



CHILMINGTON MANAGEMENT
ORGANISATION

Chilmington Management Organisation (CMO) Annual General Meeting (AGM)

05.09.23

APPROVED BY MEMBERS AT THE AGM ON 12.09.24

Director Attendees: Ben Lockwood (BL), Simon Banfield (SB), Neil Shorter (NS), Alison Breese (AB)

1. Welcome and Introductions

Before starting formal proceedings, Chairman BL introduced local Neighbourhood Watch coordinator Peter New who gave useful information for residents about potential crime risks and prevention techniques. Peter reported there will be a named 'beat officer' who will be assigned to the Chilmington area, but residents should still be careful to look out for anything unusual, especially around building site areas at night.

BL confirmed the meeting had enough director and resident members present to be quorate.

BL welcomed everyone to the fourth AGM and introduced the CMO Staff, Board Directors, and new Borough Councillor representative, Heather Hayward. Two parish council representatives were also in attendance. The Chairman mentioned the code of conduct for the meeting that had already been circulated with the meeting notice and reminded attendees to bear it in mind.

2. Apologies

Steve Bartlett (SJB), Holly Jarvis (HJ). Both had selected proxy voters.

3. Approval of 21/22 AGM minutes

Members Vote

No.	Comment	Decision/Action
1	CMO Board Directors	For: 6 Unanimous vote
2	CMO Resident Members	For: 5 Against: 0 Abstentions: 3



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Resolution was passed to approve 2021/22 AGM Minutes.

4. Chairman's Report

The Chairman's report had been circulated prior to the meeting. BL summarised some of the main points.

BL summarised the main points from the report, updating the meeting on actions that had taken place during the year. BL felt that CMO had gone a long way to address the points that had been raised by residents at the last AGM.

Question raised on progress of public footpath. CMO have raised it multiple times with KCC (Kent County Council), and they say they are 'monitoring' it. Ashford Borough Council (ABC) received Homes England grant which was used for some footpath work. Residents are urged to write directly to their KCC Councillor, Cllr Charlie Simpkins about this to push them to address these concerns.

There is a 'public rights of way' document which is part of the original outlining plans which explains which paths will be created or re-routed as the development goes on.

5. Presentation of Company Accounts 2022/23

BL clarified the charity accounts primarily deal with the funding from the section 106 agreements, often referred to as the 'deficit grant' received through ABC, which is funds received from the developers.

It costs roughly £55k to operate the CMO. Services are bought in from ABC as the most cost-effective way to run the organisation, this is reviewed annually. Once 500 occupancies is reached the strategy may be changed at that point.

Accounts have been audited and there is an audit report included.

An attendee asked about the difference between restricted and unrestricted funds. CEO Maria Hadfield (MH) explained the deficit grant money from the developers under 106 agreements is unrestricted, as this is to run the CMO within its agreed charitable purposes. Restricted money is from other grants with specific terms and conditions.

Question raised regarding page 9 'Admin and legal fees' – what are these costs? Admin costs are the ABC charges for staff time as mentioned earlier. Legal fees are mostly to do with rectifying historic rent charge issues. Conveyancing firms have been mostly responsible for problems arising applying the rent charges. MH noted there had been a reimbursement of legal costs as part of the settlement of these problems (£16,219), and there will be another similar amount recovered in the near future. The Chair was asked if CMO knew how many outstanding properties had problems - BL explained this is information that is regularly



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passed to CMO and monitored, but they did not have those figures with them for the meeting. These are not new mistakes but mostly from 2019, but taking time to resolve.

Question asked whether the money in the charitable accounts would keep going indefinitely or would CMO stop once the developer's grants run out? BL responded to explain that the CMO would continue for quite some time, and other income would start to be generated from community projects such as the cabin for example and commercial estate income which was due to be gifted to CMO as part of the S106 agreement

Dissatisfaction was expressed from resident attendees that the AGM could not be held in the Chilmington Cabin and instead money had to be spent on hiring an AGM venue. This was acknowledged and the Board reassured the meeting that obtaining the Cabin is imminent with just some minor legalities to complete.

6. Members Vote for approval of Company accounts 2022/23

No	Comment	Decision/Action
1	CMO Board Directors	For: 6 Unanimous vote
2	CMO Resident Members	For: 5 Against: 0 Abstentions: 3

Resolution was passed to approve 2022/23 Charitable Accounts.

7. Appointment of External Examiner McCabe Ford Williams

Motion proposed by BL and seconded by NS

Members Vote

No	Comment	Decision/Action
1	CMO Board Directors	For: 6 Unanimous vote
2	CMO Resident Members	For: 7 Against: 0 Abstentions: 1



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8. Presentation of Trust Accounts –

Sue Canty from RMG sent apologies as she usually presents these accounts to the meeting. These accounts are for the rent charges only, and not for approval at the AGM, but presented for information.

Presentation of the rent charge accounts have been restructured to be more transparent.

Question asked whether there would be any benefit in asking another body such as the local authority to audit these accounts. The board of Directors, through the Finance and Risk Committee, are satisfied with the accounts and how they are checked and reviewed. However the Board was happy to initiate a review next year of this contract.

Action: CMO Directors will take forward a review of the auditing arrangements for the Trust accounts.

It was noted that more than £34k is owed in rent charges. There is more active work in debt recovery ongoing. There are about 0 houses with historical debt currently.

A member pointed out the amount spent on management fees was high compared to that actually spent on grounds maintenance (£35,371 to £3,510 respectively). It was acknowledged this has been brought up before and is a cause of dissatisfaction among residents. Partly due to the process of adopting land being slow which makes the grounds costs low. The CMO is confident that the money sitting on the balance sheet is protected for residents benefit in the future.

Question raised as to how 'grounds maintenance' is defined; what activities are involved and at what frequency? Resident members requested that this information is made available and more transparent. Residents were interested in knowing whether grounds work was being carried out on behalf of developers or CMO when they saw people working on site.

Action: Website to be updated with details on grounds maintenance activity, and any other information that would be of interest to residents about similar spending.

It was raised that some of the verges on the development are not being kept tidy. It was clarified that these roadside verges are the responsibility of Hodson Developments until a time they are adopted by KCC. . Once the verges are adopted by KCC, it will be different as the commuted sums will be passed to CMO for them to carry out regular maintenance. .

Action: CMO agreed to re-approach the developer to ask this area to be maintained.



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Are there detailed plans which show areas under CMO management? Individual residents plot plans appear to have changed since first issued to them.

Action: CMO will publish what they currently believe to be accurate site plans.

CMO are pushing for the RCD 3 area plans to be confirmed where there are discrepancies.

It was acknowledged that SallyAnne Logan, former CEO, and Dan Daley have left ABC and the CMO, and the meeting noted a vote of thanks for their work for the organisation.

9. AGM formally closed by the Chair.



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10. Member Questions

Would the Community Cabin be a bookable venue for residents' own events?

Yes longer term, once it is up and running. A booking system will be in place once there's other arrangements such as cleaners, maintenance and key holder volunteers.

Residents raised concerns that the footpaths to access the cabin are not safe and walking on the A28 is not ideal. It is hoped that with 12-18 months the walking routes will be viable. There is parking available at the cabin.

It was raised that there is not a play area for young families and CMO will raise with ABC as residents are not getting a response from the council about this concern. It is understood there is still no planning permission in place to start the play area. It was acknowledged that this is important to residents and CMO will convey this to the planning authority.

[Post AGM Update: The CMO have reiterated to the LPA how important the provision of a play space is to Chilmington Green residents.](#)

It is still not clear when the Rent Charge invoices should be paid, despite the fact that it was promised this would be clear in the communications.

NS agreed to raise this with RMG at the review meeting. CMO will take away an action to increase communications about this where they can, including putting a pop up on the website.

[Post AGM Update: The CMO are in the process of adding RMG information under the Partner page of our website](#)

How close is access to the cabin?

Paperwork has been signed from both sides. Last legal technicalities are being processed, but it is imminent.

[Post AGM Update: The lease for the Cabin has now been exchanged and the CMO are in the process of making the building operational for use. Regular communications will be sent regarding this.](#)

Bus Service

Residents unhappy that sales literature mentions the promise of a bus service in Chilmington but there is no indication this will happen any time soon. The aim to be a sustainable and green community is not achievable if it is imperative to drive. The plans outline a very minimal bus service even when it does happen. In the interim free parking for Chilmington



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Green residents is available at a car park near the station. [Details can be found on the CMO website.](#)

When is the Secondary School being opened?

Residents have heard it will not be opened until 2025, which is further away than planned. Parents are being forced to choose a school further away with the prospect they might have to move again once the school opens. CMO will find more information about this as many people are not fully aware about this yet.

Post AGM Update: The CMO have been provided with the following statement by Chilmington Green School:

Chilmington Green School finally opened its doors at the start of September and welcomed its first-ever students. The school has been opened to meet the need for more high-quality secondary school places in the local area – specifically to educate the children of families moving into the new Chilmington Green development in Ashford. The brand-new secondary school has opened with a full Year 7 cohort – 120 students - and will grow a year at a time. It will eventually cater for 1,140 students aged 11-18. A new building is under construction on Chilmington Green Road and, until it is ready, the school will be housed in Jemmett Road. The school building has benefited from an extensive refurbishment and redecoration programme to ensure it can deliver a full Year 7 curriculum. The school will also have access to the specialist and sports facilities at nearby Ashford School

As you will be aware, our permanent school building was granted full planning permission in March 2022 and some initial groundworks have started to take place during recent months. We are excited for works to continue and expect construction to begin in earnest over the coming months. The project is being led by Kent County Council and they are keeping us regularly updated on progress. As soon as we have any further news, we will let you know and we hope to be able to give an indication of timing very soon. In the meantime, our temporary home in Jemmett Road is working very well and the students are able to enjoy a full and engaging curriculum and vibrant extracurricular programme here.

Maintaining footpaths

It was suggested that a community project to cut back nettles and brambles could be initiated. Parish clerks also have good contacts with the right people at the councils to get action taken on these problems so those connections could be utilised.

Post AGM Update: Overgrown public rights of way (PROW) can be reported to KCC, who are the responsible authority for the maintenance of PROWs. This can be done via the [KCC website](#). The CMO have explored organising the community to clear some of the footpaths,



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however, the obligation to train individuals on any equipment provided and requirements around the disposal of cut vegetation do not make this possible at this time.

Is it known when retail units might be taken up and shops would be in the community?

Same question raised about medical and dental facilities.

There are occupancy triggers that should be catalyst for these types of facilities.

It was requested that when CMO send out updates, it would include number of houses occupied so that residents have the right information to lobby ABC on these issues and can make sure the triggers are being actioned.

Similar problems raised about roads and when they will have the final wearing surface applied. .

Action: CMO to regularly communicate occupancy figures and also ask developers again for schedules on road adoptions.

Post AGM update: The CMO are currently creating a page for the CMO website that would provide information regarding the development as a whole. Current occupancy numbers will be included on here, along with occupation triggers for facilities and assets and key plans such as cycle networks and the PROW plan

CMO contacted developers for information regarding road adoptions across the site and have been provided with the following information.

Barratt Homes	It is anticipated that roads will be adopted by August 2024, subject to the performance of other consortium developers in achieving adoption of access roads.
Hodson Gate	Awaiting Information
Hodson Lakes	Awaiting Information
Jarvis Homes	It is anticipated that roads will be finished by Autumn 2024

Residents expressed dissatisfaction about some Developer Directors not attending the AGM, as they want the opportunity to ask direct questions.

It was highlighted that Developer Directors are not spokespeople for the developers, they should be acting as a trustee of the CMO.



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It was asked whether Board meetings are public. They are not public, but the minutes are published. Some agenda items can have external observers involved but many conversations are commercially sensitive.

Directors who do not attend a certain number of consecutive Board meetings can be removed and that has not been an issue to date. AGMs as annual meetings do not require the same consecutive attendance, but meetings are always quorate before they are opened. Residents asked for a meeting with developers to be organised.

Post AGM Update: CMO reached out to developers regarding their availability for a meeting with residents and have received the following information:

Barratt Homes	Barratt are not in a position of responsibility to answer development questions from residents across the development. However, for Barratt's residents there is already a nominated Barratt director who calls residents at both eight weeks and eight months. The same director is available as a point of contact if purchasers need to escalate a problem. Barratt's have a proactive Customer Care team that are responsive to our customer's needs and a customer satisfaction rating at Chilmington of c.93% (measured by whether purchasers would recommend others to buy from Barratt). Furthermore, when Barratt approach the completion of our Chilmington development (likely to be spring next year), we would be happy to offer a handover meeting with the CMO (and any residents that wanted to attend) to explain timescales for completing any remaining roads and estate areas.
Hodson Developments	Awaiting response
Jarvis Homes	Jarvis Homes has a comprehensive after sales and customer care team in place to deal with all customers concerns after they have completed on their home. This is to ensure that the appropriate process is followed for the peace of mind of each individual customer to ensure that the right course of action is adhered to so that they can thoroughly enjoy living in their new home.

How often are Resident Directors voted on to the board?



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Members were interested in how long the terms are and when is the next one voted in. Also talked about what the current Resident Director has been doing and Board said they could ask Steve Barlet to give an update in the newsletter. Resident Directors serve a term of three years and SB has one year remaining on his term.

Action: Ask Steve Bartlet for an update in the next newsletter on recent resident discussions.