

RESIDENT SURGERIES

Further to feedback received at the 2017 AGM we held our first resident's surgery on Saturday 14 April. The surgery was a drop-in event, held at Elizabeth Court between 10:00 and Midday with members of the VA present to discuss and respond to resident's questions and concerns. Topics discussed included signage, parking at junctions, Japanese Knot Weed and landscaping.

Although a small turnout we felt it was a useful way to foster greater engagement between the VA Directors and residents and so are committed to holding further surgeries, with the next one being held on Saturday 15 September 2018. Location to be confirmed.



PLAYGROUND OPENING

A beautiful sunny day provided the backdrop to the grand reopening of the Village Playground.

Many residents, including some from Elizabeth Court care home, along with representatives from CBCT and local councillors joined directors of the VA in the new playground to hear Matthew Ashmore thank everyone who had played a part in making the new facility happen.

Tandridge District Council's CEO Louise Round cut the ribbon with the help of children from Little Treasures Nursery who had a lot of fun using the new equipment. Everyone was then invited to the new Sure Start Centre in the Cricket Pavilion for refreshments which was much appreciated.

VA DIRECTOR VACANCY

We are sorry to announce the resignation of Malcolm Sanders who has been instrumental in both the formation and development of the Village Association (VA) over several years.

His detailed knowledge and passion for the development will be sorely missed but we wish him and his wife Jean every happiness for the future.

As a result of Malcolm's departure we are now seeking nominations to join the VA Board as a Director and to qualify you must be a registered home owner at the Village.

If you are interested in nominating yourself or another home owner then please contact the VA via office@thevillageassociation.org in the first instance to arrange to speak with an existing Director to understand more about the role and level of commitment required.

Following this nominations will then need to be sent to our Managing Agent at Ian.Franklin@Hazelvine.com by Friday 31st August 2018 latest.

Details of all final nominations will be circulated by Hazelvine ahead of a member's vote at the AGM in November 2018.

ENGAGEMENT WITH CBCT

We are pleased to confirm that over the past month there have been a couple of positive meetings with CBCT, the aim being to discuss how the two organisations can engage and work together for the greater good of the residents, businesses and visitors to The Village and in doing so establish a better working relationship and build some of the trust eroded as a result of historical differences and disputes. The VA welcomes this and recognises its responsibility to do all it can to engage and work productively with CBCT.

GDPR

The Village Association newsletter is also sent out electronically. As a result of the recent European General Data Protection Regulation, the VA is auditing the mailing list used for Village Association emails. The mailing system has a simple way to adjust your mailing preferences and includes unsubscribe, re-subscribe and even the right to be forgotten. These can be accessed through the links at the bottom of the Village Association emails. We hope that you will choose to accept future Village Association emailings.

If you do not yet subscribe then please do so at www.thevillageassociation.org/contact

HAZELVINE

In the event residents want or need to contact Hazelvine to report any issues, check any details or have questions regarding their account then they can do this in the following ways:

Telephone

Central switchboard: 01628 529765

The following options are then provided via an automated system:

1. Property Management office where the Property Manager for the Development, Ian Franklin can be found.
2. Payments over the phone
3. Accounts – for any payment queries

Email

Ian Franklin, Property Manager:

Ian.Franklin@Hazelvine.com

Accounts Team:

Accountsteam@Hazelvine.com

Generic email:

Info@Hazelvine.com

If residents need to contact the legal team, known as All Square Law, they can be contacted directly via:

Switchboard: 01628 200215

Email: Accounts@Allsquare.com

CR3 FESTIVAL

The VA has been contacted and is in consultation with Think Events who are organising the CR3 Festival on the 1st July on the Green in conjunction with CBCT.



It is hoped that it will be a successful event to bring the Village Community together. The event will run from 12-6pm and will include live music, food and craft stalls, a dog show and a giant inflatable slide.

The stage for the music will be facing away from the houses and music will finish by 5.30pm. The VA has been assured by the organisers that they will be responsible for security and for clearing up the site at the end of the event. Let's hope that the sun shines on the day.

DIRECT DEBITS

Hazelvine would like to use this newsletter to inform VA members of an updated system for Direct Debit payments. More information is on the VA website however the outline is as follows...

Online Payments

Hazelvine have a new and improved website at www.hazelvine.com

The website is designed to make paying the bill easier, cheaper and safer. You can also review your account details and transactions.

BACS Payments

Payments can be made to Hazelvine as below

Sort Code – 12-20-26

A/C No – 06118994

Ref No – Your account ref number

Paying Service Charges Quarterly

Any resident who pays their service charges on a Quarterly basis (as per details in the lease) will not incur any additional charges with the proviso that payment is received on time.

Administration fees

If a member pays by monthly direct debit there will be an administration fee of £19.80 to cover the service charge period. If you wish to pay by monthly standing order there will be a £24 administration fee applied to your account again covering the service charge period.

Late payment fees

Hazelvine will apply a late payment fee of £39 if you are on arrears on your account.

New contact details are as follows:

Email: Accounts@hazelvine.com

Phone: 01628 529765

•#2 to make a payment #3 for accounts enquiries