

THE VILLAGE ASSOCIATION

thevillageassociation.org



Welcome pack

WELCOME TO THE VILLAGE

The Village is a unique space. The historic buildings and architecture, the well-kept open green spaces, the professional Warden service, the local facilities and the close community spirit all join together to make The Village, Caterham-on-The-Hill a very special environment - which we can be proud of.

The Village is made up of over 300 privately owned houses and flats, 90 homes owned by 2 housing associations, a number of commercial properties including Tesco, The Village Health Club, The Fleeting Brook, Linden's South East region offices, plus the surgery, pharmacy and animal hospital. There is a residential home for the elderly (Elizabeth Court), a respite care home (Diana Francis House) and 3 independently owned commercial premises facing The Green.



THE VILLAGE ASSOCIATION

At the time of the development, Linden Homes created The Village Association (VA) as a management company and all the property owners on the estate are 'members' or shareholders in the company and pay service charges for the works done by the VA on everyone's behalf.

The VA has the responsibility and the right to maintain all the front gardens within The Village, and is responsible for maintaining the common areas, some of the smaller green spaces, roads not adopted by Surrey County Council, the commonly held boundaries and footpaths and most of the benches etc.

The VA is managed by a group of unpaid volunteer directors, comprising resident and commercial property representatives, who are elected from time to time by its members. The VA holds its AGM, usually in October, to which all residents are invited, whether they are members or not.

The aim of the VA is to maintain a high quality home environment for all residents, and to keep the service charge as economical as possible, consistent with providing quality, value for money services.

CONTACT

www.thevillageassociation.org
office@thevillageassociation.org

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MANAGEMENT COMPANY

The VA has appointed a management company, Hazelvine Limited, to manage The Village on behalf of the VA. Hazelvine handle the various contracts and tenders (for example the landscaping and the wardens) and the preparation and collection of the service charges and other finances.

Hazelvine offer online management of service charge payments along with the ability to pay by Direct Debit. For more information on this service please see the Direct Debit page of www.thevillageassociation.org.

For specific details of the current service charge costs please contact Hazelvine.

Hazelvine staff attend regular meetings with the Directors of The Village Association to ensure that VA Members are receiving a good quality service and value for money.

HAZELVINE

CONTACT

www.hazelvine.com
sam.eames@qdime.co.uk
info@hazelvine.com
01628 529765

THE WARDEN SERVICE

The Warden Service is operated by Excubitor Ltd. which was set up by a Village resident who previously worked with the Met Police for 30 years.

The wardens operate 7-days a week. With regular (and irregular) foot patrols around The Village, they address inconsiderate parking and other anti-social behaviour issues in and around The Village, having established close Police liaison; as well as undertaking minor Village repairs.

The Village is also covered by CCTV and ANPR systems. These systems are operated under a Security Industry Authority Licence and fully comply with the CCTV Commissioners and the Information Commissioners Code of Practice.



CONTACT

VillageWarden@gmail.com
01883 770611.

THE PLAYGROUND

The children's playground is a safe and contained area located behind the Arc.

The ownership of the playground was transferred to Tandridge District Council in 2018 and the facility was completely refurbished.

It has safe and engaging equipment for a wide age range of children and benefits from regular inspections to ensure its long term maintenance and safety.





LANDSCAPING SERVICE



The landscaping and garden maintenance contractor for The Village is Acacia.

The Acacia team, led by Roxy and Paul, have been responsible for the landscaping of The Village since November 2001.

Acacia staff work in The Village for 52 weeks of the year to create and maintain our very special Village landscape and environment.

They also handle a complex Seasonal replanting schedule to ensure the long term beauty of the estate.

CBCT

There are a number of public assets integral to the estate comprising The Arc, The Green and Pavilion, The Naafi building and land lying to the south west known as the rifle ranges. These properties were gifted to Caterham Barracks Community Trust (CBCT) and their condition, upkeep and safety are the responsibility of CBCT.

CBCT also own The Officers' Mess and the playing fields beyond The Village.

The VA collects a contribution from members to pay to CBCT in respect of their maintenance obligations.

CONTACT

dickmoran@theofficersmess.co.uk
www.caterhambarracks.org.uk



COMMUNICATIONS

The Village Association manages The Village website and "The Village, Caterham-on-The-Hill" Facebook page.

www.thevillageassociation.org is a useful online resource which explains more about the management structure of The Village. It also contains detailed plans of The Village, showing ownerships and maintenance responsibilities along with regular news stories and updates from The VA.

"The Village, Caterham-on-The-Hill" Facebook page is a small private group primarily for residents and business owners along with some members from the local Councils. To join this group use the 'contact' page of the website.

A quarterly paper newsletter is also distributed to all properties within The Village and residents are encouraged to subscribe to electronic mailings through the website.

CONTACT

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THE VILLAGE CODE

Protect and respect our neighbourhood.

Follow The Village Code.



Undue noise and nuisance is not acceptable.



Dogs must be kept on a lead at all times. Failure of an owner to remove dog mess is illegal.



Please do not litter. Put all litter in the bins provided.



Fly tipping is illegal.



Household bins should be stored discretely. Rubbish bags should not be left on streets other than on collection days.



Please drive responsibly -
A maximum speed of 20mph is advised.



Please park considerately -
particularly at junctions and do not block pavements.



Visitor parking bays may not be used for more than 48 hours continuously.



SORN vehicles must not occupy unallocated residents or visitor parking spaces.



Follow any advice given by The Village Wardens

