

The Village Newsletter

FOR THE RESIDENTS
ISSUED BY THE VILLAGE ASSOCIATION

Issue No.11 Sept 2017

A NEW VA DIRECTOR



The VA is delighted to announce that Carolle Kay has joined the Village Association Board of Directors.

Carolle has been a property owner in the Village since 2008 and a resident since 2010. Many of us will recognise her from her pro-active roles in and around Tesco where she is involved with Tesco's community and children initiatives.

Carolle has also run local gymnastics classes and her involvement with the Village goes back to the original community focus group stages before the Village was built.

We look forward to her involvement with the variety of projects the VA are currently undertaking.

UPCOMING AGM

The VA are now planning for an AGM in November. The date and venue will be confirmed shortly on the The Village Facebook group and through a separate mailing.

Along with a Q&A session, the major topics will be the budget for 2018, a review of the VA activity for the past year and the plans for the year ahead, VA Board Director changes, parking issues and a status report on the Playground situation. The AGM will be an open meeting for residents of the Village and Members of the VA. Final meeting details will be confirmed shortly.

PARKING

The VA initiative to improve and clarify parking around the Village has uncovered that there are an increasing number of SORN vehicles taking up valuable parking spaces. This situation is happening on the public roads (maintained by the Council) and on VA owned land. It is not permitted to have a SORN vehicle on a public highway and the VA intends to implement the same policy where SORN vehicles are taking up non-allocated parking spaces on VA land.

There will therefore be an addition to the Village Code to prevent our valuable spaces being used in this way. From 1st January 2018 we will increase our actions against any SORN vehicles parked within the Village.

The updated code will therefore include the words **SORN vehicles must not occupy unallocated residents or visitor parking spaces.**

The full Village Code can be read online in the FAQ section of thevillageassociation.org

SPEED

Vehicle speeds inside the Village are often a concern.



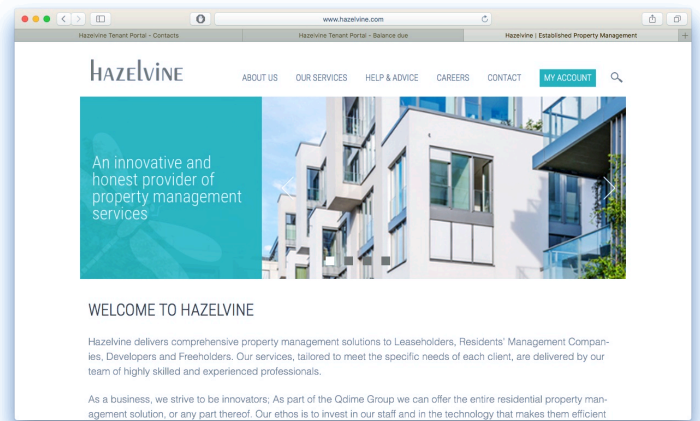
The VA would therefore like to open the discussion with Residents about the possible introduction of a 20mph speed limit around the Village.

We would welcome your opinions on this proposal and invite any comments (for or against) to be sent to us at office@thevillageassociation.org

We will hold further discussion during the upcoming AGM in November.

HAZELVINE

The VA has reviewed Hazelvine's operations to identify where there may have been historical problems over responses to residents and are working together with the management team to improve and develop their service to VA members. The accounts team at Hazelvine have recently been re-organised and a new head of accounts, Brian Parrott, has been appointed at Hazelvine with a mandate to improve their performance. Hazelvine has also updated its website.



A useful feature is the option to set up a direct debit to pay your Rent Charge Deed by Direct Debit. Direct Debits can be paid quarterly at no charge, or payments can be spread over 12 months for which there is an admin fee of £16.50+vat.

If you would like to take advantage of the direct debit option then contact the Hazelvine Accounts team in Letchworth on 01462 475666 or 01628 529765 (the management office at Bourne End) and select the 'Accounts' option to be put through to Letchworth. They will then send a direct debit mandate to you to complete.

The Credit Control department monitor individuals' accounts and send out any reminder letters as necessary. For clarity, we detail the processes currently in place in the FAQ section of our website at www.thevillageassociation.org

General accounts queries - accountsteam@hazelvine.com

Credit control queries - benny.miah@qdime.co.uk

Telephone number - 01462 475666 / 01628 529765 and select 'Accounts'

BENCHES AND BINS

The benches around the Village have now been re-varnished, repaired and replaced where necessary. In addition, all waste bins have been sanded down, cleaned and repainted back to their original colours. We thank John West for his maintenance skills to achieve this.

As a reminder, the bins around the Village cricket green are for 'casual' rubbish only. There have been several issues where general household waste has been dumped into them which results in them being full. The knock-on effect of this increases general litter over the green. We therefore ask residents to not use these bins for household waste.

REMINDERS

As notified in the June newsletter, two Turkey Oaks and one English Oak in Sergeants Place have to be removed.

This work is scheduled for later this year or early next year. Local residents and businesses will be notified by Hazelvine when the date for the works is confirmed.

The VA has a vacancy for a commercial member to become a commercial director on the estate.

If you or your company owns a property on the estate and you would like to put yourself forward please contact us via office@thevillageassociation.org

VA ACTIVITIES

In the last month the VA has been pushing forward with many projects to support and enhance our special neighbourhood. Some of the headline activities include...

- On-going meetings in relation to the Playground situation.
- Direct communications with residents and businesses in relation to parking issues.
- AGM and 2018 Budget preparations.
- Ongoing Village maintenance including trees, bins, benches and lighting.
- And, in October, the Warden service covered over 100 miles of patrols around the Village.

COMMUNICATIONS

Please subscribe to our electronic mailing list at www.thevillageassociation.org. We also host The Village, Caterham-on-the-Hill Facebook group. The group is intentionally a small community which consists of home owners, tenants and business owners in the Village. If you would like to join then simply email office@thevillageassociation.org and we'll send you an invite.