**St James Park (Long Ditton) Estate Co. Ltd (SJPECo)**

**Board response to AGN Questions and Comments**

The Board would like to thank those Shareholders who took time to vote and provide questions and comments. The following provides a summary response from the Board.

All motions were carried, and all Directors have been re-elected.

**Mobile phone reception**

There were several comments and questions regarding mobile phone reception. Over recent months there have been several planning applications for the erection of appropriate masts to provide improved mobile phone reception. These have all be objected to by residents in the local area.

Given the unlikelihood that a mast will be built anytime in the near future the Board advises residents to consider wifi calling (most service providers provide it – here is an information video from EE <https://www.youtube.com/watch?v=Rz3rU3cRkps>). The alternative is to get a mobile phone booster for your home. Again most phone providers can provide these (for example look at <https://www.signalboosters.co.uk/>).

**Central Park**

This area received significant comment. After consideration the Board will be installing keypad locks to restrict access to the park to residents only. The locks will be installed in October and used for a trail period. If any shareholder objects to this and has not previously commented please contact Robert Heald at Wallakers (rheald@wallakers.com).

**Dogs**

The Board continues to be disappointed to hear of the occasional dog not being kept on a lead and also dogs fouling the park without owners removing the waste. The Board is reticent to ban dogs (which was originally the case when the estate was built) but will continue to monitor the situation. The Board hopes that the introduction of the keypad lock restricting the park to residents will help to resolve this issue.

**Noise and Children playing**

Whilst the Board wishes to ask all residents to respect their neighbours and not play load music or make noise late at night, this is not something that is the responsibility of the SJPRCo. If there is an excessive issue of load noise you should raise this with the local Environmental Health Department (call to report ongoing noise 01372 474750 or email: envhealth@elmbridge.gov.uk).

Parents are asked to ensure that their children are properly supervised when playing on the estate.

**Parking**

From comments received there is no appetite for a formal ticketing and parking fee structure for the estate. However, the Board will continue to look at options to enable proper control of parking. The Board are open to any suggestions any shareholder may have. Please send to Robert Heald at Wallakers (rheald@wallakers.com). All residents are asked to park on driveways, in garages or in specified parking spaces. The Board have requested that the Caretaker makes this a priority focus to check permits are being used and illegal parking is minimised.

All residents are reminded that the parking of commercial vehicles overnight on the estate is not permitted.

**Speed**

Following comments, the Board will further improve the signage at the entrance to the estate to make clearer the 15mph speed limit. All residents and their visitors are asked to respect this speed limit for the safety of all fellow residents.

**Grounds**

The Board appreciated the many positive comments about the grounds. The Board continues to work with Wallakers and Landform to ensure the overall appearance of the estate is maintained.

If there is ever a specific issue e.g. tree roots raising driveways, leaves etc then please contact Robert Heald at Wallakers (rheald@wallakers.com) who will be please to look at and find a solution to the issue.

**Website**

There were several requests for information on contractors etc. SJPECo maintains a website at [www.st-james-park.co.uk](http://www.st-james-park.co.uk) which includes an area that provides information on local co0ntractors. It also has various other useful pieces of information such as the Estate handbook.

**Social**

As longer term residents know we try to hold a Christmas Carol Concert in the main square and sometimes a summer party. This is great opportunity for residents to meet each other. Plans for this year’s summer party had to be curtailed because of Covid19. We will make a decision on the Christmas Carol Concert nearer the time.