment of any sort;
- They cannot be used as a nursing home or boarding house;
- They can only be used as a private residence for a family and servants;
- You must not do anything which may cause a nuisance to neighbours or any other estate residents.

As far as letting is concerned, the WRA take the view that a property being let under an assured shorthold tenancy agreement with a minimum term of six months is providing a residence for a family and is acceptable. Other types of letting or commercial use, including holiday letting and Airbnb, is considered as running a business and is not acceptable. Any letting or use that causes a nuisance to estate residents will be considered unacceptable.



The WRA website



Have you had a chance to look at our website? This is updated regularly and can be found at <http://willowhayne.org>. Information includes stop press, general estate information, planning processes, security, rules and regulations, finance, past and current newsletters, and links to other websites.

There is a section for residents' use only. Please contact Hobdens if you need the password. For security reasons, we don't publish this information in the newsletter.

We welcome your feedback on the website, so do tell us any additional information you think might be useful to both existing and potential residents.

Newsletter

We welcome items for inclusion in the newsletter, although articles may need to be edited due to relevance and space available.

We rely heavily on our team of volunteers to deliver the newsletter door to door. If you think you may have the time to join this team, we would love to hear from you.

WRA board of directors

The estate is managed by a board of directors, who are all volunteers and who make decisions on behalf of residents on the running of the estate.

The current board includes Ray Churcher (chairman), Terry Burke (vice-chairman), Arthur St John Simpson, Sue McMain, Brian Daley, Martin Mandelbaum, Julia Robinson (co-opted) and Brian Wood (co-opted). The specific responsibilities of each of the directors can be found on the website.

As mentioned previously, we are looking for two new volunteers to fill vacancies on the board. Contact us via Hobdens if you would like to find out more.

Useful phone numbers:

Police non-emergency number:
101 or **0845 6070999**

Estate security:
Avantguard **01903 890261** or **01384 218909**
Residents are advised that the misuse of the security service will result in a recharge of the WRA expenses incurred

Contact us c/o Hobdens, 41a Beach Road,
Littlehampton, West Sussex, BN17 5JA

Telephone: **01903 724040**

Or send a message via the website at
<http://willowhayne.org>

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