



RESIDENT SURGERY

Saturday 18th May 2024 – 11.30am -13.00pm at The Boundary on the Green.

This 'drop-in' session is designed to provide an opportunity for residents to hear and engage in the work of the VA as well as to further improve the transparency of the VA and the projects and work we are involved in. The VA surgery will be open to all residents and businesses within The Village to come and discuss any relevant topics and ask questions.

We hope to see you there.



CALL FOR NEW DIRECTORS AND ASSOCIATES



At the heart of the Village Association (VA), made up of Directors and Associates, is the desire to keep our home environment a pleasant and safe place to live and to ensure that VA funds are used effectively in the management of The Village.

To ensure the VA can carry out this work effectively we need you!

As a Director you will be able to share ideas, knowledge and skills and be a part of the decision making which all contributes to the management and maintenance of our Village community.

If becoming a Director isn't for you, we welcome people to the group as Associates to help with the work of the VA. There are many ways that an Associate can provide support and assistance to the VA. For example, helping with specific tasks/initiatives, taking and producing minutes at Board meetings, sparing a few hours to help deliver newsletters and much more.

If you would like to find out more you can email us at office@thevillageassociation.org to arrange a 1 to 1 chat or come along to the Resident Surgery on 18 May 2024 where you can meet current directors of the VA who would be happy to explain what the VA does and answer questions. Also look out for details of a further date to 'Meet the Directors' to be announced on The Village Facebook page.

FRONT GARDENS

At times we all need to clear out things that we no longer need and it may be necessary to have items collected and removed. Out of respect to neighbours, and to help our gardening team, please ensure that unwanted items are not left in front gardens any longer than necessary.

SURVEY

The Village Association is conscious that the service charge cost has risen for residents year on year and are expected to continue to do so.

To plan for the 2025 budget, which drives the service charge, and with anticipated increases in repair and replacement costs as The Village ages we are seeking the views of residents on the two highest costs within the budget, Acacia our landscapers and the Warden Service. Acacia accounts for 54%, and the Warden Service 20% of the total annual budget for 2024.

We stress, that we are very happy with the service and work of both Acacia and the Wardens, so this is not a reflection on the quality of their work.

The last time we surveyed residents was in 2016 so we are looking for an up-to-date view from residents on the level of support / service provided and the associated costs.

The survey is available electronically and a link will have been emailed to residents by Anthem Management Ltd where they have email addresses. Electronic links can also be found on the Village Association website or requested via office@thevillageassociation.org. Paper copies can be picked up from and returned to the mailbox at the Wardens Hut.



PLAYGROUND

The VA are aware that the playground is in a very poor state of repair, and we have raised this issue with Tandridge District Council (TDC) on numerous occasions over the past year. We are still in contact with TDC and we hope that repairs will be carried out soon so that children can enjoy the playground safely. However, at present there has been no date given as to when that might be.

If you would like 'add your voice' to ours and raise your concerns with TDC you can do this on their website at Children's play areas - Tandridge District Council and click on Report a Problem.

HAZELVINE / ANTHEM

Most residents should by now have received communication that The Village's managing agent, Hazelvine Limited, has recently become a part of the Anthem Management group of companies.

There are no changes to the current service agreement. Anthem will continue to manage The Village on behalf of the VA and handle the various contracts (for example the landscaping and the wardens) and deal with the preparation and collection of the service charges and other finances.

Details of the current property management team at Anthem are as follows:

PROPERTY MANAGER

Tony Curtis

Email: tony.curtis@anthemmanagement.co.uk
Telephone Number: 01628 529765

PROPERTY SUPPORT TEAM

Email: info@anthemmanagement.co.uk
Telephone Number: 01628 529765
Monday to Friday 9.00am – 5.30pm