

Case Ref: (04276091) - Review Complaint Response

Email received 30<sup>th</sup> June 2025

Dear Residents Association,

Thank you for your email and letter dated the 9th June 2025. To introduce myself, my name is Paul Hitchen, and I am the Operations Director for RMG.

I have considered your concerns at the Review stage of our internal complaint's procedure, and my below response will now outline the full details of my investigation.

Envirocare are the grounds maintenance contractor maintaining the communal grounds. The Property Manager, Jemma Last has personally walked the site with their depot manager this month and discussed the works which are required. They are looking at stronger weed killers as they are aware of the ongoing issue especially in areas around bee hives. They are on site weekly at the moment and have previously had teams spend entire days onsite.

As discussed in the recent site meeting, any failed planting would need to be a service charge cost. As the areas are now handed over, it is not something that the consortium is able to complete or contribute to. We have had a quote for this which is just over £7000, and we are happy to instruct a purchase order for this now we have confirmed this is a service charge cost.

Any trees will need to be replaced in the Winter months. I have confirmed with Envirocare than purchase orders are in place for this and asked that the snapped tree be removed in the meantime.

Jemma has personally been to site three times so far this year and I hope you can see above, the issues are works we are aware of and Envirocare are in the process of resolving.

Several of the photos you have provided are taken of areas we have not yet taken handover of (areas by the playground and areas by Redrow Harris fencing). These areas remain with the consortium and Landstruction. There are further areas we are looking at taking handover of once remedial works are completed by Landstruction and we have required documentation from the consortium for example the playgrounds.

I do sincerely apologise that you have not received my response from your April emails. Please see below regarding the actions:

1. We are currently sourcing a location for a residents meeting; however, we are struggling to find a location which is able to hold enough people in the area. Due to the size of the development, we are looking for a venue able to hold 250 people and if more residents would like to attend, we would be looking to hold more than one meeting
2. Jemma passes on her apologies that she was unable to attend the last resident's association meeting due to illness. Please see some options below for dates if these work for you:
  - - Monday 7th July AM.
    - Friday 11th July all day.
    - Monday 14th July all day.
    - Friday 18th July all day.

3. I fully appreciate the first newsletter of 2025 has not been issued yet; however, this will be done shortly. We were planning for us to have further areas handed over which I could communicate to residents, however, this is taking longer than anticipated.
4. As the accounts have just been issued, we would be looking to communicate to residents about a drop-in session in July. We previously discussed standing on site in the communal areas by the show homes; however, this would not be feasible as this would mean resident queries would not necessarily be able to be answered as we would not be able to look up information for them. We will be communicating the location and time of a drop-in session for July shortly.
5. As the development is a phased handover, we would not look to tender the grounds maintenance contract at this time. We have contracts in place for the apartment block which can be tendered.

I do hope you can see above that many of your queries/concerns are already in progress and will be resolved in full shortly. You should have received a copy of the year end accounts and I have attached a copy of these for reference.

If you have any further concerns, please do let us know and I hope the above has fully answered your questions.

Yours sincerely,

Pau Hitchen  
Operations Director