RMG
RMG House
Hoddesdon Hertfordshire
EN11 0DR
9th June 2025
FAO Justin Herbert

FORMAL COMPLAINT STAGE 2

Wrexham Road Garden Village Management Company Limited

Dear Mr Herbert,

On behalf of the collective Members of the above Residents Management Company, by the Kings Moat Residents Association (KMRA), it is now necessary to escalate matters to a **Stage 2 Formal Complaint**. This is prompted by ongoing neglect of the communal areas at Kings Moat and an unacceptable breakdown in communication and responsibility, particularly from RMG.

Despite multiple efforts to establish a collaborative relationship—most notably following RMG's site visit in September—the condition of the shared areas has only deteriorated. Aside from minor edging work, there has been no meaningful or sustained maintenance. The areas already formally handed over are now in a disgraceful state.

To remind RMG of its obligations, we have reattached your original management proposal—the same document issued by Redrow to homeowners to illustrate expected service standards. We can state categorically that these standards are not being met.

RMG is currently being paid over **£1,800 per month** to manage grounds maintenance and coordinate handovers. Yet there is no evidence that anyone from your team has visited the site this year. If they had, they would have seen:

- Weeds growing waist-high
- Dead and dying plants throughout the development
- Snapped trees left untended for months

We have also reattached the **Landscape Management Plan** prepared by the developers' appointed landscape architects. This plan details required maintenance standards—from plant replacement and topping up bark mulch, to hand weeding and grass-cutting frequency. None of these specifications are being followed. The result is a visibly deteriorating environment and a development that no longer meets even basic standards of upkeep.

Your ongoing inaction speaks volumes. Frankly, the situation is a disgrace. We were not surprised to see RMG called before MPs and featured in BBC reports this week—what is happening at Kings Moat is emblematic of the service failings highlighted nationally.

We are also extremely concerned by the relationship between the developers and RMG. It is astonishing that, despite increasing public scrutiny and consistent underperformance, major housebuilders continue to appoint companies such as RMG and FirstPort to manage high-end developments—knowing full well the outcomes are persistently below acceptable standards.

Further photographic evidence is attached, taken today, clearly showing the appalling condition of the site. We also refer you to our **unanswered emails dated 15 April and 30 April**, each of which included similar documentation. It is now June. Nothing has improved.

For reference, we also attach your correspondence from **November 2024**, in which Regional Manager Kelly Harvey committed to the following:

1. Holding an AGM with all residents in 2025
2. Hosting quarterly meetings with the KMRA
3. Issuing quarterly newsletters
4. Running a resident drop-in session post budget/accounts issuance
5. Annual tendering of all service contracts (including grounds) once handovers are complete

Not one of these commitments has been honoured.

We were also told in November that the condition of dead shrubs was “under review” for replacement. It is now June. Still nothing.

As such, the **Kings Moat Residents Association now formally demands reimbursement** for the management fees charged for services not delivered. This reimbursement should be based on:

- The standards outlined in your own management proposal
- Verbal reassurances provided during the September 2024 KMRA meeting
- Written commitments from your Regional Manager

RMG is fully aware that service charges must be fair and reasonable. The current charges are neither. Charging over £1,800 per month while failing to perform even the most basic management functions is indefensible and represents zero value for money.

We are still awaiting:

- The 2024 expenditure report
- Full service charge accounts
- The AGM
- Quarterly newsletters
- KMRA meetings
- Resident drop-in sessions

Your failure to deliver these basic responsibilities is wholly unacceptable.

We expect **immediate action** and a **formal written response within 14 days**.

Yours sincerely,

Kings Moat Residents Association