



CHILMINGTON MANAGEMENT
ORGANISATION

AGM July 2021

Company Accounts for 2020/2021 Financial Year & Trust Accounts for 2019/2020 and 2020/2021

Chairperson's Report

June 2021

Dear Residents,

Firstly, for those new to Chilmington Green, welcome. We hope you will be very happy living here and that we are able to build a positive and active relationship with you as our residents. With over 114 households now occupied, we have a community of approximately 200-250 people. Stepping out of Lockdown means we are ready to provide some great activities and events through which we will get to know you in a way which means we can respond to your aspirations and needs for living at Chilmington Green.

Following our first AGM in March of this year which reported on the company accounts for 2019-2020, we are quickly following up with our second AGM which will report on the company accounts for 2020-2021 and also the Trust accounts for 2019-2020 and 2020-21. We hope you will be able to join us. Please see the enclosed invitation and agenda.

The Company Account is where sums collected through the planning process under the Section 106 agreement are held, together with any other generic income, which the CMO may have. It broadly pays for the general operations of the CMO where costs cannot be accommodated under the rent charge deed income.

The Trust Accounts are held by RMG, our estate management provider, on behalf of the CMO and are those where the rent charge deeds sums, collected from residents, are held in ring-fenced accounts. The money held in these accounts can only be spent on the items for which they are collected under Rent Charge Deed 1, Rent Charge Deed 2 and Rent Charge Deed 3. The CMO can hold cash in Reserves to spend on the care of the assets in the future. The charges are NOT services charges and are therefore managed under a different legal framework. The **draft accounts will follow** over the next two weeks.

At the AGM, we will explain this further as we realise it is a complex situation to understand. In the meantime, please do contact the team if you have any questions. We will be happy to answer them.

Given the government's latest announcement and the extension of the social distancing guidelines for another four weeks, we will need to take a late decision as to whether we can hold the AGM on the 21st July at the Singleton Environment Centre or whether we need to revert to a virtual format on the same date. **We are unlikely to be able to make this decision before the 19th July and therefore ask that you keep an eye on the website for an announcement.**



The last 12 months have been challenging for everyone as individuals, as families, as workers and for organisations trying to plan and run business operations. There is no doubt that the CMO has been impacted by the pandemic. The most significant impact has been on our ability to meet with you face to face to build positive relationships which build trust and respect in us as your local community management organisation and this is something that we would like to work with you to overcome as the Lockdown ends.

We have seen our income levels affected by the slower than expected rate of housing occupations (which means less income from residents and a delay in receipt of sums from the developers). So this has meant that the board has had to make some tough decisions about the CMO's activities and reduce these in line with actual and expected income.

Since the Chilmington Community Cabin wasn't handed over by the developer as expected pre the pandemic, it made sense to put this on hold to minimise costs to the CMO. The board decided in late 2020 that the time was right for its handover to the CMO as it was now central to delivering on our responsibilities as a charity. Since then, we have been asking the lead developer to hand over the building ready for a spring 2021 opening, but so far have not been able to secure this.

The CMO board has been lobbying Ashford Borough Council, on residents' behalf, in respect of a number of matters including the provision of the first temporary bus stop, cycling and walking routes particularly in relation to access to the primary school and much more. We have also been discussing the handover of the first premises.

Some of you were disappointed to receive rent charge deed bills (in some cases this covered up to three financial years). We have tried to engage with residents as best as we can to explain the situation that we face. The CMO & RMG worked hard throughout 2020 to secure the relevant information from the developers to enable billing to take place. Accurate data was slow to be received and meant that this situation occurred. The situation was far from ideal but was outside of the CMO control. We have been listening to residents' concerns and the impacts on their family situations as a result of this decision. The CMO board need to balance these concerns with the responsibilities we have to your CMO. We have an obligation to ensure that the CMO is solvent and able to meet its obligations, not just now but in the future.

Residents who remain concerned about paying their rent charge deed bills should firstly speak to Sue Canty at RMG to discuss the payment options which are available. The second half of the 2021-2022 bill will be issued in September. Again, residents are encouraged to contact Sue if they have concerns.

Much of the 2020-2021 financial year was spent finalising the setup of the CMO and preparing for the first billing cycle. We have put in place systems and processes to ensure this now operates smoothly.

Time was also spent procuring a legal firm to carry out the legal duties of the CMO with regard to the issuing of Compliance Certificates. We are delighted to have Knights PLC on



board and they have been working hard to clear the backlog of Compliance Certificates. Residents will be aware that there have been legal issues for some properties. We have tried to communicate with you all explaining any issues there may be with this process for your property and hopefully giving a clear outline of the issues as we see them and the need to progress these with your conveyancer, who can explain the options open to you. A further complication is that there is a significant delay at the Land Registry to complete the process once paperwork has been issued to them. We will continue an open dialogue with the Land Registry through Knights in the months ahead.

Whitehead Monckton have been appointed to help with CMO general legal advice.

The Board and SallyAnne Logan, our CEO, have spent considerable time listening and supporting residents with legal concerns – these issues are a concern for the CMO as much as they are a concern for you. We have been lobbying developers and solicitors on behalf of the residents to ensure that legal paperwork is correct and safeguards the interests of the residents and the CMO in perpetuity. If not addressed now the legacy of these issues will remain for some residents through the ownership of their home. We will continue to support you to rectify matters where we can.

Knights are working with the Land Registry to resolve outstanding issues and put in place a process at the Land Registry which is consistent for all properties on the development. Similarly Knights have set up a robust mechanism to check legal paperwork before issuing Compliance Certificates. This is now beginning to bear positive outcomes and will catch any inaccuracies much quicker.

Our sympathies go out to those residents who have had to deal with significant challenging circumstances. We will continue to do what we can to help.

So to this year and our plans; we have many but several are dependent on the lifting of restrictions and the handover of the Community Cabin. We will continue to keep you posted of developments through our newsletters. We are also putting together our 'Plan B' for many activities to enable us to flex with Covid restrictions. Below we have listed some of the key projects for this year;

1. Look to appoint the first resident director, induct them onto the Board and support them in building relationships with residents
2. Taking possession of the Community Cabin on The Avenue
3. Procuring a landscape contract to enable the CMO to take ownership of the first public open space (landscaping) from the developers
4. Building up a community activity and event programme including helping Tom Lewis, the Ashford Methodist Church community chaplain to sustain the parent and toddler group which started in May
5. Following on from Phase 1 of the community art project which was delivered in 2019, where an artist worked with existing residents and Chilmington Green Primary School to explore heritage aspects of the site and create a welcome gift for new residents, deliver the final phase of project. More details to follow!



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6. Welcoming the primary school to its new home on site and supporting the integration of the school community with residents through the use of school facilities for community events and activities
7. Refining and building on our communication channels with residents, including further developments to the web site, more newsletters, more door knocking, increasing take up of email news and consideration to social media channels
8. Continue to work with Ashford Borough Council and other partners to bring forward the Discovery Park Masterplan
9. Review our contract with RMG and consult with residents to inform the renewal process.

As we move out of Lockdown restrictions, we want to work with you to build a community at Chilmington Green. If you have ideas now or are able to volunteer some time, please contact SallyAnne and her team at hello@cmo.org.uk.

Thank you for taking time to read this report. I look forward to meeting you at Singleton Environment Centre on 21st July at 6pm. Together we will make Chilmington Green an exceptional place to live where residents are at the heart of developing a vibrant community.

With kind regards,

Ben Lockwood

Chair of the Board