



Your Newsletter

March 2022

Dear Residents,

Spring is just around the corner and the evenings are starting to draw out which is lovely. I love seeing the daffodils appearing and that promise of warmer weather to come. This is in stark contrast to the plight of the Ukrainian people currently and the terrible atrocities affecting them as a nation. It is a stark reminder of how important it is to look after our neighbours and be kind to each other at every turn.

We are looking forward to meeting you at the community activities planned over the spring and summer months or as we do our usual walkabouts. With the Queen's Platinum Jubilee in June, some residents are starting to make plans for community celebrations, which we are very much looking forward to being part of.

Since Christmas, the team have been busy meeting members of the community, planning community events and RMG has been working with the developers to hand over the first land for maintenance by the CMO in Spring.

We have been delighted to meet some of you at our recent 1-2-1 resident surgeries held at the primary school and will be looking to do more of these to ensure there are points in the month where we can meet you face to face and answer any queries you may have. Please get in touch at any time though. We are always happy to speak/set up a Teams call.

We also have three new board members. Tom Hodson and Peter Reed joined the board late last year as nominated directors for Hodson Developments and Steve Bartlett is our very first resident director. Jon Rose and Nick Fenton have stepped down. I would like to take this opportunity to thank them both for their work to help set up the CMO, especially Jon who chaired the Finance and Risk Committee from the beginning and steered us through the pandemic.

Thank you to those of you who took the time to complete our resident survey. We have taken a look at the responses and summarised them in the newsletter.

Anybody that requested a direct response will receive one over email over the next few weeks.

There is more detail within the newsletter on all of these matters. I hope you enjoy reading our latest edition and if you have ideas for future editions, please get in touch.

SallyAnne

SallyAnne
Chief Executive

New Board Members

Our new board members, Tom and Peter are bringing a set of varied skills and experience to the board. Find out more about them by visiting the CMO website. Their board profiles will go live over the next week or two.

Steve Bartlett was appointed as resident director in early March and brings with him a whole host of skills and experience which will be valuable to the Board and to help lead resident representation.

Steve has provided a biography which will also appear online shortly. If you would like to get in touch with Steve, please email him via hello@cmo.org.uk. Steve will receive his induction over the next couple of months, so please bear with him whilst he gets up to speed! We offer Steve a very warm welcome and look forward to working with him.



CHILMINGTON MANAGEMENT
ORGANISATION

cmo.org.uk

CMO Resident Surgeries

Come and talk to the CMO Team about living at Chilmington Green. For example, ideas for community action or concerns about rent charge deed bills or simply come and have a chat and get to know us. For matters which are not CMO focused, we will help where we can or point you in the right direction of those who can. We have held several of these to date and hope to see even more residents taking the opportunity to meet with the team.

Venues To Be Confirmed (some dates will be at Chilmington Primary School, but please email to confirm). Please email hello@cmo.org.uk to book a slot.

Upcoming Dates:

Tuesday 5 April, 2.30 to 16.00 Wednesday 4 May, 18.00 to 19.30
Tuesday 7 June, 18.00 to 19.30 Thursday 7 July, 14.30 to 16.00

Latest Planning Applications

Whenever planning applications are submitted, they can be viewed on ABC's planning portal where you are encouraged to submit comments. You can also sign up to receive regular notifications of new planning applications, amendments and planning decisions, just visit: planning.ashford.gov.uk

You can search by address, i.e., 'Chilmington Green' or by Case Number if you know the application number. On the summary page of each application, it provides information about when comments are needed by and the initial target date of when the Local Planning Authority will make their decision. Comments will be considered up to when a decision is made, which can sometimes be before the initial target date, so you are always best to submit comments by the deadline date.

At the time of writing the applications relating to land at Chilmington Green, which have not yet been decided by the Local Planning Authority are:

Application No.	Description	Comments By	Initial Target
18/01310/CONE/AS	Discharge of condition 5 (Highway Safety – Preventing inappropriate parking) Parcel Q	1 Apr 2022	27 Apr 2022
19/00475/CONC/AS	Discharge of conditions: 5 (Visual Amenity), 6 (Highway Safety), 10 (Section 38 Highway Safety) & 12 (Protect & Enhance amenity of the area) Parcel Q	2 Apr 2022	27 Apr 2022
19/01032/CONB/AS	Discharge condition 7 (Highway safety – Section 38 Remedial work)	31 Mar 2022	26 Apr 2022
19/01079/CONB/AS	Discharge condition 6 (SUDS – Surface water run off)	3 Mar 2022	29 Mar 2022
22/00024/AS	Reserved Matters application pursuant to planning permission 12/00400/AS to consider the construction of 173 dwellings on Land Parcels D&H – Main AAP Phase 1, together with associated roads, parking, landscaping, public open space and infrastructure	17 Feb 2022	11 Apr 2022
21/02248/AS	Reserved matters application pursuant to planning permission 12/00400/AS to consider the layout, scale, landscaping and appearance of development for 47 residential dwellings, within land parcel K	9 Feb 2022	24 Mar 2022
21/01611/CONA/AS	Discharge of condition 1 (Pond 3 details)	21 Jan 2022	14 Feb 2022
21/02165/AS	Reserved matters application for the amended Landscaping Works to the Phase 1 Northern Gateway (Access A) at Chilmington Green pursuant to planning permission 12/00400/AS	19 Jan 2022	14 Mar 2022



Turkey Tail Fungus in Spring - Photo by Ian Wolverson

2021/2022 Annual Residents Survey

At the AGM in July we committed to ask residents for their views on the CMO and its suppliers by the end of the calendar year. It is really important for us to receive your feedback so that we can regularly review our performance and improve our services to you, our residents. In these early days, it is even more important to touch base with you – we always welcome your comments and thoughts at any time of the year.

We had responses from 21 households which is about an 11% response rate.

There were several key themes across respondents which we have highlighted below;

- A need for the CMO to be more visible and to take on the management of landscaping
- Support with understanding the roles and responsibilities of the CMO
- Concern about the time taken to issue Compliance Certificates & the role of the CMO in this
- Limited awareness of the role of RMG, the estate manager & Knights, the CMO solicitors

So what are we going to do with your feedback?

Over the coming months, we will do special features in the newsletter. We will also continue to do resident surgeries to enable us to meet with groups of residents on specific subjects or on a 1-2-1 basis to answer any specific questions you have.

As we gear up to taking on landscaping, you will see RMG out on site more so please stop and talk to them.

Meeting Our Residents

Since January we have provided two different forums for residents to meet the CMO. Mid-January saw the first of the CMO Resident Sounding Board meetings. Chaired by Alison Breese the voluntary sector director, we discussed the new CMO Community Grants Fund and spent time answering questions on the resident director appointment process. Residents also asked questions about when the bus route would be in place, the new footpath and other items of infrastructure. Unfortunately, we were unable to answer these questions as they are not within the control of the CMO. We can however raise questions or concerns with those who are responsible or point residents in the right direction to ask those questions themselves.

We plan to hold a second CMO Sounding Board sometime in the spring once we have the company appointed to run the 'Placemaking Sprint'. Part of the contract will be to work on some ideas for community events and activities over the next 6-8 months or so. We will need a Sounding Board meeting to launch this process and hope you will want to get involved with this ambitious project.

We have also held three 1-2-1 resident surgeries at the Primary School. Take up of these sessions has improved as time has gone on. We have really enjoyed meeting new residents and seeing some familiar faces too. The sessions are a chance for you to ask questions about living at Chilmington Green.

We have set dates for new 1-2-1 resident surgeries on the page opposite. We really hope to see you there. Each appointment is 15 minutes long and is attended by two CMO representatives and generally includes SallyAnne and/or a CMO board director.

Compliance Certificates

When purchasing a home from Developers at Chilmington Green, purchasers sign up to paying Rent Charge Deeds (RCDs). All households have RCD1 and RCD2 and some residents have RCD3. Residents sign a Deed of Covenant (the legal transfer document from the developer to the purchaser) at point of purchase for each RCD which commits them to paying a sum to the CMO each year. This supports the cost of management and maintenance of community assets. In the short term, this will be assets such as landscaping and ponds and in the longer term, play spaces, allotments and sport pitches/buildings.

Why is the Compliance Certificate so Important?

The Compliance Certificate is the final stage of your house sale. Without it, the Land Registry will not transfer the property into your name.

The CMO will not issue Compliance Certificates until the information within the Deeds of Covenant are accurate and complete. It is not our role to complete the Deeds of Covenant for your property. Your conveyancer must do this on your behalf so it is important to ensure your conveyancer does this. The developers must complete the RCD's.

Many residents have contacted us to establish what the outstanding matters are with their property. We receive a monthly update from Knights and so are always willing to share the details relating to your home and help to move the process along.

You might feel frustrated about the time taken to issue your Certificate but if information is wrong or incomplete, then this only stores up problems and costs for you and the CMO further down the line. Please do contact us with any queries you have.

Your conveyancer can contact Knights by email at kathryn.harvey@knightsplc.com. Please note Knights can only speak to your legal conveyancer. They cannot directly speak to residents.

Purchasing from a Developer

Through the conveyancing process of the first sale of property from a developer, leading up to completion, there are several steps which are taken to ensure the legal paperwork which relates to the CMO is complete and accurate. There are slight changes to the process depending on which developer you are buying from so we have tried to provide a high-level summary below;

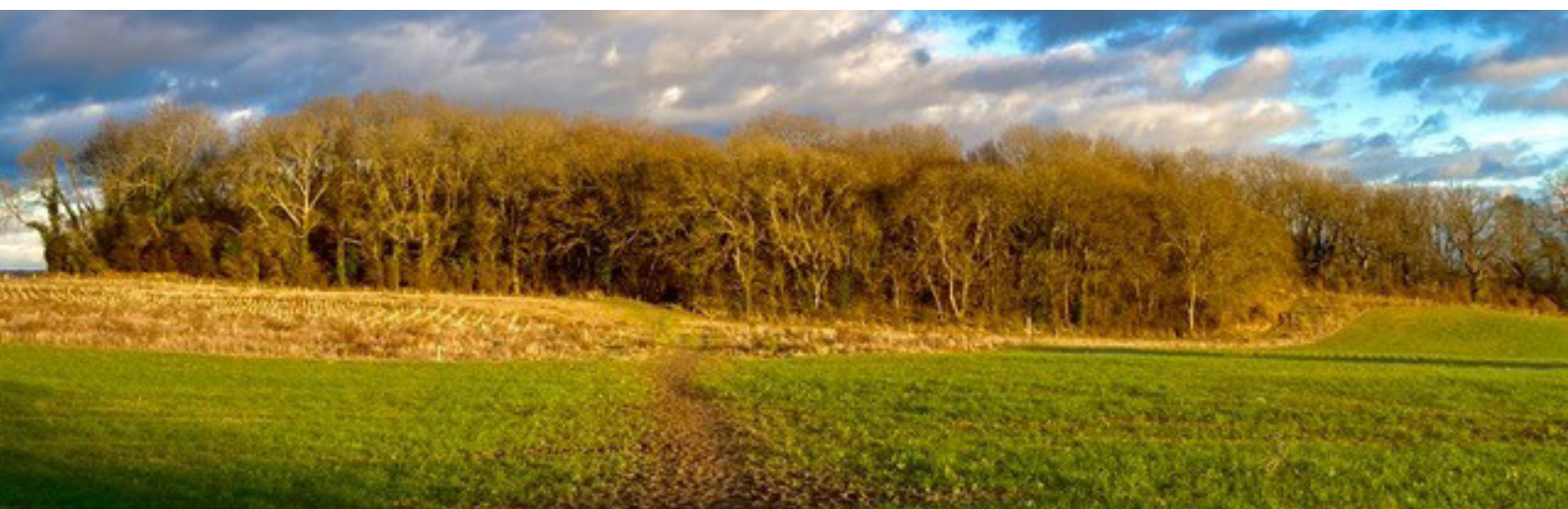
1. The developer's conveyancer complete and sign the RCD's. These are then approved by Knights (the CMO's solicitor) and sent off to the Land Registry to sit on the title deeds for your plot
2. The purchaser's conveyancer receives the completed RCD's and the draft Deeds of Covenant. The Deeds of Covenant are completed by the purchaser's conveyancer.
3. When the sale is completed, dates are inserted on the Deeds of Covenant by the purchasers conveyancer and sent to Knights. If all information is complete and accurate, then Knights issue a Compliance Certificate on behalf of the CMO.

Re-Sales

For a re-sale, the new purchaser will sign Deeds of Covenant for each RCD. The key here is for the purchasers conveyancer to make early contact with Knights (the CMO) to ensure the paperwork to transfer the RCD's in the name of the purchaser can be set up early to ensure there is no hold up of sale.

The seller should make contact with RMG to ensure that the existing account is settled ahead of sale and for the purchasers details to be transferred on to the account. If you want a statement of account, RMG charge a fee for this. You can however access your RMG Living account and print off a copy from there.

Public footway leading to Coleman's Kitchen Wood - Photo by Ian Wolverson



Iron Gall - the closing chapter on the first artistic commission

This month marks the close of a chapter for artist in residence, Janetka Platun. In 2019, Janetka Platun came to the area through a small commission in parallel with the drafting of an early cultural strategy for the new community. Her brief was kept flexible enough for her to respond to local aspirations and needs without constraining the creative outputs or materials used.

Janetka's work is tied to place and the people she meets. She is interested in the moral relationship we all have to our surroundings. Through a lot of listening, she weaves together a picture of this fraught, tragic and sometimes magical relationship. This is what dictates the materials and the presentation of the resulting artwork.

In Chilmington Green, she held several workshops with school children and with the public, primarily focused on the meaning of home and the early forms of shelter. She became a regular with the Repair Café members at the Singleton Environment Centre and she produced, with their assistance, over two hundred miniature vials of oak gall ink. These were gifts (votives) to be given to new residents. These were accompanied by a short publication which documents the landscape of Chilmington Green through the changing seasons. Here's an excerpt from the booklet:

'An oak gall is a growth created by an oak tree and a wasp. The galls form when a wasp lays her eggs into the young tissue of the tree. The tree responds by wrapping protective material around the eggs, which, in turn, provides shelter and food for the developing larvae. The galls do not harm the tree.'

"I moved here 30 years ago. Our new house was on the edge looking out over fields, over time, as more houses have been built around us we're now in the centre."
-Local resident

[From the] Roman Empire, through the Middle Ages to the early twentieth century. The crushed up galls were mixed with iron sulphate and rainwater. The reaction between the tannins from the gall and the iron produces a dark, velvety, permanent ink. Because of its indelible qualities some of the most important texts in Western history, including the Magna Carta, were written with it.

"People say to me well we moved here and there was nothing here before us so we need to accept that new people will move in like we did." -Local resident'

Janetka's art includes sculpture, film and installations. She craves the stories of people and found objects. Having recently visited her tiny studio based on the Thames in South East London, the space is a mudlarker's treasure trove. She showed me a rusty piece of steel conduit she dug up, from which she produced a beautiful pigment out of the rust to be applied to canvas using the conduit as a roller. We spoke about her mother and the many objects she keeps at home, objects which continue to provide comfort for someone who lost so much fleeing the Nazi invasion. We spoke about Ukraine today, her mother's thoughts dwelling on the millions crossing borders.

With a slight hiatus in the project due to the pandemic, Janetka was back in Chilmington this month to deliver the votives and booklets door to door. Hopefully some reading this will have spoken with her or at least received a manila envelope through their letterboxes. If not, let the CMO team know and there may be some spares remaining. Also, let the CMO team know if this story inspired you and if there are other opportunities that you think would suit bringing Janetka or another artist into the community.

Dan Daley
CMO Project Officer

Photos courtesy of Janetka Platun



Community Grants Fund

At the time of writing the CMO Team closed the first round of funding and assembled the Community Grants Panel to review the submissions. The panel was pleased to have received a range of submissions which have now been assessed.

Grants have been awarded for a Spring event, Jubilee Celebration and in support of the Neighbourhood Watch Scheme. Organisers of events will be publishing details shortly so that all residents have the chance to get involved. We hope that you enjoy the outcomes of this community funding and hopefully feel inspired to make a funding application in the next round!

You may remember we put a call out to residents to be part of the Grants Panel and would like to thank residents Bret & Kirsty for being part of the panel, alongside CMO Directors, Alison & Steve.

Parking

According to the AA, one in three neighbour disputes are to do with parking. In our efforts to try to build an active and connected community we hope that this is not replicated across Chilmington Green. Unfortunately, we are seeing an increasing number of emails hitting our inbox regarding inconsiderate parking. So, with a desire that Chilmington Green is a pleasant environment for all, once again an impassioned plea goes out to all residents to think about how you are parking impacts the day to day lives of your neighbours.

In no particular order, and definitely not an exhaustive list, some basic principles are:

- Be careful not to block or restrict access to driveways
- Ensure that you are not restricting roadways for other users, particularly refuse and emergency services vehicles
- Visitor Parking Bays are not to be used as permanent parking spaces by residents, resident vehicles should be parked on residents' own properties
- Do not park on pavements or grass verges

With the grateful thanks of your neighbours for showing some consideration.



Neighbourhood Watch

Dear Readers

I will have now met at least one person from each household as I visited you to enrol you into Neighbourhood Watch, I hope everyone has settled in well and you will be pleased to know that across the whole development. Barratts, Hodson and Jarvis in every road (27 now in number) our NHW membership is 99.9%

That means everyone is playing a part to help keep the community safe, secure and all residents alert and vigilant to crime.

I saw many of you at last years AGM and I look forward to seeing you this year's AGM too when the date is announced. My contact details are below and also available on the CMO Website.

Please also join and use my Facebook Group : [Neighbourhood Watch Chilmington](#)

For more information, please contact me:
Peter New
peternew1@aol.com
07768437422

Land Adoption

The CMO are aiming to take over the first areas for maintenance during Spring, with the first areas being the pond at Herders Way (Jarvis Homes) and the occupied areas of Barratt's site. Conversations are progressing to finalise the details. We are also hoping to take over some RCD3 areas at Hodson Gate. We are currently awaiting details from developers in order for RMG to carry out handover inspections and complete the necessary paperwork.

As we take on maintenance responsibilities our plan is to provide information about these areas on our website.

Road Adoptions

Another popular topic of emails that we receive! We understand from the Developers that most roads will be offered for adoption to Kent County Council (KCC) as the highways adoption authority. There will be a small number of exceptions to this where KCC may not adopt the road (typically because the road is not large enough for a refuse vehicle to turn or there are less than six properties accessible from the road). In these instances, roads will be adopted by the CMO, and residents who have vehicular access off these areas pay RCD3 charges for their maintenance.

Developers have to approach KCC to begin the adoption process and there is no typical timeframe to when the adoption process will begin or how long it will take to complete.

From beginning to end it can be several years.

Developers usually wait until they have finished using the roads for construction vehicles to finalise road adoptions as these can damage the final wearing surface.

Up until adoption it is the responsibility of developers to maintain the roads.

Adoption is not completed until sometime after a top surface has been applied and a robust legal process has taken place.

Where the CMO are adopting roads, we will notify the residents concerned and make the information available on our website once adoption has taken place. KCC will display notices on lamp posts or have road signs stating that the roads have been adopted by them.

When we talk about road adoption, we are also including pavements and roadside verges in the same process, as these are adopted in line with the roads they border. Prior to adoption, maintenance is once again the responsibility of the developer.

Estate Rent Charge

From conception, the aim for Chilmington Green was to provide something different, along with a high quality built environment was the desire to build a community that benefitted from over £24 million of community assets by way of open space/play areas and community buildings. How the long-term maintenance and management of this large capital investment was to be provided was key to safeguarding the development and its residents.

The CMO was created with the purpose of achieving a high-quality service, whilst protecting residents from the typical criticisms that are often levelled at Estate

Management Companies. Therefore, we are different, we won't just be mowing the lawn – we'll be throwing a party on it! As part of the protection to residents, our charging mechanism is different to that typically found on other developments. We do not have a Service Charge, where bills can vary vastly year by year, we have a capped Estate Rent Charge. RCD1 is capped until 2030 and RCD3 until 2025. RCD1 can only be increased in line with RPI each year. This means if we have any unexpected costs (e.g. a row of trees dies) we can't send you a bigger bill to cover it, we would have to draw from reserves or manage our costs in another way.

Therefore, these reserve funds need to be built up so that our high standards can be maintained. As part of your purchase, you signed legal documentation committing you to paying an annual Estate Rent Charge appropriate for your property from your date of completion. Whilst we understand the frustrations shared by many of you about paying it when the CMO are not carrying out any maintenance we hope this helps to explain why it is necessary.

Income received from the Rent Charges is rigidly controlled and can only be spent on the purposes for which it is collected. So, you can be assured that these funds will only be used for the management and maintenance of community assets (including open spaces). Currently, community development activity is funded from the Early Community Development s106 Fund and any other funding the CMO draws in from external funding for such purposes.

If you haven't already, you will shortly be receiving your next Rent Charge invoice to cover the first half of the year, 1st April to 30th September 2022. Please can we ask that this is paid promptly and any outstanding debts are settled. Full details of how to pay are included with your invoice, including how to set up a monthly direct debit. If the CMO has to carry a large amount of debt, this will affect the standards to which we can maintain the landscaping that we are hoping to take on from this Spring. Rent charge income can only be used for costs relating to budgeted management and maintenance for the year it was collected. Any unspent money must go into reserve funds for unbudgeted future costs, so it is hugely important that bills are paid annually.

As mentioned, RCD1 fees increase in line with RPI each year, please see below for the annual charge for 1st April 2022 to 31st March 2023 which represent a 7.84% increase on last year. Please note, that RCD3 charges remain unchanged as we cannot apply an RPI increase to these until after 2025.

Site Management

Living on a construction site is going to have its challenges at times when developers need to work alongside those who have made the development their home. Developers are mindful of this and try to minimise disruption wherever possible. However, occasionally incidents do happen which need reporting.

A number of residents have come to the CMO with concerns and we have been actively signposting residents to the appropriate body to support them. Whilst each situation is different and sometimes responsibility falls between Ashford Borough Council (ABC) as the local authority or the relevant government agency. We have listed the most likely relevant contacts.

Where possible, please always contact your developer first:

Barratt Homes

kent@newhomecare.co.uk

Hodson Developments

customercare@hodsondevelopments.com

Jarvis Homes

linda.lombard@jarvishomes.com

HSE

-Concerns for health and safety at workplaces

0300 003 1647

Environment Agency

-pollution to water or land, flooding

0800 807060

ABC Health & Safety

Environmental.HealthEnquiries@ashford.gov.uk

ABC Environmental Health

-Noise, air pollution, odours etc

epcomplaints@ashford.gov.uk

ABC Planning

-Breaches of Planning Conditions, such as working hours

on site, dust and matters not being built to agreed plans

01233 331111

NB: ABC also have a report function on their mobile app and reporting forms can be found on their website

ashford.gov.uk/report



**CHILMINGTON MANAGEMENT
ORGANISATION**

The CMO is a registered charity in England & Wales 1194013

Chilmington Management Organisation
c/o McCabe Ford Williams, Suite 1, Invicta Business Park
Monument Way, Ashford
TN24 0HB

CMO Membership

Membership is free and voluntary. Only CMO Members have the right to vote at an AGM or on any special resolutions which may be needed to determine future CMO policies. As the CMO takes on assets we hope to be able to offer discounts to CMO members, eg hire fees or discounts for attendance at community events.

Because of the voting rights, membership is for one named individual per household (please therefore only put ONE name on the membership form!), although any further benefits such as discounts will be available for all those within the household. To find out more about CMO Membership or to become a member visit our website.

cmo.org.uk/who-we-are/the-membership-pack

For more detailed information about the CMO please visit our website cmo.org.uk or email us at hello@cmo.org.uk. For any legal questions, please contact your conveyancer.

Get in Touch

The CMO team makes every effort to respond to email inquiries within 5 business days, usually sooner.

Write to us at: hello@cmo.org.uk

This Newsletter is Going Digital

In an effort to achieve the CMO's environmental aims, we would like to go digital with these newsletters. At present we hand deliver them to your door because we do not have email addresses for everyone. If you like the content, do sign-up for future newsletters on our website: cmo.org.uk

What 3 Words

A quick note about parcels and deliveries going astray either due to GPS issues or some confusion about new Chilmington Green addresses. It was suggested that the app called "What3Words" can be quite useful for such a purpose. By providing delivery companies with your What3Words location (a unique combination of three words specific to your location on the globe) they are more likely to reach you. Try the app or visit their website today on what3words.com