

Email to RMG 30<sup>th</sup> April

Hi Jemma

I hope this message finds you well and you're feeling better.

We haven't had a response to the last email and we're wondering is there any way we can build a better and collaborative working relationship between RMG, ourselves, and the wider community? We absolutely appreciate the challenges that come with managing a new development, and the workload you no doubt have as a Property Manager at RMG, and our intention here is to work with you in a way that supports and benefits everyone involved.

That said, we're concerned that the service the development is receiving doesn't reflect the commitments outlined in the original management proposal, or the expectations set through past email correspondence and verbal discussions, nor is it reflective of the £1700 per month RMG pay to themselves for the management of the development. In particular, we've not had a single quarterly meeting with RMG since September, and monthly site attendance, something RMG proposed to the developers at tender stage, has not been happening. The AGM promised has also not taken place and the initial handover was 2 years ago, which means the Directors of Wrexham Road MCL are in breach of the Companies Act.

We're also noticing gaps in communication between the developers and RMG. Several completed areas haven't been maintained or properly handed over, and unfortunately now need to be redone. This is not only frustrating for residents but a clear waste of both time and money that we all ultimately contribute to. The bins on both open play areas are a huge bone of contention for all in the community whatsapp group, and we really need RMG as our service providers to be reinforcing the owners requests to the house builders to get these areas handed over to yourselves so that we all know there is a frequent contract in place for things like the bin emptying, weeding, and landscaping. There are enough completed houses now to financially support additional areas being covered by our service charges.

We'd really like to understand how this situation can be improved. Is there a better way we can work together to ensure clear, proactive communication and a more visible presence on site? Our goal is not to point fingers, but to get to a place where RMG is genuinely part of the community and working alongside us to protect the development, the service charge, and the resident experience.

Please let us know your thoughts on how we can move forward positively, we're open to solutions and would welcome an open discussion.

To provide additional support and evidence of the issues, I have attached some pictures of the bedding areas around Moat Lane play area. These areas were lovingly landscaped at the start of this year but have been left to become a haven for weeds now.

I also understand that the play area, and pond area on Portway Row haven't been handed over, but could we please request that when Envirocare are on site that they come and empty that bin and the one on Moat Lane for a small additional fee to what they are paid, I am sure the collective owners wouldn't mind this as long as its being done by someone. At least then its being done at least fortnightly.

There is also a community picnic being held this Monday on the play area at Moat Lane and we would like to extend our invite to RMG to attend if they would like too.

Hope to hear from you soon

Kind regards

Danielle O'Brien  
Kings Moat Residents' Association