

Updated Garendon Park Estate Plan March 2024

people places communities by Preim Managing Agents –

Presentation to U&I 09.04.19 Preim Managing Agents - Proposal to Fairfield Gardens, Stotfold
Preim Managing Agents - Proposal to Fairfield Gardens, Stotfold

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1.0 Garendon Park Development Overview

Overview

The Garendon Park development (sometimes called the West of Loughborough Sustainable Urban Extension) is a new residential led development comprising 3,200 new homes, on 466 hectares of land bordered by Hathern, Shepshed and Loughborough ¹. The development will include 160 hectares of green spaces with play areas, 2.5 hectares of allotments, 16 hectares of land for employment use, a new local centre with shops and community facilities, two new primary schools, sports facilities, and sites for travellers and travelling show people. The Garendon Park development also includes the historic Heritage Park ².

Persimmon Homes working in joint venture with William Davis Homes believes that the non-adoption of green spaces and managing communal amenities through an Estate Management Company that has already been established called *Garendon Park Residential Management Company Ltd* (GPRMCL) provides the best opportunity to deliver a great development and a legacy of which to be proud. The members ³ of the GPRMCL will comprise Persimmon Homes, homeowners, schools, retail and other commercial businesses owning property on the estate. All property owners on the development will pay an annual *Estate Service Charge* for the ongoing management and maintenance of the communal amenities ⁴.

Charnwood Borough Council (CBC) wishes to maintain a 'watching brief' for the development and it is understood will provide a representative for a future GPRMCL *Residents Steering Committee*.

At the heart of the GPRMCL will be well maintained and *accessible high-quality* spaces with a strong community spirit. ⁵

The Garendon Park development will be 'built out' in 9 phases and for easy definition within this Estate Plan, will comprise both *adoptable infrastructure* (e.g. roads, streetlights) to be owned and maintained by the Local Authority and *non-adoptable infrastructure* (e.g. green spaces, play areas and SuD's) to be maintained, owned and funded by the GPRMCL. It is intended that as the development progresses and non-adoptable infrastructure is completed, at approximately 80% property occupations on each development phase and following any maintenance periods, the non-adoptable infrastructure will be handed over to the GPRMCL to be maintained through the Estate Service Charge.

This updated Estate Plan develops and supersedes the thoughts originally set out in the May 2019 Estate Plan and included as part of the approved Section 106 Agreement. The updated Estate Plan also seeks to address the comments made in reports produced by FHP Property Consultants dated 15th August 2022 and 26th July 2023 on behalf of Charnwood Borough Council and comments made by Charnwood Borough Council directly in emails dated 13th October 2022, 10th November 2022 and 20th October 2023.

Here we intend to clearly set out how, the Garendon Park Estate ⁶ will actually be managed revolving around a single management company structure, through Preim the appointed managing agent. This Updated Estate Plan also includes a detailed financial model, Estate Service Charge budget and cash flow together with the legal documentation; Draft Transfer, Deed of Covenant, Certificate of Incorporation, Memorandum and Articles of Association and the proposed managing agent's contract required to deliver a sustainable management company platform for GPRMCL.

Please note that the management arrangements for the Local Centre/Community Hub are not included within this Updated Estate Plan and will be addressed separately within a Community Hub Strategy in accordance with [Schedule 3](#); Clause 1.3 of the Section 106 Agreement.

¹ In 2021 A civil parish of Stonebow Village was created encompassing the area.

² Garendon Country Park, a Registered Park and Gardens, not clear if it is included in the 160 hectares.

³ Members are not shareholders.

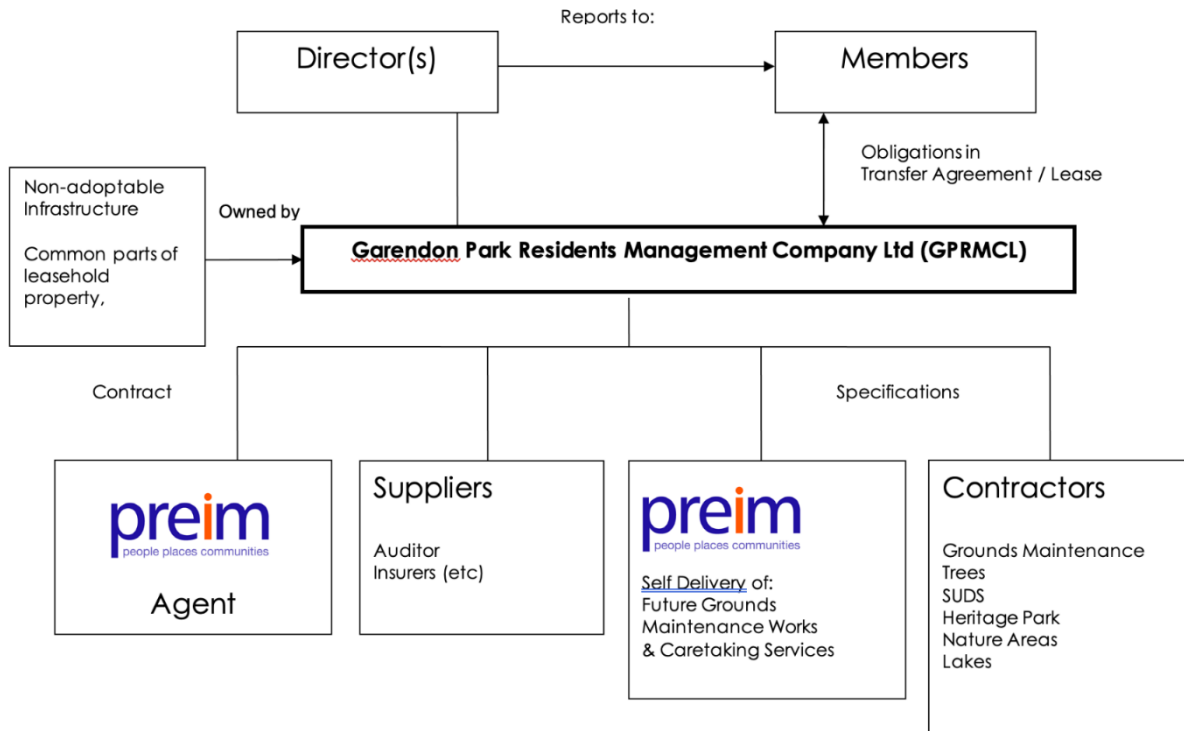
⁴ It is not clear if these amenities here include the Registered Park and Gardens (See Section 3.0)

⁵ Accessibility generally means access regardless of disability.

⁶ Previously referred to as 'development'. Note throughout this document the term "Garendon Park" refers to the whole site acquired by the developers, not simply the Registered Park and Gardens.

2.0 Proposed Legal Structure for GPRMCL

The legal structure for GPRMCL is as follows:



There will be a single estate management company which has already been incorporated as *Garendon Park Residents Management Company Limited* (GPRMCL) for the whole Garendon Park development. This comprises all residential, commercial, employment, retail land and the Travellers site.

GPRMCL is a Company limited by Guarantee i.e. a non-profit making company set up to administer the management and financial obligations associated with non-adoptable infrastructure. Initially, the Directors of GPRMCL will be Persimmon Homes.

Persimmon Homes will hold an 'A' membership that gives *sole voting rights*, to ensure the GPRMCL runs smoothly for as long as Persimmon Homes has an obligation to retain an interest in the company. Persimmon Homes have appointed 3 senior company employees as the Directors of the GPRMCL. As each new property is sold, the new property owners will receive 'B', 'C', 'D' etc memberships, although membership certificates will not be issued until the development is completed. These memberships represent each property owner's interest in the GPRMCL.

All stakeholders within this mixed-use community will be members of GPRMCL: homeowners (B members), schools (C members), retail (D members) and commercial units (E members) alike.

Handover of Non Adoptable Infrastructure from the Housebuilders to the GPRMCL

As the development progresses and Non Adoptable Infrastructure is completed, it is handed over from the Housebuilder into the GPRMCL via a rigorous process administered by Preim. This helps to ensure that Non Adoptable Infrastructure has been satisfactorily constructed in accordance with all necessary approvals at which point maintenance of the Non Adoptable Infrastructure is funded through the Estate Charge.⁷

Handover of GPRMCL from the Housebuilders to the Property Owners

Persimmon Homes will control the GPRMCL until such time that they are ready to hand over ownership to the members. The Memorandum and Articles of Association for GPRMCL define that the point of handover of the management company to the members will be after the occupation of the last property and after all non-adoptable infrastructure has been satisfactorily completed together with any maintenance periods. At this point, if not already completed the freehold title for the non-adoptable infrastructure will be vested into the GPRMCL, new directors are voted for and appointed at Companies House and Persimmon Homes resigns its 'A' membership. Thereafter, the GPRMCL will be entirely owned by the 'B', 'C', 'D' and 'E' membership property owners on the development. This structure will deliver the following outcomes:

- Fulfills Persimmon Homes' development obligations regarding the repair and maintenance of any non-adoptable infrastructure.
- Delivers defined approved works and services for the GPRMCL, property owners, residents' and other stakeholders.
- Establishes robust transitional legal arrangements to facilitate control of the development by Persimmon Homes until such time as they are able to relinquish that control.
- Builds a sustainable legacy for the community and enables Persimmon Homes' eventual exit strategy from the development.
- Mitigates the risk of Charnwood Borough Council having to exercise its 'Step in Rights' and enables the authority to retain just a watching brief.

⁷ Will the Community Liaison Group be informed of transfers from Persimmon into the Management Company?

GPRMCL Legal Documentation

The proposed Draft Transfer, Deed of Covenant, the Memorandum and Articles of Association for GPRMCL setting out the relationships between all parties together with the Managing Agent's contract are attached as Appendices A, B, C and D to this document.

Management of Covenants

To help deliver high standards across the development particularly around the use, occupation and condition of properties a series of covenants are incorporated within the Property Transfer for all properties that is registered with the Land Registry.

A pragmatic view should always be taken on enforcing sensible and appropriate covenants.

Whilst too much control can act as a disincentive to either Housebuilders, prospective purchasers, or both, a sensible level of control combined with the right level of management will result in both high standards and a quality environment being maintained. As such these provisions will be a key driver in maximising the quality of life throughout the development to the benefit of all who live in the area.

However, a fundamental point is that the GPRMCL must always be put in funds, by those who wish to enforce a covenant.

Other Key points within the proposed GPRMCL Legal Documentation:

- the costs of GPRMCL services are variable *and determined by the Director*
- all property owners pay a fair proportion of the cost of services to manage, maintain and fund the non-adoptable infrastructure. For Garendon Park the fair proportion for residential properties is defined as GPRMCL cost of services divided by 3,200 i.e *all residential properties will pay the same Estate Service Charge.*⁸
- It is assumed that all Agricultural Tenancies and the commercial operators within the Employment / Community Hub areas will pay an annual contribution towards the Estate Service Charge Budget. This is discussed in greater detail later in this Updated Estate Plan.

As detailed within the Draft Property Transfer (TP1) attached as Appendix A, each property owner will be invoiced the Estimated Estate Service Charge Budget for the ongoing repair and maintenance of the communal amenities (whatever the cost is) annually.

Where services are not provided by GPRMCL, a credit for those services will be given to property owners' in the following years estimated Estate Service Charge Budget.

Where there is an overspend on the annual GPRMCL Estate Service Charge Budget and there are insufficient funds to repair and maintain GPRMCL communal amenities then the GPRMCL Director is *entitled to surcharge equally*⁹, all property owners any shortfall in the Estate Service Charge Budget.

Control Framework for Handover of non-adoptable infrastructure from Housebuilders to GPRMCL

The principle for a Handover strategy of non-adoptable infrastructure from the Housebuilders to the GPRMCL is designed to ensure that the cost of the management and maintenance of any non-adoptable infrastructure is funded by the level of Estate Service Charge income received. Where costs exceed income, then Persimmon Homes will be required to fund any voids.

In accordance with the Section 106 Agreement, it is assumed that generally, there will be a phased handover of non-adoptable infrastructure from the Housebuilders to GPRMCL when approximately 80% of property occupations for each phase has been achieved. Although the exception is Phase 1, where

⁸ Note that the S106 suggests a fee proportionate to size/area of property. Did CBC endorse this?

⁹⁹ Again the flat rate applies to the disadvantage of affordable and smaller property owners

some areas may be handed over in advance of 80% occupations related to obligations to provide access to the *Garendon Heritage Park* .

It is understood that within Schedules 5, 6 and 7 of the approved Section 106 Agreement there is a requirement to establish a transparent and open handover process of non-adoptable infrastructure from the Housebuilders to the GPRMCL.

Charnwood Borough Council Step In Rights

As set out within the Section 106 Agreement, incorporated within each property transfer and Deed of Covenant there is a clause around Charnwood Borough Council's right of entry in the following circumstances:

In general, it is proposed that GPRMCL will comply with the relevant obligations Schedule 5 – 1.7(b) management and maintenance of *Green Infrastructure*

Schedule 6 – 1.3 – future maintenance of *Heritage Works*

Schedule 7 – 1.1-1.3 – maintenance general in accordance with approved plan

by entering into a Bilateral Deed and covenanting directly with Charnwood Borough Council.

The deed should contain the following Obligations:

- Covenants on the part of GPRMCL to comply with the above provisions and the management provisions contained within any lease or transfer of a dwelling(s). Please refer to Appendix A and the proposed TP1.
- A step in right on the part of Charnwood Borough Council that enables the Council to perform THE OBLIGATIONS in the event of insolvency of GPRMCL (all references to schedule 7)
- A covenant on the part of the Council to perform THE OBLIGATIONS if they step in, such covenant to be in favour of Persimmon and the owners and occupiers of dwellings (including Registered Providers) and their respective lenders, charges and mortgagees.
- The Transfers/Leases (including those for all Registered Providers Transfers) included within Appendices include provision for the occurrence of Step In.
- As part of the Homes Sales Pack prospective home purchasers will be informed of the rights of step in, and that Charnwood Borough Council will be providing a Deed of Covenant to comply with the Obligations on Step In (see above).
- The OBLIGATION to pay the Estate Service Charge to GPRMCL will be extended to include an OBLIGATION for Homeowners to pay the Estate Service Charge to Charnwood Borough Council in the event of Step In.

3.0 Management Structure & Approach

Managing Agents' Contract

Preim have been appointed as managing agents for Garendon Park and has a draft contract with the GPRMCL attached as **Appendix D**. It is suggested that incorporated within this draft contract is an Open Space specification and a number of other minimum standard procedures reflecting the scope of service with Key Performance Indicators.

It is intended that this additional information will support resident groups and other interested stakeholders such as Charnwood Borough Council to monitor GPRMCL / Preim performance.

The additional information are listed below and included within Appendix H.

- Open Space and Communal Infrastructure ¹⁰ Maintenance Specification
- Administration and Contacts Procedure
- Contractor Approval and Administration Procedure
- GDPR Personal Data Protection
- Out of Hours Response Procedure
- Complaints Procedure
- Key Performance Indicators

In March 2022 Preim was acquired by the Encore Group based in Cambridge and is a wholly owned subsidiary company. With the extensive resources and financial backing of Encore, it is anticipated that Preim will continue to thrive helping placemakers to deliver great communities across the UK.

Resources

Preim Ltd currently employs 35 people who have backgrounds in:

- Customer Services
- Property and Estate Management
- Utilities
- Insurance
- House Building
- Civil Engineering

Appendix E Shows both Preim Ltd's Company Organogram together with that of their parent company Encore Group Ltd

Preim's Head of Client Delivery is Oliver Taylor. Reporting to Oliver, is a dedicated team of Customer Account Managers and Assistant Customer Account Managers based in Peterborough and Worcester. Oliver will lead all of Preim's office and site-based activities around a quality system, with agreed processes and procedures.

A dedicated Customer Account Manager will be appointed to manage the Garendon Park development with day to day responsibility for all matters that relate to GPRMCL. The Customer Account Manager will be supported with any office based activities by a dedicated Assistant Customer Account Manager. All information related to GPRMCL is contained within Preim's QUBE software application accessible by the whole team.

¹⁰ Assumed to include the Heritage Park / Registered Park/ Garendon Country Park

Phasing Details

There will be 9 development phases laid out in accordance with the proposed site wide phasing plans detailed on the drawing series reference **Nos 7394-L-PH1-2** Rev 0 or any subsequent revisions agreed with Charnwood Borough Council.

Phase	Number of units
1	210
2	246
3	344
4	556
5	526
6	384
7	420
8	294
9	220
Total	3,200

Community Engagement

Garendon Park will provide generous green spaces that will define the character and quality of the development, as well as the lifestyle of residents and the legacy for future generations. If they are well maintained and presented, they will add value to the homes on the development, creating a sought-after mixed-use community where property at all price levels is transacted easily and quickly.

Preim are passionate about helping communities to manage green spaces and natural habitat and have demonstrated on other developments that they can be utilised as a way of engaging and connecting with a new community. From excellent presentation of the green spaces to enabling local food growing co-operatives or taking part in community walking activities, residents are in control and ultimately empowered to make their own decisions around the service that they want.

At Garendon Park Preim will work to achieve a sense of community and sense of well-being and to deliver education initiatives, encouraging residents to get involved in events and activities. We believe that partnerships like this can be really successful in widening awareness of wildlife and its green spaces and getting people of all ages and backgrounds involved.

Detailed within the Section 106 Agreement [Schedule 3](#) Annexes 2 and 3, is a requirement for a *Community Liaison Group*, which we understand has already been established and a future requirement for a *Community Development Worker*.

As drafted the purpose of the above Group / role is to help support the Placemaking process at Garendon Park. It is understood that as Managing Agent, Preim will be required to work with the Community Liaison Group and will attend Community Liaison Group meetings.

Attached in Appendix N is an Engagement Relationship Organogram that sets out the proposed relationships between Persimmon Homes, the Community Liaison Group, the Community Development Worker and GPRMCL.

Community Liaison Group

As detailed within the Section 106 Agreement, the Community Liaison Group shall comprise a *representative* from each of the following organisations:

- Persimmon Homes
- Charnwood Borough Council
- Leicestershire County Council
- Hathern Parish Council
- Shepshed Town Council
- Preim
- Any other interested stakeholders nominated by Charnwood Borough Council.

The Group will meet quarterly and the meeting chaired by the Persimmon Homes representative.

Terms of reference for this Group should be *all matters connected to effective placemaking* at Garendon Park during and post the construction period.

Registered Garendon Park and Heritage Site Conservation Group

Within the approved *Green Infrastructure Biodiversity Management Plan* it is suggested that a volunteer community group - Friends of Garendon Park¹¹, be established to engender both community involvement and assist in conservation maintenance tasks required, particularly related to the Heritage Sites. This is considered a great idea and it is anticipated that this volunteer group should be established through and feed back to, the above *Community Liaison Group*.

Review of 5 Year Estate Management Plan

One key role that the *Community Liaison Group* will undertake, supported by specialist advisors as required, is a *5 Year Review of the Estate Management Plan*. This Review will include an appraisal of the maintenance costs, resources and activities required to maintain the communal amenities including the Heritage sites. The output from this 5 Year Review will be a written report with a statement of GPRMCL financial viability and recommendations where additional funding is required either from the Owner or through the Estate Service Charge Budget.

Community Development Worker

It is understood that the Community Development Worker will be funded directly by Persimmon Homes outside of the Estate Service Charge Budget. The brief for the Community Development Worker is detailed fully within Annex 3 Schedule 3 of the Section 106 Agreement. A key element of this role will be to help co-ordinate activities and outputs from the *Community Liaison Group*.

The Community Development Worker role, if delivered successfully will work with many different local organisations and people.

On a number of its large urban extensions Preim has worked with Housebuilder clients to recruit, appoint and manage part time Community Mobilisers to help engage and build new communities. To help provide support, clarity and structure to this part-time role at Garendon Park, it is suggested that the Community Development Worker should in fact be employed through Preim.

Community Development Action plan

Attached as Appendix O is a brief overview of a *Community Development Action Plan* that could be utilised at Garendon Park.

The cost to implement this plan in the early days will vary. The idea is that eventually Homeowners will self deliver.

However for the purposes of this plan it is suggested that Persimmon Homes and their development partners allow a sum of £20K per annum over the first 5 years of the development.

¹¹ Unfortunately this clashes with our name, but can be resolved eg by a Garendon Conservation Group. It needs to be inclusive of all interested residents

Formation of GPRMCL Steering Committee

A key element in delivering a sustainable legacy for Garendon Park working collaboratively with the Community Liaison Group and the Community Development Worker, will be the formation of a properly constituted steering committee of members. The role of this committee must always be focused only on the GPRMCL and the non adoptable infrastructure that will be owned, maintained and funded through it. Therefore in reality the GPRMCL only really begins to play an active role in Garendon Park once non adoptable infrastructure is being completed and the maintenance obligations are being handed over from Persimmon Homes to the GPRMCL.

The steering committee would be formed through a vote of interested members (advertised within the community in advance of the meeting) at the first annual meeting which typically takes place at approximately 12 to 18 months after commencement of the development (ideally say 50 - 75 homes completed and occupied). Preim provide a clear job role, with clear expectations and rules including on behaviour. The idea is that in time and whilst the development progresses, the steering committee grows and the Director provides the steering committee with certain delegated authorities. In time, for example, this will include discussion and consultation around a range of GPRMCL matters such as agreement on the annual Estate Service Charge budget or management of the non adoptable infrastructure such as the Heritage Park.

Typically, a Steering Committee will meet bi-monthly. At Preim, we spend a considerable amount of time and effort working with appointed steering committee members to help provide a focus for the community, to inform and to shape the scope of service required as well as creating the future legacy for the development.

Initially, our experience on large urban extensions is that all steering committees are personal agenda focussed on matters often outside of GPRMCL's control – typically, 'it's an unkempt building site' and 'speeding vehicles' are the most common. But over time the steering committees change (homeowners come and go) and will begin to be a more representative sample of the development i.e. freehold, leasehold, social housing and ideally commercial property owners/members of the GPRMCL that have purchased / rented their homes / property from all of the Housebuilders on all phases of the development

On all of Preim's other Garden Villages and Urban Extensions residents sub-committees are also used to engage more property owners with specific interests, roles and responsibilities, perhaps around community engagement, green spaces, play areas and allotments. For GPRMCL this will include the Heritage Park, where it may be appropriate to introduce more expertise through other stakeholders. The intention is that the sub-committees report to the main steering committee members.

The objective is always that, in the future, 'an educated' and well established steering committee will be able to step forward to become the GPRMCL directors.

A Guide to establishing a steering committee, its consultative role and the sorts of matters a Committee would be consulted upon and decisions required is attached within **Appendix F**.

An Engagement Relationship Organogram showing the relationship between Persimmon Homes, the Community Liaison Group, the Community Development Worker, Preim and the GPRMCL Steering Committee is attached as Appendix N.

Charnwood Borough Council wishes to maintain a 'watching brief' on the development and will provide a representative to attend bi-annually future GPRMCL Residents Steering Committee meetings . This is viewed positively and offers a degree of structure to a fledgling committee.

To assist this 'watching brief' and as referred too, will all be accessible via the Preim website and portal.

How the Community Engagement Roles may evolve

In time as the development progresses and more non adoptable infrastructure is completed and handed over to GPRMCL, the GPRMCL Steering Committee will become more active. For clarity, on all day to day matters related to GPRMCL non adoptable infrastructure, the Steering Committee members address any queries or concerns directly to Preim and if necessary to Persimmon as GPRMCL Director.

The Community Liaison Group continued involvement will provide support and useful connections for residents to help deliver the completion of the adoptable infrastructure within sensible timescales.

Preim's experience shows that in time as the community grows and establishes its own identity the role of the Community Development Worker diminishes and will typically fall away.

Appointment of GPRMCL Resident Directors

Preim has a proven management system and procedure for identifying and appointing new directors for Estate Management Companies and this will apply equally to GPRMCL. The procedure is also attached as Appendix F.

Preim is highly experienced delivering Management Company handovers into Resident Director control. We will take the necessary time and apply sufficient resources to engage the community and to identify and educate prospective Resident Directors.

However, in the highly unlikely event that no property owner is prepared to become a director, Preim's managing agent's contract includes a provision for Preim to fulfil the role of director, until such time as a property owner director is found.

Handover of Non-Adoptable Infrastructure from the Housebuilder to GPRMCL

Persimmon Homes and their Housebuilder 'partners' propose to complete the development in 9 distinct phases. The non-adoptable infrastructure for each completed phase and/or any sub-phases will be formally handed over to the GPRMCL through a management system and procedures that ensures Housebuilder compliance with all relevant approvals and maintenance periods and allows for defect identification and rectification.

The precise nature of the non-adoptable infrastructure to be included within the GPRMCL is not fully defined. The idea behind the GPRMCL estate management company model is that non-adoptable infrastructure can in fact be anything within the development's defined boundary. This allows for flexibility and the ability to maintain non-adoptable infrastructure of the future e.g renewables. This flexibility is facilitated within the legal documentation and the ability to generate an income and to recover GPRMCL expenditure.

Preim uses its skill, experience and expertise when taking handover of any non-adoptable infrastructure from the Housebuilders on behalf of the GPRMCL to ensure that any non-adoptable infrastructure has been satisfactorily completed in accordance with all necessary approvals, including the approved Site Wide or specific phase Green Infrastructure Biodiversity Management Strategies, the Management Area Plan and any approved detailed Landscaping plans, all maintenance periods have been completed and any identified defect rectification works have been satisfactorily undertaken.

The Housebuilder will be required to complete a Handover checklist provided by Preim, and the submission of all relevant documentation. This includes the Health and Safety File, **As Constructed Drawings** together with all **Operation and Maintenance Manuals**¹². All of this data is reviewed, checked, uploaded, managed and controlled by Preim on our secure QUBE software applications accessible to all staff managing the development. Preim's Handover Procedure is attached as **Appendix G**.

Preim will always apply rigour to the Handover process and on occasions there may be disagreements with the Housebuilder over the suitability or otherwise of the non-adoptable infrastructure being offered for Handover. As a principle, Preim never benefits taking handover of Non Adoptable Infrastructure that has not been satisfactorily completed in accordance with all necessary approvals. Invariably incorrectly constructed Non Adoptable Infrastructure becomes a time consuming maintenance issue.

The proposed involvement here of resident Steering Committee representatives living on the development, in the Handover of Non Adoptable Infrastructure process will help to deliver an additional self-checking mechanism that ensures quality. A key point is that Preim cannot and will not use Estate Service Charge monies on any activities that could be considered as Housebuilder 'Build' activities.

It is always intended that agreement will be reached between Preim and the Housebuilder at a Handover. However, where agreement cannot be reached GPRMCL's managing agent's agreement with Preim includes a mechanism for either Persimmon Homes as GPRMCL director or Preim may appoint an 'Expert', to provide a non-binding view as to the suitability or otherwise of the non-adoptable infrastructure offered for Handover.

From the point of Handover of non-adoptable infrastructure within each phase, the GPRMCL members will bear the full risk of the cost of maintenance and repairs to that non-adoptable infrastructure.

Whilst it is understood that the trigger points detailed within the Section 106 Agreement show Handover at 80% of property occupations, we believe that wherever possible it is essential that each Housebuilder

¹² Typo!

hands over completed non-adoptable infrastructure to the GPRMCL as early as possible. This enables residents' to make an early and direct connection between the Estate Service Charge that they pay and the service that they receive. This does of course assume that there is sufficient Estate Service Charge income available for GPRMCL to pay for the cost of services provided.

Please note that a Handover of non-adoptable Infrastructure from the Housebuilder to the GPRMCL will not initially include a transfer of its title into the GPRMCL, just a Transfer of Service as reflected within the GPRMCL legal documentation. It is anticipated that the legal transfer of all non-adoptable infrastructure title will only take place after the completion of the total development i.e. following occupation of the last property and satisfactory completion of all non-adoptable infrastructure.

To help aide community engagement and that sense of ownership, members of the GPRMCL steering committee will always be invited to work with Preim and to get involved in these non-adoptable infrastructure Handover inspections. Please note that whilst members will be consulted it is only Preim, using its skill, experience and expertise who will determine whether the non-adoptable infrastructure is acceptable for handover by the GPRMCL – subject to any requirement for implementation of the Expert role referred to above.

Registered Garendon Park and Garden, Estate Open Areas and the Public Realm

The Registered Garendon Park, estates communal amenities etc and public realm included as non-adoptable infrastructure will be managed and maintained in accordance with the following:

- Management Company Areas Drg No 7394-L-MP-02 Rev A dated 1st August 2022 attached as Appendix L and Drg No 7394-L-Ph1-2 Rev 0 dated October 2022 or any subsequent approved drawings.
- Site Wide and Phased Green Infrastructure Biodiversity Management Strategy for Phases 1 and 2 dated April 2022 that have been approved together with any subsequent amendments agreed with Charnwood Borough Council.
- Plan 5 – Public Access Drg Reference No 1005-L-214 A shows the proposed public access plan with timescales for opening

The maintenance of the non-adoptable infrastructure will be carried out by approved contractors under contract with the GPRMCL. Preim utilises SafeContractor to maintain a register of approved contractors and suppliers and will only place orders with approved contractors and suppliers on behalf of the GPRMCL. Preim will agree the works specification with the GPRMCL as and when required. As the development increases in size consideration may be given to appointing our own dedicated grounds maintenance team to maintain the non-adoptable infrastructure (see Section 6 Preim Staffing Strategy).

A planned programme of regular inspections for the Estate Open Areas and Public Realm will be implemented and undertaken by Preim staff as part of the ongoing maintenance regime. This will include formal Health and Safety Inspections undertaken annually / bi-annually by Preim's inhouse qualified Surveyor.

Garendon Registered Park and Garden

It is understood that there will be a phased access to the Registered Park and Garden including the Heritage Sites as the development progresses, all in accordance with the agreed Public Access Scheme.

The handover process detailed earlier within this Estate Plan shall apply to all communal amenities within the Registered Park and Garden.

Generally across the Registered Park and Garden the communal amenities shall include bridleways, footpaths, cycleways, trees, hedgerows, woodland, grassland, ornamental planting, wildflower meadows and 11No Heritage Sites. These communal amenities will be maintained strictly in accordance with all approved maintenance schedules and the Performance Standards referred to within Appendix H of this Estate Plan.

Garendon Park Ranger

As Garendon Park develops there will be a need to both promote and police the open space and infrastructure that will be delivered. Initially it is proposed that the 'Ranger' will be appointed through the grounds maintenance contractor. The Ranger will in effect be an engaging but 'Hands On' Site

Supervisor with a dual role to oversee others doing work and to participate also, with a brief to engage with the wider community day to day.

In time as Preim look to deliver the grounds maintenance services inhouse, this appointment will be made through the managing agent. The typical Ranger role supported by Preim will have the following responsibilities:

- Overseeing the grounds maintenance work across the estate day to day.
- Continuously review ongoing maintenance and services delivered and report to Preim and other stakeholders.
- Help to enforce issues around littering, dog fouling or any antisocial behaviour.
- Promote the Park and working with others help deliver an annual series of events (such as nature walks, engagement with School groups etc.); and
- Attend resident and community group meetings as necessary

Heritage Sites at Garendon Park

Currently the scope of the restoration works required for the Heritage Park are being assessed by Persimmon Homes and its expert team. An initial Garendon Park Listed Buildings and Associated Structures Management and Maintenance Plan dated December 2023 has been produced by James Boon Architects.

This initial report has been used to provide indicative costs for the required inspection regime and a maintenance reserve for the Heritage Sites and these costs are included within the Estimated Estate Charge Budget.

As far as the GPRMCL are concerned, the Handover of any historic monuments is 'just' another piece of non-adoptable infrastructure and we will adhere fully to the Handover process described earlier within this document. Maintenance of the Heritage Sites will be undertaken strictly in accordance with written maintenance specifications and schedules to be provided as part of this Handover process. As detailed above, it is intended that the Community Liaison Group comprising Persimmon Homes, Charnwood Borough Council, Preim Ltd and other interested stakeholders will undertake a 5 year Review to ensure that the Estate Charge Budget is sufficient to maintain all of the communal amenities including the Heritage Sites.

Handover of individual blocks of leasehold units

We have assumed that any leasehold blocks will be relatively small (i.e. < 12 units) ideally, each block will not be handed over until the occupation of all units has been completed. Of course, Handover may arise earlier if the non-adoptable infrastructure has been satisfactorily completed in accordance with the Handover procedure and the Housebuilder pays any Estate Service Charge voids. Preim will undertake snagging of the areas to be handed over and may instruct an experienced independent person to assist in the snagging works, if necessary, the cost of which should be met by the Housebuilder. Upon completion of any snagging works, Preim will accept Handover subject to the Housebuilder completing the Handover checklist provided by Preim and the submission of all relevant documentation. Including a full O&M pack.

Leasehold apartments

Leasehold properties will be managed strictly in accordance with the leases, and all relevant legislation.

Works and services will be provided by contractors and suppliers in contract with the GPRMCL. Preim utilises SafeContractor to maintain a register of approved suppliers and will only place orders with approved contractors and suppliers on behalf of the GPRMCL. Preim will agree the works specification with the GPRMCL as and when required.

A range of local service providers will be identified and included on our list of approved suppliers for specific maintenance activities such as:

- communal area cleaning
- communal area window and gutter cleaning
- painting and decorating

More specialist service providers will be identified in respect of maintaining:

- satellite dishes
- door phone entry systems
- fire alarm systems
- lighting, including emergency lighting

Our Customer Account Manager will monitor maintenance works undertaken by contracted service providers. As the development grows and a grounds maintenance / caretaking team is established on site, the team will be suitably trained and multi- skilled in order to undertake certain tasks, such as fire alarm testing in the apartment block communal areas as required.

Typically, we will also identify and utilise a 'handy man' based locally and retained to be available at short notice when required. We would also encourage the grounds maintenance / caretaking team to undertake minor maintenance tasks where appropriate, in order to ensure quality control, and to reduce expenditure on other contractors.

Our grounds maintenance contractor / caretaking team will cyclically wash down and clean any leasehold properties communal bins, the bin store and bicycle areas.

Fire Risk Assessments and Health & Safety audits for each leasehold block will be undertaken and reviewed cyclically in order to comply with legislation. Our Customer Account Manager has regular contact with the leaseholders and will be able to address any Health & Safety concerns that may arise.

As required, our Customer Account Manager will consult with leaseholders in accordance with the requirements of the Commonhold and Leasehold Reform Act 2002, and the Landlord & Tenant Act 1985.

As part of any Handover of non-adoptable infrastructure to the GPRMCL, Preim will work with the Housebuilder to establish a long-term maintenance plan for each leasehold block. The plan will indicate the budget provisions required for replacement items such as re-roofing, replacing carpets etc. The plan will also provide costs and timescales for works such as redecorating the internal and external common parts in accordance with the leases.

Registered Provider Units

The proposed first registered provider for Garendon Park has yet to be determined.

Where a proposed apartment block includes units owned by both a Registered Provider and private individuals, then it is anticipated that Preim will maintain the apartment block non adoptable infrastructure. Where a proposed apartment block comprises units owned totally by a Registered Provider then Preim anticipate that the apartment block non adoptable infrastructure will be maintained directly by that Registered Provider.

A similar approach will be adopted for both private member / visitor parking and

Registered Provider tenants / visitor parking

Health and Safety

Health and Safety is of paramount importance to our business and we have established Health and Safety systems and processes as part of a Quality System.

Staff performance is measured through Key Performance Indicators which includes a Health and Safety weighting.

Preim retain Peninsula UK to monitor the application of our Health & Safety management systems. This includes a regular review of Health & Safety management on all of our estates and developments that we manage including:

- Supplier Approval
- Approach to CDM
- Lone Working
- Estate Risk Assessments
- Building Risk Assessments

A statement will be included within Preim's monthly report stating the following:

Number of Hours worked on the Estate by employees, contractors and other 3rd Party service providers.

The cost of employing Peninsular for the activities that they undertake is paid for directly by Preim Limited and is part of Preim's overhead.

Approval of Suppliers

All contractors and suppliers providing services for the GPRMCL must complete a detailed supplier's questionnaire including providing any required task specific risk assessments and method statements, to assess their capability, capacity, approach to Health & Safety and their insurances. (Please note that any generic risk assessments and method statements must be developed and approved to reflect the actual work being undertaken). The approval of a supplier onto our approved supplier's database can only be made by a Preim senior staff member and no purchase orders can be sent to suppliers unless they have met our qualifying criteria.

As detailed previously, our Supplier database is managed externally by SafeContractor.

Achieving best value from Suppliers is of paramount importance. With Preim's extensive portfolio of estates means that we are able to continuously benchmark work quality and price. Where the Director / Preim considers it necessary, perhaps linked to anticipated work cost or WORK complexity, Preim will always seek best value through competitive tendering.

Planned Estate Maintenance

Planned estate maintenance is covered by a series of detailed risk assessments and method statements. Management systems are in place to ensure that plant and equipment is properly maintained and checked before use. Application of these management systems is monitored by Peninsula. Our estate team and / or any grounds maintenance contractors will be fully equipped with PPE sufficient to enable personnel to safely complete the maintenance activities required.

Estate Reactive Maintenance and Estate Works

Any reactive maintenance works required are identified within a design brief that is developed by our Customer Account Manager. The design brief will satisfy all CDM requirements and must always be signed off by a Preim senior member of staff. The design brief is used to assist potential service providers / contractors in preparing a tender submission with job specific method statements and risk assessments for the work activities required. A detailed knowledge of the scope of work required ensures that competitive pricing from competent contractors and suppliers is generally achieved.

Fire Risk Assessments for Apartment Blocks

Fire Risk Assessments will be maintained and reviewed regularly for all apartment blocks. Obviously, a fire in a block of flats is everybody's worst nightmare. To ensure consistency and certainty, testing of Fire Risk Management Assets will be undertaken in accordance with statutory requirements. Fire testing in all of Preim's managed leasehold properties is undertaken by Pure Alarms, based in Cambridge. Pure Alarms hold a 3 year Term Contract with Preim, that was procured in competition around Preim's total portfolio of estates and is always clearly communicated to Homeowners.

Annual Inspections

A formal annual inspection of non-adoptable infrastructure on the development to identify hazards which may lead to slips, trips or falls is undertaken by Preim's in-house Surveyor. The annual inspection is supplemented through regular recorded visits / inspections of Garendon Park by contractors, our estate maintenance team, the Customer Account Managers and Preim's management team. This approach helps us to manage and mitigate risk across the estate from an insurance perspective, but also to ensure the estate is well presented and safe.

It should also be acknowledged that a competent and supportive steering committee comprising members living on the development helps to play an important role in this regard.

Sustainability

We will utilise best practice in management to minimise the environmental and financial impact of the Garendon Park development from our activities in procurement, waste management, utilities, landscaping and transport.

To this end, we shall undertake the following:

Procurement - office based activities

Where possible, we will use bulk purchase agreements for items such as public liability insurance, audit services etc. These bulk purchase agreements will allow the GPRMCL to save money by benefiting from economies of scale.

Procurement – site-based activities

We will consider and select materials, plant and equipment in terms of appearance, performance, low maintenance and durability with local sourcing wherever possible to reduce transport energy and to encourage growth in the local community. All maintenance equipment shall be used only as often as is needed to maintain the safety and structural integrity of the communal amenities. We will utilise lower-impact machinery wherever possible, for instance the use of low-decibel leaf blowers. Equipment will be chosen to minimise or recycle waste, for instance LED lightbulbs and the use of mulching mowers wherever possible.

Cleaning products, including water, shall be used efficiently to minimise cost, resource use, and environmental impact.

Waste Management

This includes management of ongoing consumables, durable goods, and waste associated with regular operations and maintenance activities. Wherever possible Preim will develop recycling activities that embrace Green Waste Initiatives. For example, we will also seek to implement a composting regime in order that any grass cuttings and other arisings can be recycled, rather than paying for them to be removed. The compost produced can also be used to mitigate expenditure on purchasing compost the green space. Preim will work in conjunction with the local authority to encourage and facilitate recycling across the development, especially in the apartment buildings by using effective signage. In all waste management matters Preim will adhere to the Site Wide Green Biodiversity Management Plan and any subsequent amendments agreed with Charnwood Borough Council.

Utilities

Electricity – We would expect all GPRMCL lighting which is installed to utilise LED technology to reduce electricity usage and the requirement to lamp changes. We would also expect that movement sensors and timers are utilised where possible in order to reduce wastage. We assume that there will be some solar energy presence on site details to follow. Water Consumption – Where watering activities are required, they shall be conducted in accordance with agreed frequency schedules. Buildings and other hard landscape shall be cleaned only as often as needed to maintain its safety and appearance.

Landscaping

Preim will support Persimmon Homes' and other Housebuilder's design process and take measures to protect and enhance the quality of landscaped areas in line with Persimmon Homes' vision for the development. Preim will minimise the use of artificial fertilisers, chemical weed killers and pesticide levels, and where possible reuse organic waste materials. Where replacement of any existing trees or where felling is necessary, Preim will adhere strictly to the agreed planting schedules.

Transport

Preim will support Garendon Park's transportation plan, and wherever we can, we will employ local people and contractors to minimise transportation costs and environmental impact. Preim will contribute to maintaining a safe and attractive environment. Opportunities will exist to utilise the GPRMCL website to implement initiatives such as 'car sharing', and to help collect data related to transportation issues and initiatives.

Development Specific Procedures Manual

Preim manages developments using a suite of procedures accredited by ARMA as meeting the requirements of their ARMA-Q standard.

In addition, a number of specific procedures will be developed as part of the management strategy updates, and will include such matters as:

- Estate Management Procedure
- Buildings Management Procedure including for the Heritage Park
- Handover from Persimmon Homes and any other individual phase housebuilders
- Parking Management
- Service Charge Debt Management
- Approvals procedures (Pets etc)

Please note a detailed Sustainability Plan will become a live document comprising all of the above elements to be provided for GPRMCL as the scope of work is clearly identified and the proposed supply chain is appointed.

The services that Preim will provide to assist the running of the GPRMCL

The services that Preim will deliver to the GPRMCL fall into two categories:

- **Estate Services** activities generally performed at Preim's offices
- **Estate Works** activities performed on the estate.

All activities are supported as required through Preim's quality systems, procedures and processes.

Estate Services

Resident support

Providing the following:

- A proactive programme of communication with residents. Communication includes regular newsletters, the Preim helpdesk, a community app, the annual residents meeting, regular pop up surgeries held by Preim staff on site, all as and when required to effectively manage the development and to keep the estate in great order.
- A welcome pack for new plot purchasers, which is developed over time as the community grows.
- Information in hard copy and electronically, covering Persimmon Homes's vision for the Garendon Park development; obligations of the GPRMCL to members; details of ourselves as managing agents; and the services that we will provide. A copy of the proposed home purchasers Welcome Pack is attached as Appendix K.
- A 24/7 helpdesk.
- An Account Manager to work proactively with Persimmon Homes, other housebuilder clients, homeowners and residents to ensure that GPRMCL issues are speedily resolved.
- Dealing with enquiries and liaising with property owners and any third parties related to property sales. Additional fees related to the home selling process and approval required from the GPRMCL may apply.
- Convening regular residents' meetings, and following up on actions as required

- A unique login number for each property owner to the Preim website, providing them with a live view of their individual property GPRMCL service charge account. This account will show the members payment plan, together with all transactions and any charges made. The website will also display other development related information such as tree surveys and development surveys.

Billing and service charges

- Setting the annual budget.
- Operating and maintaining an integrated customer billing and payment receipts system, including cash book reconciliation and general ledger to ensure payments from members are correctly recorded and allocated.
- Issuing service charge invoices.
- Maintaining records of property owners' accounts with the GPRMCL.
- Proactive and stringent debt recovery.
- Service charge monies which are held in client / escrow accounts at Barclays Bank, and which are administered by Preim, comply with the RICS Code of Practice service charge, Residential Management Code and the ARMA, ICAEW, ACCA & RICS joint guidance on accounting for service charges.

Accounts and administration

- Preparation of statutory and service charge accounts and provision of an independent audit.
- Preparation of monthly management accounts making them available to all via the Preim website Portal Certification of annual income and expenditure incurred.
- Statement of income and expenditure together with a balance sheet.
- Company secretarial role for GPRMCL.
- Insurances as required, including public liability, buildings, and director's liability insurance.
- Online communication and payment (under development).
- Audit cash management.
- Checks and authorisation of payment to suppliers.

Surveys and visits

- Annual surveys for estate health and safety, including mechanical / electrical /lifting plant and equipment, play areas and tree works. Works may also include legionella and asbestos surveys.
- Regular Fire Risk Assessment and electrical surveys.
- Insurance revaluations
- Ad-hoc estate visits.

Works planning and procurement

- Identification of works required from surveys and reports.
- Procuring works through competitive tendering
- Job scheduling using Planned Maintenance Schedule, provision and/or procurement of estate works.
- Closing out completed issues.
- Acting or appointing a principal designer as required.
- Online communication and development of payment systems.

Other Services

- Advising the GPRMCL on all matters related to estate health & safety.
- Technical and financial reports.
- Generating, receiving, uploading and maintaining resident and development data related to estate management. Management of data must comply with Preim's quality system processes and procedures. We utilise QUBE software applications and IT provider OryxAlign / microsoft's cloud based storage systems to retain

estate management data. Retained data is regularly reviewed by a Preim Director against our GDPR policy and procedure to ensure data retained complies with all statutory / legal requirements.

Estate works

As detailed comply with all approved Landscape Management Plans and Specifications. Works will typically include:

Routine Maintenance

- Works including grass cutting, general estates maintenance, removing litter, maintenance of water areas and play areas.
- Cleaning of communal areas of leasehold properties.

Proactive maintenance

- Maintaining and managing SUD's, trees and private communal drains.
- Undertaking 'major works' such as redecorating the exterior or interior of apartment buildings in accordance with consultation requirements.

Reactive Maintenance/Repair

- Removing fly tipping, repairing fences, dealing with effects of vandalism.
- Repairing communal buildings, private infrastructure such as footpaths.

Emergency Maintenance/Repair

- Repairing severe damage to communal buildings, removing fallen trees.
- Liaising with affected residents and the insurers in the event of an insurance claim being required.

Other Works

- Undertaking neighborhood enhancements such as additional signage, more effective lighting.
- Maintenance of the non-adoptable infrastructure will be administered against agreed Key Performance Indicators and Performance Standards as detailed within Appendix H

4.0 Service Charge Structure Apportionments & Calculations

The structure of the service charge(s) across the scheme

Estate Service Charge

The Estate Service Charge will be estimated upon the basis of the whole development being completed i.e. on the assumption that all properties (approximately 3,200 new homes) are contributing and all non-adoptable infrastructure have been transferred to the GPRMCL.

It will be a variable Estate Service Charge based upon an annual review of expenditure by the GPRMCL director, leading to the compilation of the Estate Service Charge budget. The budget will be discussed with and approved by the directors of GPRMCL before demands are issued to property owners. As detailed previously consultation in time, will also include members of the steering committee.

Each properties apportionment of the Estate Service Charge, will be based upon what is considered 'fair and reasonable' by Persimmon Homes as the GPRMCL directors.

It is intended that 'fair and reasonable' will be the expenditure divided equally by the total number of properties. Therefore, on a 3,200 property development, each property will pay 1/3200 of the Estate Service Charge budget. In Preim's experience, this is the most equitable way of dividing the Estate Service Charge, rather than splitting it based upon area or the size or number of bedrooms of properties within the GPRMCL, which is often contentious and more open to dispute.

Please note There is case law that supports the GPRMCLs director's decision to calculate the Estate Service Charge in this way.

Service Charge budget structure detailing assumptions and calculations of the service charges, and list the heads of expenditure envisaged as being applicable

Preim's estimated Estate Service Charge budget is £300 per property per annum inclusive of VAT which will be refined further as the development progresses.

The budget breakdown and financial model is submitted separately as **Appendix I**, and contains the following information across multiple tabs/pages:

- Residential Land and total estate service charge budget based upon 3,200 units
- Historic Garendon Park costs, Estate Charge Budget and Reserves
- Specialist sports pitches costs
- A house build rate with multiple Housebuilders over the life of the development averaging 96 units per annum.

This budget includes the provision of all labour, plant and materials required to manage, maintain and repair all non-adoptable infrastructure across the proposed development including the Historic Garendon Park.

The financial model is designed to reflect a growing community. Some items and costs within this updated budget have been added / revised / increased for reserves, day to day maintenance and repairs that reflect additional private roads, a car parking area, street lighting and play areas. These adjustments utilise and reduce the contingency sum previously included.

These revisions seek to address concerns expressed by Charnwood Borough Council over items that had been omitted from the Estate Service Charge Budget.

It is intended that splitting the budget breakdown in this way, provides an opportunity to monitor performance and costs and aides future reporting.

Calculation and level of management fees

Preim's proposed management fees comprise a fixed per property element reflecting the GPRMCL management and a variable per-property charge that reduces over time to reflect the increasing number

of property completions. Preim charges a flat fee per unit inclusive of VAT and does not add any fees or commission to the cost of any works, services or insurances provided by third party suppliers or contractors.

Fixed managing agents fee:

£7,250 per annum (plus VAT). This relates to the early years of a development where Preim are providing managing agent services, but there may be few occupations paying the Estate Service Charge. It is assumed that this fixed fee is not part of the Estate Service Charge and will be paid directly to Preim by Persimmon Homes.

Variable managing agents fee:

£85 including VAT per property per annum. This is an average of the fees that reduces overtime from an initial per plot charge of £100 per property per annum inclusive of VAT to £70 per property per annum inclusive of VAT. The reduction in fee is designed to acknowledge that there is a value in managing developments of scale.

Annual Revenue Costs

The total annual revenue costs for the Residential and Strategic areas plus Historic Garendon Park is approximately £961,000

Assumptions made include the following:

- Start maintaining Historic Garendon Park within the first 6 to 18 months.
- Start maintaining Phase 1 area adjacent to Sales Area in Year 2/3.
- Handover of non-adoptable infrastructure to generally take place after 80% property occupations of a development phase.
- Build rate is 96 units per annum.
- Open spaces to be completed during 2nd half of development after say 1500 occupations.
- Outsourced contractor from 2024 average spend per month £2.5K
- 1st member of a site based grounds maintenance team including plant and materials starting on site in January 27.
- 2nd member of a site based grounds maintenance team including plant and materials starting on site in May 31.
- 3rd member of a site-based grounds maintenance team including plant and materials starting on site in December 33.
- A dedicated Ranger for the Heritage Park is provided in December 33
- 4th member of a site-based grounds maintenance team including plant and materials starting on site in March 39.

Reserve (or sinking) Fund collection and calculation

Each Estate Service Charge schedule (be it estate or block specific) includes an estimated amount towards the cost of future repairs and eventual replacement of the non-adoptable infrastructure covered by the Estate Service Charge.

The calculation is based upon the:

- number or quantity of each type of asset
- length of the asset life, or maintenance frequency
- proportion of the assets that will require repair / replacement or maintenance
- the unit cost to repair / replace at the end of the asset life or maintenance period

The level of the reserve fund collected annually will be agreed with the GPRMCL directors. We would always advocate that GPRMCL are realistic about future costs, and budget accordingly. We do not consider it best practice to collect funds for works as they fall due by way of an additional invoice.

The Estate Service Charge annual reserve fund contribution in the annual budget once the development has been built out is approximately £171,000 or £54 per property per property per annum inclusive of VAT.

An additional Budget Contingency sum of £130,000 has been included within the total Estate Service Charge budget which can be utilised as a drawdown reserve. This sum relates to the indeterminate nature of some of the proposed maintenance activities required at this stage and a potential reserve for additional seasonal labour, plant and materials.

Further details on our assumptions and calculations can be found within the budget and financial model together with our Cost Rationale included within **Appendix J**.

GPRMCL Income

At this stage a total income of approximately £61,000 payable to GPRMCL is reflected within the estate charge budget related to the proposed Historic Garendon Park, agricultural tenancies, Employment and Community Hub land.

This Updated Estate Plan assumes that all commercial operators within the Employment and Community Hub areas, to make contributions to the Estate Service Charge Budget based upon land areas. Our suggested approach is explained more fully in Section 9.0 below.

As these potential incomes become more definitive and are agreed, they are incorporated within the Estate Service Charge Budget and financial model.

Preim's approach to holding service charge funds

Estate Service Charge funds are held in trust and are protected by the Financial Services Compensation Scheme (FSCS); with effect from January 2011 the protection limit for each saver is £85,000.

Guidance issued by the Communities and Local Government Department in 2009 suggested the FSCS would generally expect to treat the resident management company members as being individually entitled to the protection available for that proportion of money in the account to which they were entitled by statutory Trust. This means that each member would be eligible for a maximum of £85,000 compensation to cover the loss of their particular proportion of the deposited funds.

Estate Service Charge funds are held in a trust of which the directors of the GPRMCL are the trustees.

Estate Service Charge funds are held in a separate interest bearing client bank account. The client bank account is held at: Barclays Bank, Peterborough Branch, 1, Church Street, Peterborough PE1 1XE.

The name of the account will be 'Preim Ltd re Garendon Park Residents Management Company Ltd Client Account'. No notice is required to withdraw funds from the client bank account without penalty.

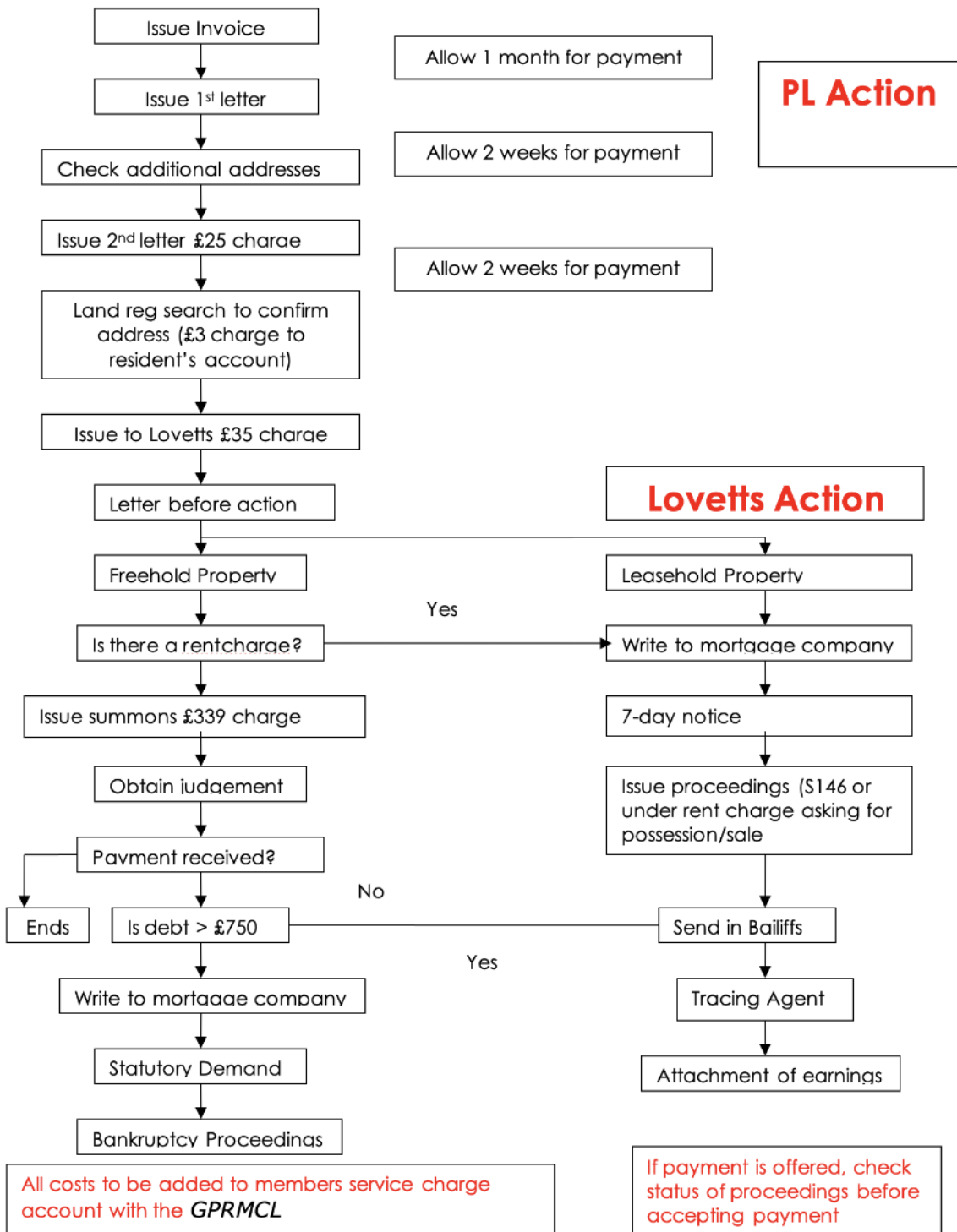
Credit Control and handling Service Charge arrears

New home purchasers will pay a full year's Estate Service Charge upon completion of their property purchase. Any "unused" portion of their annual Estate Service Charge will be credited towards the following years' Estate Service Charge at the end of the financial year. Thereafter, the full Estate Service Charge is payable annually.

Homeowners will be encouraged to pay their Estate Service Charge payments into the GPRMCL through direct debit and 10 equal instalments per annum. Preim does not charge an additional cost for direct debit plans.

Sustainability of GPRMCL is paramount and to ensure the inflow of Estate Service Charge monies a flow chart showing the proposed debt procedure is detailed below. Whilst this debt procedure underpins our debt management strategy, we will always listen and work proactively with Homeowners to encourage payment of any Estate Service Charge monies due.

Flow chart showing the proposed debt procedure



5.0 Landlords Funding & Financial Reporting

The proposed frequency and extent of Landlords Funding required during phased occupations in line with construction programme.

Estate Service Charge

As the approach to be taken assumes that with the exception of parts of Phase 1, Handover of non-adoptable infrastructure will not take place until after there are 80% property occupations all paying an Estate Service Charge, it is considered that the requirement for void funding will be minimal. In previous iterations of the Estate Plan the need for a loan with the GPRMCL was suggested. At this stage with a phased handover of non-adoptable infrastructure and the level of Estate Service Charge set a loan is not considered necessary.

Procedure for collection and reporting of ground rent collections

At Garendon Park ground rent will be collected from leaseholders on behalf of Persimmon Homes and other Housebuilders in accordance with the lease, and statutory requirements. This is not part of the GPRMCL or Estate Service Charge and therefore a ground rent collection fee of 10% will apply, if Preim are required to undertake ground rent collection.

Non-payment of the ground rent will follow the debt collection procedure previously described.

The extent and items we consider to be the responsibility of the Landlord to provide as part of the development set up costs

As described previously, the Housebuilder will be responsible for the cost of all works and services relating to non-adoptable infrastructure up to the point of Handover to the GPRMCL. If the non-adoptable infrastructure is not fit for purpose then Preim will not accept handover on behalf of the GPRMCL. This is to avoid disputes with property owners around service charge monies being utilised to undertake works that should have been completed as part of the build programme.

The Housebuilder will also be responsible for rectifying any defects that come to light during the guarantee period. We assume the guarantee period will be 24 months from the point of Handover. We also assume that an NHBC policy or similar, would be included within the Handover to cover defects which may arise up until year 10 post- Handover.

Directors Monthly Report

Preim produces and issues a report to the GPRMCL's directors on a monthly basis in a format that can be tailored to the GPRMCL's precise requirements. These reports are also made available to the Residents Steering Committee, all property owners and interested stakeholders via the GPRMCL/Preim portal.

The report includes:

- Year to date - Income & Expenditure
- Trial Balance - Debt, Cash, Commitments, Creditors, Reserves
- Detailed Debt - Paid, Paying, Not Paying (and actions taken)
- Update on handovers of areas
- Update on any non-standard maintenance or estate management issues

An example of the monthly Directors report is attached as **Appendix M**. This report can be adapted to shape and extract any specific information required. With Director's approval this Report could be shared with other stakeholders such as Charnwood Borough Council, it would support the 'watching brief' required.

Preim will also provide quarterly updates of ground rent collection

Reporting and mitigating Landlords void service charges

The level of void Estate Service Charges will be continuously calculated as the build programme and the Handover of non-adoptable infrastructure programme develops.

6.0 Resourcing Strategy

Overview of a proposed long term staffing strategy:

Estate

As set out above, during the initial phases of the development, Preim will engage Contractors on behalf of the GPRMCL to undertake the maintenance of non-adoptable infrastructure.

The timescales for the Handover of non-adoptable infrastructure to the GPRMCL is dictated by the Housebuilders and their anticipated build programme.

The advantages of using contractors during the early phases of a development are as follows:

- The workforce is available immediately without the lead times involved in recruiting staff.
- There are no recruitments and training costs which may be prohibitive during periods of lower service charge income.
- There is no long-term commitment should the directors of the GPRMCL seek a change, or if there is a revision in the maintenance strategy.
- Resources can be quickly applied to any areas which are newly handed over.
- There is greater control over cost increases which can be phased incrementally rather than having to pay the full costs of another staff member at one time.

Despite the intention to utilise Contractors rather than directly employed workforce in the first instance, Preim do recognise the advantages and the preference to have a consistency in terms of the team on site. To this end Preim will ensure that the selected Contractors / Suppliers provides the same staff member/s in order that a consistent approach is adopted, and that the residents' become familiar with operatives, and vice versa.

It is generally considered that employing Contractors is less economical than if staff were directly employed. However, in real terms the difference is partially offset by the lack of recruitment costs, holiday and sick pay, insurances, pension and national insurance contributions. Therefore, it is not considered that using Contractors in the early stages of the development would be significantly more expensive.

Proposals for the employment of staff

Following the initial phases, and when it becomes operationally and economically viable/preferable, Preim propose that the Contractor employs a team of grounds persons permanently based on site.

In circumstances where there are full time employees retained by a Contractor to work the majority of the time on a single contract TUPE will always apply. Therefore, care needs to be taken in drafting contracts for services with contractors and where appropriate the managing agent to ensure that TUPE in no way burdens the GPRMCL.

It is not our intention for the GPRMCL to employ staff directly.

As the development progresses Preim will consider directly employing staff to maintain non-adoptable infrastructure.

Schedule for personnel deployment, and working hours per week.

A Site Works Schedule will be developed to enable Preim to establish the approximate workload levels, and the subsequent resource requirements. The Site Works Schedule will outline which tasks will be undertaken, and how often.

Once completed, the staff members will all work full time at 40 hours per week.

Preim would seek to have a staff presence on site as often as possible. However, to avoid any disturbance to residents, work at evenings and weekends would not be scheduled. Shift patterns would

be staggered during the week to ensure the development is manned for as long as is reasonably possible. This would increase the chances of site staff being on hand to handle any issues which may arise. The development would be manned from 07.00 – 18.00 Monday to Friday. The proposed shift pattern would be as follows, with staff being able to swap shifts to suit:

Staff Member 1 07.00 - 16.00

Staff Member 2 09.00 - 18.00

Generally, staff will have a varied workload in order to ensure an interesting role and staff retention. A detailed rota (specification) will be developed which would set out daily, weekly, monthly and annual tasks, and then allow the Supervisor to ensure that all items were completed using the resources available. The site staff will operate a tick sheet system to ensure accountability. The resources and the rota would be reviewed each time a new phase was Handed over to the GPRMCL.

Preim office staff based in the Peterborough office work a 37.5 hour week Monday to Friday. Out of hours cover is provided by a 24/7/365 helpdesk supported by an 'on call' Customer Account Manager who will respond to emergency situations.

Details of the staffing to cover holidays and sick leave

As described, utilising Contractors in the first instance would mean holiday cover or sick leave cover is not something which Preim or the GPRMCL would need to consider initially. In future where staff are employed directly by Preim, in the event of annual leave or sickness, it may be necessary to employ additional support from contractors, especially during the spring and summer months when the grounds maintenance workload is at its peak.

Preim would not consider using agency staff who are often not committed, and require time consuming training.

With regards to Preim office staff, Preim employs a team of Customer Account Managers at our offices in Peterborough. All of the details relating to the development at Garendon Park is contained within the company's QUBE management software applications. Each member of the Customer Account team will be sufficiently conversant with the service on the development to ensure that adequate cover is provided within the office environment at all times.

The dedicated Customer Account Manager for Garendon Park will attend site regularly on both scheduled, and adhoc site visits. They will be available to meet with residents regularly to answer any questions. The Customer Account Manager will also have the ability to work and access our management software remotely.

Suppliers and contractors staffing arrangements in respect of holiday/sick arrangements are continuously monitored and reviewed by our Customer Account Managers.

A plan for delivery of appropriate training

Preim will ensure that any staff employed on GPRMCL activities benefit from the required training in order to be able to fulfil their role efficiently and safely. Where required, staff will receive training from external agencies and suitably qualified persons.

It is envisaged that the Site Supervisor will provide much of the in-house training (initial and refresher) where possible. This will include training on how to use machinery correctly to safely undertake tasks. It would therefore be advantageous if the Site Supervisor had a NEBOSH or IOSH accreditation in order to comfortably fulfil the role of 'responsible person'. Not only would this enable the Site Supervisor to deliver training where appropriate, but it would also increase the standard of Health & Safety and hazard awareness across the development.

Every Preim employee has an individual training plan tailored to meet the Company's skillset matrix and any identified needs.

Training requirements are discussed with staff regularly and more formally at their annual appraisals with opportunities provided for training in areas they have identified as being of interest to them, but which relate to their role.

Volunteer Resources

As detailed previously there will be opportunities to utilise local interested volunteers as a maintenance resource (perhaps around inspections) on the development in particular related to the Heritage Sites.

Any Volunteers will be appropriately trained, equipped and managed by Preim team members.
members.

7.0 External Common Areas & Building Facilities & Equipment including Heritage Sites

Proposals for the above include narrative on the following:

The starting point for developing a planned maintenance regime is to identify the areas, assets and non-adoptable infrastructure to be included. This will include the Heritage Sites located across the Registered Garendon Park. As set out above this is achieved in discussions with the Housebuilders prior to the Handover of non-adoptable infrastructure or blocks to the GPRMCL. Details of the areas, assets and infrastructure to be managed are uploaded into our QUBE application, and together with the works specifications and obligations set out in the transfer documents and leases are used to develop a series of estate and block specific maintenance schedules.

Placement and types of Insurances policies

The GPRMCL will be required to purchase public liability insurance, buildings insurance and D&O insurance. Provision of effective Estate Management Insurance will be fundamental to the sustainability of GPRMCL and having certainty around how that policy will be applied by the Insurer in the event of an incident and subsequent claim is, we believe of paramount importance. To provide that certainty Preim utilises Lockton's Insurance Brokers, with whom we have a 20 year business relationship, to put the insurance to market on an annual basis and to subsequently place the necessary insurance for our total portfolio of residents' management companies. Similarly, the insurance required for the GPRMCL will be placed through Lockton's Insurance.

Across Preim's portfolio, all insurances are ideally aligned to a 31st March year end. The exceptions are where a few individual landlords of apartment blocks utilise their own preferred insurance companies.

Details of the day one rebuild value for each block and the entities to be named on the insurance policy are held in our QUBE management software. Rebuild values are independently reviewed every 3 years and inflated by 5% in the intervening years

As with all of the services that Preim provides, no mark-up is added to the insurance premiums.

Contracts for all servicing and maintenance to include mechanical and electrical plant and equipment

Preim considers it extremely important to ensure that all equipment and plant which is to be utilised on site, be it by a contractor or by directly employed staff, is regularly serviced and maintained to the highest standards. Not only does this increase the longevity and effectiveness of the equipment, but more importantly it ensures that the equipment is safe to use. To this end all equipment and plant is professionally serviced on an annual basis, or more frequently if recommended by the manufacturer. PAT testing is undertaken on appliances such as hoovers and pressure washers.

Contracts for servicing all GPRMCL non adoptable infrastructure, including works to mechanical and electrical equipment are procured through competitive tender with approved third-party contractors. Service frequencies are as indicated on the planned maintenance schedules with reference to the obligations on the transfer documents and leases. Details of works carried out are received from the third-party contractors and are held on QUBE. If appropriate these can be made available to residents through the QUBE Portal.

Examples of service contracts can include:

Buildings

- Cleaning of communal areas
- Communal area window cleaning
- Testing of fire risk management assets (fire alarm, emergency lighting etc)
- Testing of electrical installations
- Maintenance of door entry system
- Maintenance of sky TV system
- Lift maintenance
- Electric gates

Estate

- Amenity Area Maintenance
- Gulley cleaning (gullies in private roads)
- Streetlight maintenance (private streetlights and bollards)
- Tree maintenance
- Play area maintenance
- Pond maintenance
- Bin area & Cycle store cleaning

Approach to controlling Statutory Inspections and Risk Assessments

Statutory inspections

The starting point is to identify those assets such as passenger lifts, fire alarms, electric gates etc to which a statutory inspection regime applies. Statutory inspection regimes are managed from the Peterborough Office. All communal amenities that we manage shall be clearly identified as part of a comprehensive 'Handover Process' described earlier.

The Handover asset list generated will be uploaded onto our QUBE software together with property transfer documents, leases, management plans, specifications, O&M manuals and any manufacturer's recommendations.

All documents are reviewed by Senior Staff Delivery prior to uploading onto our QUBE software application.

A diary of events is created in QUBE from which key dates for Statutory Inspections are identified and listed.

The diary of events automatically highlights to the Customer Account Manager any upcoming statutory inspection in advance of the due date.

Our Assistant Customer Account Manager's role includes monitoring the diary of events and the Customer Account Managers completion of any required statutory inspections and subsequent actions.

The diaries are reviewed monthly via a Dashboard of activities by the Head of Client Delivery with the Customer Account Manager that ensures that tasks are completed.

Risk assessments

Risk assessments are undertaken continuously within Preim by a whole range of people from managers and Customer Account Managers for office based activities, to contractors working on site.

The need for well thought out, reasoned and practical risk assessments are essential and will always reflect the complexity of the required task and will be 'site' specific. Generic risk assessments are not acceptable.

Specific risk assessments will be requested, reviewed and approved by the Customer Account Manager / Head of Client Delivery / Director as part of all maintenance activities in advance of an activity taking place. The risk assessment is logged on Preim's QUBE system against the particular project.

Each apartment block would have a Health & Safety and Fire Risk Assessment undertaken at least once every three years, with annual interim reviews. These assessments will be undertaken by qualified professionals and any subsequent actions will be logged and tracked on QUBE to ensure they are undertaken when and where necessary. The Health & Safety and Fire Risk Assessments will be immediately renewed following any changes to the layout of the buildings, or any significant changes in legislation or building regulations.

The external common parts will be subject to a separate comprehensive Health & Safety audit. In addition to this and where applicable, the following surveys will be regularly undertaken to mitigate risks in other areas:

- Full tree survey

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- Street lighting survey
- Asbestos survey
- Legionella risk assessments

Approach to information or newsletters to Residents' regarding services

Preim places great emphasis on IT systems and processes to help communicate effectively with customers. All new homeowners at Garendon Park will receive a welcome pack from Preim outlining the services that will be provided and they are requested to provide contact details, preferably for electronic communication.

Email, text, and social media such as the Garendon Park website

<https://www.garendoncountrypark.com/> Facebook and Twitter will be utilized to contact and communicate with members on specific topics and issues.

The Preim website and portal is utilised to enable members to access information related to the GPRMCL to communicate, inform and educate. The information on the Preim portal includes:

- Service Charge statements for each owner
- Service Charge budget (and all historical budgets)
- Service Charge accounts (and all historical accounts)
- Company Statutory Accounts (and all historical Statutory Accounts)
- Development Plans showing the extent of non-adoptable infrastructure being maintained by GPRMCL.
- Maintenance schedules
- Tree surveys
- Health & Safety estate surveys

8.0 Car Park Management

Car parking management

Sometimes vehicular parking can be an issue on new build housing developments where property owners are provided with allocated parking spaces and there is minimal visitors parking.

For Garendon Park the obligations of the property owners are set out in the transfer document for each freehold property and the lease for each leasehold property. The transfer documents / leases define a number of both positive and restrictive covenants in favour of the property owner and GPRMCL. Where parking spaces are retained by the GPRMCL the resident's obligations and restrictions in relation to parking are clearly set out.

Generally, Preim will always encourage residents to talk to their neighbours to resolve any disputes regarding their parking, so an amicable resolution can be agreed.

Only if parking became a real social issue would Preim suggest the use of a parking contractor to manage, administer and enforce any parking restrictions. If that situation were to arise, full consultation with all homeowners on Garendon Park would be undertaken to develop parking management proposals.

Clamping vehicles which are parked on private land is no longer legal in the UK.

Public Car Parking

It is proposed that 10No public car parking spaces will be provided at the intersection of Pear Tree Lane and Hathern Drive close to the public right of way (Pear Tree Lane). Here consideration will be given to prevent unauthorised parking / abuse.

There is currently no intention to charge users of these car parking spaces.

Travel Plan

If invited Preim will attend occasional travel plan meetings to share information with Members providing access to updates within the Community Newsletters and via the community website.

Security and monitoring of parking areas

This relates only to external parking areas for leasehold properties.

As part of the 'secure by design' that Persimmon Homes will undertake it is understood that parking spaces will be numbered by plot number and not by house number. Preim are not aware that any parking will be accessible via locked or automated gates.

Assuming it won't be necessary to employ a parking contractor to enforce unauthorised parking, there will be no proactive monitoring of the car parking. If a situation arises then Preim will use reasonable endeavours to resolve the matter. Any issues relating to parking on the highway should be reported to the local council as the GPRMCL has no jurisdiction over these areas.

The grounds maintenance team in undertaking their day to day activities across the estate will monitor parking areas, however this is more from a maintenance perspective.

Cleaning and maintenance regime

Planned Maintenance

A planned maintenance regime will be prepared and implemented for the leasehold external car parking areas across the development. Only the properties which benefit from these areas will contribute towards this maintenance.

The scope of planned maintenance activities required will depend upon the proposed construction and surface finish.

Reactive Maintenance Works

Cyclical inspections across the car parking areas will be completed by the grounds maintenance team. Any maintenance issues if not immediately rectifiable will be noted, photographed and reported to the Customer Account Manager. Residents will also be encouraged to report defects to Preim as they arise.

The above planned and reactive maintenance activities will be underpinned by the written report produced as part of Preim's annual Health and Safety survey undertaken on the development by the in-house Surveyor.

Proposed staffing

Staffing required to manage the car parking areas will follow the details set out in Section 6. The planned maintenance activities will be undertaken by the grounds maintenance team. Reactive repairs which cannot be undertaken by the grounds maintenance team will be passed to approved external contractors.

Services and equipment required

Car parking signage and permit ticketing system will be administered directly by the parking contractor.

Motorcycles

It is understood that there is no particular parking provision for motorcycles.

Management of motorcycle parking will be undertaken in the same manner to that of vehicular parking, but perhaps with more leniency where a permit has been removed from a motorcycle by an unauthorised person.

Bicycles

It is anticipated that there to be bicycle parking provisions on or around non-adoptable Plan infrastructure for both public and residents use.

Where necessary, ticketing of bicycles which appear to have been abandoned and which may be leading to congestion of various bicycle storage areas maybe undertaken. Care will be taken and every effort made to verify the ownership of a bicycle. Thereafter, clearly identified abandoned bicycles will be removed into storage for a period of 4 weeks prior to future disposal.

Bicycle Sheds

Where appropriate, it is assumed that bicycle racks and/or bicycle shed will be provided as part of any leasehold property arrangements across the development. It is assumed that bicycle sheds will be lockable with push button lock or key access. It is also assumed that the sheds may comprise a shared space with domestic waste bins.

The grounds maintenance team will keep the bicycle sheds in a maintained condition.

This will include washing down the waste areas as required and undertaking regular/ monthly inspections.

9.0 Commercial Management

Commercial Units

There will be 16 hectares of Employment land comprising B1, B2, B8 and D1 uses.

It is anticipated that the 16 hectares of Employment land will have a total of 62,100m² of floor space. 50% of this floor space will be for B8 use and the remaining 50% of floor space will be for B1/B2 use.

It is likely that B8 use will comprise 10,000-30,000m² units. B1 / B2 will comprise 2000 - 5000m² units with smaller offices at 100 - 300m² units.

There will be an additional 4 hectares comprising 3000m² of A1, A2, A3 retail/office in 1000m² and 2000m² units

At this stage it is assumed that the residential and commercial management functions will be distinct and the GPRMCL will not be the landlord for the commercial areas.

However, it is important that the Local Centre and retail area is integrated into the Garendon Park community and as a principle, the Local Centre, food store area together with any other commercial units should become C, D & E members of the GPRMCL. It is important that each commercial outlet makes an estate charge contribution (payment rationale and sums to be agreed), included as part of any land purchase and property transfer contract.

It is also assumed that the commercial units will be held on long-leases which will contain many of the same restrictive covenants and regulations that are prescribed in the residential leases.

At this stage, it is assumed that Preim will not be required to provide any managing agents services for the commercial units, other than collecting an Estate Service Charge from them.

However, once more information is available around the proposed structure of the commercial development and the landlord's requirements, Preim would welcome the opportunity to discuss these requirements in greater detail.

Estate Service Charge contribution by a Commercial Operator

At this early stage, no commercial leases have yet been drafted for the proposed commercial units. However, as the Employment and Community Hub land units will form part of GPRMCL benefiting from a well-maintained environment, it is anticipated that each commercial operator will pay an annual contribution towards the Estate Service Charge Budget based upon a multiple of that Estate Service Charge.

Appendix J includes a rationale for the approach proposed at Garendon Park where for the purposes of this Updated Estate Plan the total contribution of the Estate Service Charge paid by the Employment and Community Hub area is taken as a percentage of the total development area.

Approach to the integration of commercial operators at Garendon Park

Assuming that the planning usage types for the commercial units are Category A (i.e. shops/retail/café's) it is anticipated that businesses will form an integral part of the community. We would therefore encourage the commercial operators to embrace this, and to become community 'hubs'. This could include the commercial operators providing loyalty schemes for local residents, free in-store advertising, sponsoring local events etc. As the commercial units form part of the GPRMCL and contribute towards the Estate Service Charge given they benefit from a clean, tidy and well-maintained locality, it is important that the head-leases or transfer documents for the commercial units reflect this.

Approach to the enforcement of good housekeeping by the Commercial Operator

It is assumed that the commercial units would be held on long-leases which will contain the same restrictive covenants/regulations that are prescribed in the residential leases. If the freehold of the commercial units are to be sold then it is anticipated that the transfer documents are specifically drafted to contain these covenants. Moving forwards this will enable the GPRMCL to ensure the commercial operators abide by these covenants, and it will make policing any breaches simpler. In the first instance any breaches would be addressed by contacting the commercial operator 'informally', but in the knowledge that formal action could be pursued and enforced with the Operator and Owner (if not the same) as a result of persistent breaches.

10.0 Public Realm Open Spaces

Approach to the management of the public realm open spaces including the *Registered Garendon Park and Garden* to include:

Management of public realm open spaces will be undertaken strictly in accordance with the approved Management Area Plan, Garendon Park detailed *Landscaping Plans* and any subsequent amendments to these plans that may be agreed with Charnwood Borough Council

Presentation of Areas

As detailed earlier in this Estate Plan, excellent presentation of the public realm is essential to ensure that members of the GPRMCL make a connection between the Estate Service Charge that they pay and the service that they receive. In time Preim will identify the balance between the Estate Service Charge that the majority of members wish to pay versus the standards of practical management they expect to receive.

As set out elsewhere in this Estate Plan, this will be achieved by:

- Compliance with the Site Wide *Green Infrastructure Biodiversity Management Strategy* and the *Young Persons Strategy* together with any subsequent amendments to these plans as agreed with Charnwood Borough Council.
- Initial use of contractors at early stages of the development
- Transition to use dedicated directly employed ground workers as the development progresses
- Use of planned maintenance schedules to proactively manage work activities
- Ongoing monitoring and management by Preim Customer Account Managers

Preim understand the importance of the presentation and usability of the open spaces in order to encourage the use of these areas, social integration and the forming of a community.

Anti-social behaviour issues

By utilising a full-time caretaking team based on the development, residents and members of the public regularly utilising the public realm will quickly identify with and begin to develop personal connections with the team.

With a site presence and a caretaking team continuously undertaking activities across the development, we would expect antisocial behaviour to occur less frequency than at an 'unmanned estate'. Any anti-social behaviour which does occur should be reported to the police in the first instance, and then to Preim if necessary.

This physical site presence will be supported through relationships established with the proposed GPRMCL steering committee and local PCSO's, which may include a Neighbourhood Watch scheme.

The Garendon Park Community website <https://www.garendoncountrypark.com/> and associated community Facebook groups will also provide an excellent vehicle through which the community can engage with each other and provides an ability to self-police.

Play Areas

It is a requirement that Persimmon Homes will issue an approved ROSPA certificate and report for all LEAPs and NEAPs.

The maintenance regime for all LEAPs and NEAPs will be implemented strictly in accordance with the play equipment manufacturer's recommended servicing and maintenance requirements. This information should be provided by Persimmon Homes in the O&M files.

The grounds maintenance team will undertake regular inspections of the NEAPs and LEAPs reporting any defects or maintenance issues to our Customer Account Manager.

An annual survey and inspection will be undertaken by our preferred play equipment contractor to formally record and report the condition of the LEAP's and NEAP's.

Any defects identified within the annual survey and or regular site team inspections will be programmed and rectified by our preferred play equipment contractor.

Sports Pitches

At this stage it is assumed that the sports pitches will be part of the Community Hub.

However, whilst it is unclear as to who will have responsibility to maintain the sports pitches, for the purposes of this Updated Estate Plan, costs have been included within the Estate Service Charge Budget following the same principles of maintaining the other open spaces across Garendon Park.