

# Your Newsletter

September 2022

## Welcome

Our children are back at school, the wonderful weather seems to be interrupted by some spells of rain and the evenings are drawing in. Autumn is definitely on its way! For me this Autumn, there are big changes ahead in our home. I am doing the rounds of University Open Days with my oldest and it reminds me of the swift passing of time as it is 30 years since I started at University myself. Couple that with the passing of our Queen, a solid figure in our society for so many years and I am reminded to hold on to all that is good in our world.

Our Queen was a person who led a life of community service, always putting others first. All she achieved over the years makes me reflect on what we can do in our community and how you as residents might want to get involved. If you have ideas, please get in touch.

Community is so important in enabling us to lead vibrant, fulfilled lives, supporting and getting to know our neighbours and instilling some good in what is a difficult and challenging world. The Cost of Living Crisis is affecting every single one of us and for some providing more challenging decisions about the very things which we consider the 'basics' in our life.

At these times, communities come together to support each other and our summer programme of events has demonstrated the strong need for opportunities for people to get to know each other as neighbours and to participate in collective activities which bring about a sense of togetherness and support.

It would be remiss of me to not mention some residents concerns about the cost of the rent charges and I hope the Board's response to the open letter ([cmo.org.uk/addressing-resident-concerns](https://cmo.org.uk/addressing-resident-concerns)) provides some comfort that we will give serious consideration to the cost of the rent charge as part of the business planning process in the autumn/winter.

Don't forget to get your application in for the Community Grants programme on 7th October. If you have ideas, please feel free to contact Katy to talk them through.

I hope you enjoy this edition of the newsletter. We aim to provide something for everyone. Your comments and ideas are always welcome, so please get in touch at [hello@cmo.org.uk](mailto:hello@cmo.org.uk).

Many thanks,

SallyAnne  
Chief Executive

## CMO Community Grants Fund

Second round of submissions due  
9am on 7 October 2022

Looking for funds to run a small event, a street party or perhaps to offer classes or workshops to local people?

The Chilmington Management Organisation is holding another round of funding to be reviewed by the community grants panel made up of local residents and Board Directors. The first round resulted in two successful projects involving local people coming together.

Once again, the CMO is working with Ashford Borough Council to support a wider spectrum of residents within the South of Ashford Garden Community. We thank Ashford Borough Council for their support in enabling this to happen. With funding amounts up to £2,000 for a single project, individuals or groups are welcome to apply. Please see eligibility requirements and further information available at...

[cmo.org.uk/community-grants-round-2](https://cmo.org.uk/community-grants-round-2)



CHILMINGTON MANAGEMENT  
ORGANISATION

[cmo.org.uk](https://cmo.org.uk)

## 2021/2022 AGM

In July, the CMO held the latest AGM, with representation from residents across our community. The CMO was challenged on a variety of issues, some of which have since become the focus of the open letter.

We were delighted to see so many questions being asked with a commitment to a number of actions as a result. The draft minutes and further information can be found at [cmo.org.uk/news](https://cmo.org.uk/news)

The Board committed to a number of actions which included the following. The full list of actions can be found in the draft minutes on the website;

- Giving consideration to raising RCD1 to the cap and charging to the full RPI rate for the 2023/24 financial year. This will be take place as part of the business planning process in the autumn through to January 2023 when the board approve the new business plan. The decision will be based on the land being managed by the CMO and the anticipated occupations and costs for the following financial year
- CMO board minutes to be published on CMO website (see website for July minutes, September minutes to follow)
- More regular communication between the Board and residents to ensure concerns are raised – please see calendar of residents surgeries for the Autumn on the CMO website
- Board to give greater clarity in the letter accompanying bills that rent charge deed bills are payable on demand - complete
- Sharing the 2022/23 charity budget with the community – complete, see website
- Sharing the July debtors report (RCD income) - complete
- Our resident director to meet with residents to discuss current issues -completed at Brisley with a further meeting at The Gate being planned
- Transparency around the CMO-Council contract – to be published on the website shortly

## Criteria for the CMO to Appoint its Own Staff

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Many residents will be aware that the CMO is currently operated through a contract with the Council. This has been helpful in the early years to provide some consistency of personnel and knowledge. Interdependence from the council is a concern for some and at times can cause tension at the Board.

The board recently had a Forward Planning Day which considered this matter carefully and the environment which would be required to ensure the CMO moves away from the contract on a sure footing. These principles are shared below and will be reviewed regularly;

- Income – the CMO must be financially self sufficient
- Staff costs/other expenses must be met by the income generated by the CMO and through the Planning obligations
- The business model and staffing structure must be robust and stable
- The range of skills required by the CMO to carry out its functions must be affordable
- Reserves must be robust enough to account for any liquidation and redundancy costs
- The proposed business model must present value for money
- The staff skills requirements must be focused on being forward looking and therefore any early issues must be resolved - the CMO will likely require a leader with a different skill set to now
- Minimum 500 occupancies

These principles will now be tested through further work and research by the Chair of the board and Chief Executive. Any amendment to these first principles will be shared with residents following board approval.



## New Flag for Chilmington Green

This Summer's 'creative placemaking' project is sadly coming to an end. Emergency Exit Arts and Locality have loved working with the community and we're pleased to be leaving Chilmington Green with something to be proud of – its own flag.

The project was commissioned by Ashford Borough Council and the CMO using funds from the government's Garden Communities Programme alongside developers' contributions. The aim was to bring residents together across the four sites, creating a sense of 'place' and community identity.

We began by participating in local Jubilee events, offering creative activities and asking residents what they wanted from the project. We then ran four outdoor workshops, one at each of the development sites. People came out of their houses and joined in (possibly enticed by free ice-cream!). They had a go at clay-pressing, block-printing, cyanotype (making art with sunlight) and flag-making, while exploring and representing the textures, sights, sounds and feelings within Chilmington. And they took their finished creations home with them.

Then our local artists got to work, drawing inspiration from the images and motifs used in the workshops. They designed, printed and sewed (almost) around the clock to produce the new Chilmington Green flag. Well, not just one flag – they actually created four flags, one for each site!

The flags were presented to Chilmington residents on Saturday 17th September at the finale event. We didn't raise the flags that day in respect of the period of national mourning, but we're now working with the developers to find suitable locations to raise them. There will soon be a flag flying in each corner of Chilmington Green.

Throughout the project, we've been grateful for the warmth and kindness of the Chilmington community. We've also witnessed how residents from different



Photos by Josh Leppenwell

backgrounds have come together to socialise, solve problems and help each other out. A definite sense of community, belonging and pride in the area already exists, and this can only grow stronger as the construction work progresses and Chilmington Green becomes more physically connected with roads and other infrastructure.

We'd love to know what you thought of the project (even if you didn't get involved) and about your experience of living in Chilmington Green. If you have a few minutes, please fill in our questionnaire here.

[southofashfordgc.com/get-involved/feedback-form](https://southofashfordgc.com/get-involved/feedback-form)

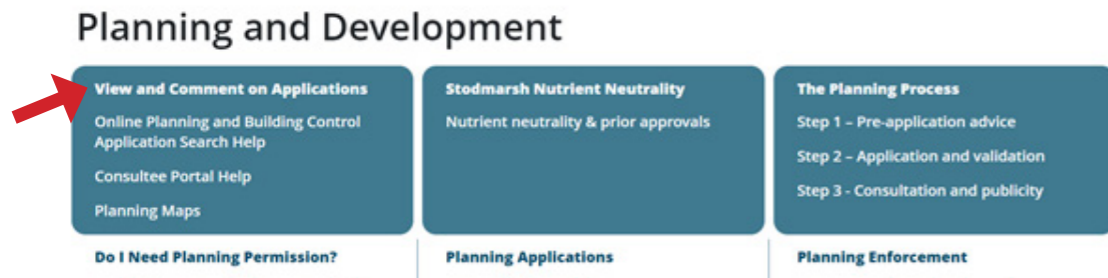
We will be producing a project report for Ashford Borough Council and the CMO, so do take this opportunity to have your say!

Maria Antoniou, Locality  
Hannah Rushforth, Emergency Exit Arts



# Planning Applications

Full details of planning applications can be found on ABC's planning portal. ABC have recently changed their planning portal, to access the portal visit [ashford.gov.uk/planning-and-development](https://www.ashford.gov.uk/planning-and-development) and click on the "View and comment on Applications" header.



There are many options to obtain search results. Click on the advance search button to explore further options and filters.



Unfortunately, the ability to sign up for email alerts for planning notifications is not currently available, though ABC are working towards a solution.

For further information on the new portal visit the Frequently Asked Questions page. Details of updates to the portal will also be included on this page.

At the time of writing the planning applications at Chilmington Green which are under consultation are listed below.

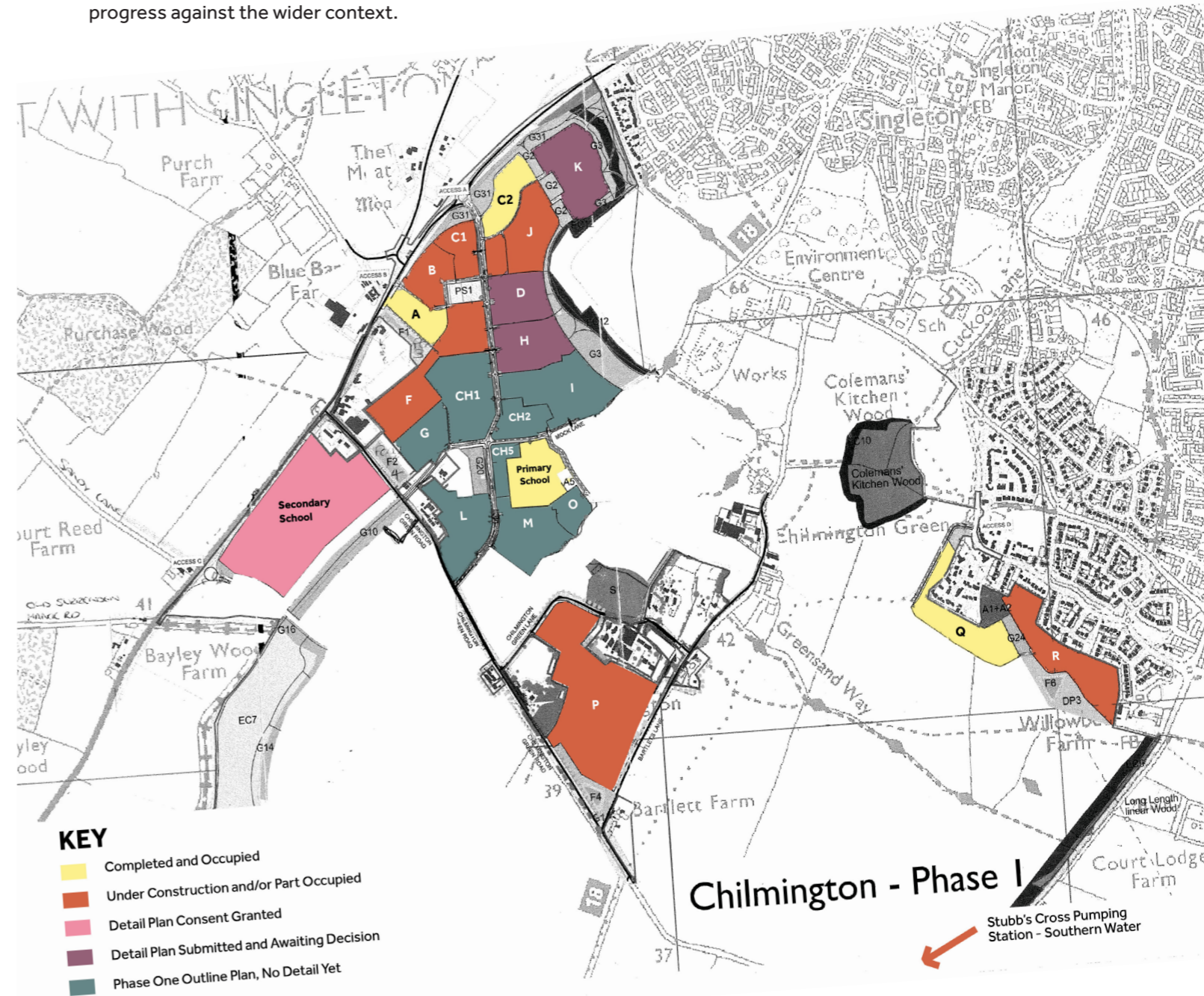
Application No.	Description	Earliest Decision Date
OTH/2022/2186	Discharge condition 9 (Sustainable surface water drainage scheme) of 21/01914/AS. (Reserved matters application pursuant to outline planning permission 12/00400/AS for the construction of a 6FE secondary school which will include a multi-use games area (MUGA), car parking, landscaping and external play, with the creation of a new access from Chilmington Green Road.)	07/10/2022
OTH/2022/2110	Discharge of condition 15 (sustainable surface water drainage system) of planning permission 21/00840/AS	30/09/2022
OTH/2022/2055	Discharge of condition 93 part (I) (Archaeology Field Evaluation)	23/09/2022

# Phase 1 Parcel Plan

We thought it would be helpful to provide a bit of further information to help understanding and interpretation. The Board sometimes uses acronyms which might not be common to residents.

So, first off, we have included the Phase 1 Parcel Plan (below) which details the land parcels to be built out by the developers in Phase 1 ( up to 1501 homes). This is the plan which was approved at the earliest stage of the Chilmington Green Development's planning journey. It simply breaks down the development into zones or parcels of housing, landscaping, community and commercial buildings.

The CMO team have coloured in the plan to show progress made on each parcel to date. We will upload this plan onto our website and update it at least twice a year for residents to keep track of progress against the wider context.



# Seeking an Administrative Support Officer

Have you seen Ashford Borough Council is advertising for a Part-Time Administrative Support Officer to work with the CMO Team? As mentioned earlier in this newsletter, the CMO team is employed directly by ABC to undertake the early operations of the CMO, until a time the CMO is in a financial position to employ staff directly.

ABC is seeking a Part-Time Administrative Support Officer on a one year fixed term contract at 16 hours per week. For further information regarding this opportunity please visit the ABC's Job Vacancies page: [jobs.ashford.gov.uk](https://www.jobs.ashford.gov.uk) To find the posting, either search all listings or enter keyword: CMO

## Progress on the Community Cabin

Two CMO directors met with Hodson Developments and the Local Planning Authority in late July and agreed the principles to the health and safety protocol. They also agreed the resolutions required for the Cabin to be handed over. The Lead Developer has a number of tasks to complete as a result of this meeting, for example:

- Document the H&S protocol
- Formal snagging to be completed with RMG and hand over meeting
- Drafting a compliant lease
- Settlement of CMO legal costs

The LPA has some actions to take and areas of concern to agree with the lead developer. As soon as these steps are completed the CMO will be able to operate out of the building, and begin opening up the space for resident's use. We are keen to do so as soon as possible.

## The Conveyancing Process at Chilmington Green

We have put together an article explaining the conveyancing process at Chilmington Green. It breaks down what is involved and the steps that must be carried through when buying a home on the development. As it is too long an article for the printed newsletter, we have added it to the CMO website at: [cmo.org.uk/the-conveyancing-process](http://cmo.org.uk/the-conveyancing-process)

## Handover of Landscaping Responsibility from Developers to CMO

The CMO is ready to accept land from developers where they have completed construction and all relevant planning conditions have been met. The CMO's contractor RMG will then follow the process it does on all its sites to take over management responsibility - this includes site visits to check the quality of the planting and agreeing any remedial works.

The invitation is open to all developers to follow this process and we are pleased that Barratts and Jarvis has done this with land to be handed over imminently.

At the recent board meeting HD asked the CMO to consider a revised process that will see it take responsibility for land before planning conditions have been discharged. HD and RMG are working together to develop a process to do this that will facilitate hand over but also manage the risks of not having the conditions discharged.

Rent charge deed 1 sums pay for the management and maintenance of areas across the whole development as they are there for all residents to enjoy. Rent charge deed 3 areas are paid for by those residents in the vicinity.

As we start undertaking landscaping, we will publish on our website the areas we are maintaining, we will also be sure to convey this information to CMO Members and those who have provided us with an email contact address.

## Buying a House at Chilmington Green. What Do You Wish You Had Known?

Buying a house is an exciting yet stressful time and alongside trying to sell an existing property, choosing fixtures and fittings and furniture, there is a legal process to go through. At Chilmington Green, the conveyancing process includes ensuring purchasers are made aware of and understand the Rent Charge Deeds and the binding commitments signing the Deeds of Covenant has on the CMO and you as a resident.

The CMO are keen to improve the communication of the process to help potential purchasers understand better what living at Chilmington Green means. So, what do you wish you had known when you were buying a house here?

Ideas, comments and feedback are welcome on the CMO website, Information Pack, verbal information provided by CMO or developer teams. If enough residents are interested in helping us, we would welcome hosting a CMO Sounding Board (physical or Teams session) to gather your feedback.

Please email us at [hello@cmo.org.uk](mailto:hello@cmo.org.uk) if you are interested in getting involved.

## Paying the Rentcharge

Wanting to go paperless?

Sign up for E-Billing through RMG's online portal. Please register by visiting [chilmingtongreenliving.co.uk](http://chilmingtongreenliving.co.uk). You will need your customer reference number, which can be found on your last invoice to create an account and set your preferences.

Invoices to cover the period 1st October 2022 to 31st March 2023 were sent to all households early August and are due for payment by 1st October 2022. We ask that all residents settle their bills on time. If you are having trouble paying, please contact RMG to discuss payment options, including setting up a direct debit. As previously stated, the CMO does appreciate the challenging times we are in with the rising cost of living, however, as we are due to take handover of landscaping responsibilities for much of the development, we must collect rent charge income to cover these costs. The majority of residents pay their bills and it is not fair on them if the CMO do not do all in their power to ensure that the same principle is applied to all. Charity regulations also mean the Board must do everything to protect the solvency of the charity to ensure it can undertake its intended tasks. The CMO will chase outstanding debts, incurring additional costs to those residents, as RMG will be instructed to follow formal debt collection procedures.

## Resident Surgeries & Community Meetings

The CMO Team is organising another round of surgeries and two community meetings in October and November.

Resident surgeries are designed to be one-to-one meetings. These are for asking questions of the CMO team and board on both individual rent charge deed matters and on other issues which relate to the CMO. We would also simply love to meet you and say hello!

There is a community meeting for representatives from each part of the development, followed by a community sounding board open to anyone. If you wish to attend or wish to nominate someone to attend, let us know.

For all of the above, please email [hello@cmo.org.uk](mailto:hello@cmo.org.uk)

Wed 5th October 6.30 to 8pm	Community Meeting
Tues 18th October 2 to 4.30pm	Resident Surgery
Wed 19th October 6.30pm to 8pm	Community Sounding Board
Wed 23rd November 6.30 to 8pm	Resident Surgery



We are also delighted that the Mayor of Ashford, Cllr Jenny Webb, will be joining us for the evening

<b>Date:</b>	Saturday 29th October 2022
<b>Timings:</b>	Buffet: 6.30pm - 7.30pm Talk: 7.30pm - 8.30pm
<b>Cost:</b>	£12 per person (non-refundable)
<b>Venue:</b>	Singleton Environment Centre, Wesley School Road, Ashford, TN23 5LW

The talk is suitable for children aged 10+

**Pre-booking is essential!**

To book your place please call us on: 07951 343885 or email us at: [centremanager@singletonenvironmentcentre.org.uk](mailto:centremanager@singletonenvironmentcentre.org.uk)

## 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.

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](mailto:kent@newhomecare.co.uk)

Hodson Developments

[customercare@hodsondevelopments.com](mailto:customercare@hodsondevelopments.com)

Jarvis Homes

[linda.lombard@jarvishomes.com](mailto: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](mailto:Environmental.HealthEnquiries@ashford.gov.uk)

ABC Environmental Health

-Noise, air pollution, odours etc

[epcomplaints@ashford.gov.uk](mailto: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](http://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](http://cmo.org.uk/who-we-are/the-membership-pack)

For more detailed information about the CMO please visit our website [cmo.org.uk](http://cmo.org.uk) or email us at [hello@cmo.org.uk](mailto: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](mailto: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](http://cmo.org.uk)

## Share Your Content!

Please feel welcome to send the CMO team any content/stories/articles/event notices which you wish to share. We have had submissions from residents to previous editions of the newsletter which allowed us to create a resident's section. We would like to make this a regular part of the publication so give us a shout via [hello@cmo.org.uk](mailto:hello@cmo.org.uk). Newsletters are published every two to three months.