**St James Park (Long Ditton) Estate Company Limited**

**Actions from AGM with Updates**

* **Williams Grove Rose Garden** -concern was expressed at the AGM about the condition of the Rose Garden and the fact that it was overgrown and was not a formal Rose Garden.

## Update:

It had previously been agreed with Messrs. Landform, the gardening contractors, this would develop into a wild flower meadow but accept that it has become overgrown and unkempt.

Landform have been instructed to keep it as a meadow but to cut paths and a perimeter path around the garden area.

An application was received from the Beekeepers Association with the Chairman actually living on the development, to keep bees in this area as it is ideal for their habitat.

After due consideration the Board agreed to proceed and allow this application on a twelve-month license basis with the Beekeepers Association accepting full responsibility and liability in respect of any insurance issues, etc., in return for the license. Upon completion or determination of the license agreement they will properly make good and restore the area to its current condition. Two beehives have now been provided

The Beekeepers Association agreed to donate wild flower seeds, etc., for planting in this area. Landform will shortly be carrying out the seed planting and general tidying up of this area as previously agreed.

* **Trees** - Arboriculturalist's Report has now been obtained, copies are available on request.

Works have been prioritised into various grades over the next 3-5 years. Initial priorities to be undertaken to include, primarily, the large trees on the Balaclava Road frontage which have Tree Preservation Order's on them

## Update:

The Arboriculturalist was asked to provide full details of recommended tree surgeons for these works. A formal tender was undertaken. Turner Tree Care will not be invited to quote for these works. Wallakers successfully applied for permission from the Local Authority for a 5-year approval so that the required works can be undertake without repeated application to the Local Authority. Works were planned during the dormant months winter 2014/15. This year’s tree works to the estate and the Balaclava Road frontage have now been satisfactorily completed.

* **Infrastructure and Grounds Reserves** - it was requested at the AGM that the additional funds collected for these would be ring-fenced and used only for these items and clearly shown in the accounts .

## Update:

This has been agreed by the Directors and Managing Agents and is shown separately in the annual accounts.

* **Grounds-** some general comments were raised about the quality of maintenance of the grounds by Messrs. Landform. Following discussions at the regular site meeting with them, this has been brought to their attention.

**Action:** Wallakers Managing Agents have been monitoring the situation.

* **Car Parking** -the issue of illegal parking on the estate was raised together with the parking of commercial vehicles.

# Update:

A formal warning notification has now been agreed and full copies have been provided to the concierge to place on offending vehicles as necessary.

* **Mobile Phone Reception** - it was requested that options be looked at to improve mobile phone reception.

# Update:

Wallakers have discussed this with some of the providers who are aware. It is recognised that there are voids and areas of poor reception throughout Surbiton. Sadly there is very little that we can do to improve this.

* **Handling of Complaints** -the procedure for the handling of issues raised to Wallakers was questioned, particularly in regard to call-backs and updates.

**Action:** The Board has agreed a Service Level Agreement with Wallakers. Full details are available on the website.

The overall responsibly for the management of the estate is with the Principal, Mr Robert D S Heald (FRICS), who is assisted by Mr Alex Catto, Property Manager. He has the full support and backup of administration staff and accounting staff within his office and access to the Property Management Team is available on a 24-hour 7-day week basis.

* **Gravel and Gutters and Edges-** the issue of gravel, gutters and edges was noted and the concierge will be asked to monitor the situation.

# Update:

This was addressed immediately after the AGM and is monitored by the concierge.

* **Path of Desire-** the plans for this area were explained by Wallakers, the meeting felt that the best solution was to fill the area in rather than a path with planting.

# Update:

This work has now been completed with the areas to side re-planted and is now an integral part of the estate.

# Annual General Meeting- 2014