



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

12.09.25

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Director Attendees: Ben Lockwood (BL), Steve Bartlett (SB), Neil Shorter (NS), Alison Breese (AB), Alex Evans (AE),

Apologies: Heather Hayward

In attendance: Maria Hadfield (MH), Katy Parr (KP)

Secretary: Sarah Osborne

1. Welcome and Introductions – Ben Lockwood

Confirmation was given that the meeting was quorate.

BL welcomed everyone to the meeting and introduced the directors. Also present were representatives from Block Management UK, Cllr Jessamy Blanford (ABC), and Cllr Jeremy Eustace (KCC). Local parish councillors introduced themselves as well.

Apologies were received from Director, Heather Hayward, who had nominated a proxy. The Chair declared the meeting quorate.

Members were reminded of voting rules, principally that resident members have one vote per household, and of the code of conduct for the meeting which was published with the papers.

The Chair reminded everyone of the role of directors, who are to act in best interest of CMO regardless of their occupations and who their nominating body is.

2. Approval of 2024 AGM minutes

The Chair presented the minutes to the meeting and welcomed questions.

3. Members vote

Directors:

- For = 6, unanimous

Members

- For = 17
- Against = 0



- Abstentions = 7

Resolution was passed to approve 2024 AGM Minutes

4. Chairpersons Report

The main objectives for the year had been:

- Developing use of community cabin and on-site community activity events
- Taking over land and landscaping where possible
- Reducing debt on the Rent Charge Deed (RCD) account

There were efforts made to start fitness classes, although there was unfortunately not enough interest to continue. This will be explored again in the future. A community archaeology project had also commenced and continues to progress. Resident forums have been formed since the last AGM; the Chair thanked everyone who has engaged so far.

The Chair reported that work to reduce debt on RCD rent charge account has made good progress.

The Board ran an open tender for the estate management contract, which was won by Block Management UK. The Chair expressed gratitude to the directors for their work on that exercise.

Biggest challenge has been the slow build and occupancy rate of the estate. This leaves CMO with a challenging situation regarding resources, as rent changes and developer contributions are the main income source for CMO.

NS, as a CMO director took part in the section 106b appeal hearing, representing CMO.

Developer, Barratt Homes were represented at the meeting. The Chair explained it may be Barrett's last AGM as they are due to be off the Chilmington site soon, Jarvis will also be finished fairly soon after.

BDW support has been appreciated, the Chair thanked them for their expertise in setting up the CMO.

The Chair expressed appreciation for the successful Easter events that were put on by residents. Claire, Tom, Esther & Amy. Chair also thanked Katy for all her work on the opening of the garden for residents' use. Katy thanked residents Simone and Raj for their input in the garden project too. The green space has been used by the community and has been an active space.

5. Presentation of Company Accounts and Independent Examiners Report 24/25 – Presented by Ben Lockwood

These Charitable Company accounts are held directly by the CMO. The main form of income is section 106 start-up funding and deficit funding, as part of planning permissions. Other small grants have been received into this fund too. Legal costs and some operational costs also come out of this account. It is a flexible account which can be used within [the articles of the charitable company](#) in



pursuit of its purposes, which are principally to enhance public spaces, promote education, recreation, environmental conservation, and health within its area of benefit for the wellbeing of residents.

Transactions have been strategically light on the account, as the board recognises future income is uncertain. Chilmington is at about 400 occupations, next occupancy level to trigger section 106 funding is 500, and it is not known when that will be.

CMO has a contract with Ashford Borough Council to provide part time support from Maria and Katy to run the CMO. This resource equates to roughly one full-time person.

Question: What was the section 106 expenditure?

Answer: Section 106 funding went to community activities such as yoga, Christmas trees and Halloween events.

Question: What is the difference between unrestricted and restricted expenditure?

Answer: It is regarding what they can be used for.

Question: What had community grants been used for.

Answer: Halloween and Easter activities were an example of this.

Question: As some people were unaware of these activities, had the paper newsletters from CMO stopped?

Answer: Yes, the CMO newsletters are now digital as delivery costs of a paper format are unsustainable now the development is larger

It was raised that new residents may not know how to sign up for a newsletter; was suggested this could be better publicised.

Question: What are CMO doing to protect the reserves?

Answer: Chair commented that CMO is aware of how prudent they must be as the deficit grant coming in is a key risk. CMO operating funding is dependent on those grants being released. This is on the risk register. There are 100 more houses to occupy before the next section 106 grant is released; there are 3 years of reserves currently, and there is a risk that the 500 target may not be met by then, and the Board will plan for this.

Question: Question regarding areas CMO has adopted.

Answer: Currently no areas are owned by CMO, but CMO have taken over maintenance responsibility for many areas across the development work is underway to put information on the CMO website to detail these areas.

Question: Will there be fencing put around the pylons on the estate?

Answer: AE, Original design had no fencing on the drawings but that could be addressed yet.

Question: Is there a timeline for Barretts to hand over eastern and southern sections, including Fenland Way, to CMO as they are not yet adopted by CMO?



Answer: It was acknowledged this had been delayed and there were plans to progress this, there are surveyors coming in October to look at grounds maintenance areas.

Issue being raised was that residents believe they are paying charges that should be contributing towards landscaping and maintenance, and they are not seeing that in practice and are disappointed.

Question: A request was made by a member to have a breakdown, per site of £104k spent on grounds maintenance. *(Note this actually occurs in the Service Charge Account, not Charity accounts.)*

Answer: It was advised this may be commercially sensitive information and CMO would look into seeing what level of detail could be provided to that member.

Question: A member raised their concern that the accounts are very top-level and do not feel transparent enough for members to use. They would benefit from more explanatory notes and breakdowns.

Action: MH to look into the possibility of breaking the figures down further, with the support of the finance and risk committee.

6. Members Votes

Directors vote:

- For = 6, unanimous

Residents

- For = 15
- Against = 4
- Abstentions = 6

Resolution was passed to approve 2024/25 Charitable Accounts

7. Appointment of External Examiner – Presented by Ben Lockwood

McCabe Ford Williams were proposed to continue as independent examiner.

8. Members Votes

Directors:

- For = 6, unanimous

Residents

- For = 21
- Against = 0
- Abstentions = 2

Resolution was passed to reappoint McCabe Ford Williams as external examiner



9. Presentation of trust accounts - Maria Hadfield

Trust accounts do not need to be approved by the members. These accounts hold the rent charges. The money in the trust accounts is not used for day to day running of CMO, it is held on trust for in year and future use.

MH reported that profile of the debt has come down significantly. Joshua from Block management UK, was introduced. BMUK are the new estate management company appointed by the CMO to manage maintenance across the development and billing. BMUK will continue to chase debt.

12. Close of formal meeting.

BL closed the formal AGM meeting.

13. Presentation, plans for 25/26 – Maria Hadfield, Interim Chief Executive

This year we will retender landscape management services, to ensure value for money. CMO will survey residents for feedback as part of that process.

Hoping to try fitness classes again once the flats near the cabin have been occupied.

Halloween events being considered for October 2025.

Questions from attendees

Q: Where is the 500 per annum rent charge going?

A: This goes into rent charge deed accounts, which is kept on behalf of residents for in year and future expenditure, and overseen by Block Management. This is not going into the CMO charity account.

Q: Question asked to the developer directors, what is the time scale for Block Management taking over ground from Barretts developers?

A: It was admitted it is hard to pinpoint, on the area in question, this may be 6 months at an estimate.

Q: A resident commented that answers to many questions about management and expenditure is not specific enough. They felt the directors and management could be more prepared to answer questions with more detail.

A: This comment was taken onboard and suggested that questions in advance of the meeting would be helpful.



Q: A member queried why there is not enough lighting on the estate and also raised issues regarding specific trees that have been taken down and the areas not maintained.

A: Lighting on highways due to be adopted by KCC are developers' responsibility to install. CMO has no responsibility or control or enforcement power to make this happen. Any issues about trees and landscaping can be sent directly to CMO to look in to. Cllr Jeremy Eustace said he will write an email to KCC to find an answer. Jeremy welcomed people to approach him directly with questions like this so he could advocate for them directly to KCC.

Q: A request was made for an update on the section 106b appeal.

A: The inspector is considering their verdict and we are still waiting for a final outcome. It would be hard for CMO to continue if the developer won and funding obligations to the CMO were removed, as it is an existential threat to the CMO's income. Rent Charge income is held in the Trust accounts so are safeguarded for ongoing maintenance commitments.

Q: Residents raised problems with over-mowing of land causing damage.

A: KP agreed to look into this.

Q: Pond 3 needs work, needs dredging.

A: Hodsons have said Thakeham will be removing debris from the pond. CMO have raised issue of structure of pond with local authority.

Q: Is there anything residents can do to get speed bumps or restrictions put in. Similar questions asked about how path to the school can be improved.

A: Take these issues up with KCC is the best route.

Q: Once 500 occupancies reached what is CMO due to be paid?

A: £330k

Q: A resident member thanked the directors and management but also requested for more transparency and more collaboration.

Q: Why was Peter New not asked to attend this meeting as he usually does?

A: In previous years Peter didn't have enough time during the AGM to address important issues regarding crime and safety, so it was thought to be more respectful to give him a dedicated forum to speak about Neighbourhood Watch issues. This will be addressed with Peter directly if there has been any miscommunication, as his input is really valued.