

Venture House
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To All Owners
Newhall
Harlow

Date: 12th December 2018

Our Ref: mg/NPL/NRAL

Dear Sir/Madam

Re: Newhall Harlow Essex
Service charge budget for year ending 31st December 2019

We are enclosing herewith your copy of the above document. The provisions are based on historic costs and proposed services, with the majority of items remaining pretty much in line with the 2018 figures.

In line with discussions held with Newhall Projects Ltd, SHW have agreed to reduce its fee for 2019, from £85 per unit down to £80 per unit, plus VAT, per annum.

The overall result is a small reduction in the level of your annual service charge.

We are also enclosing an invoice for your share of costs due on 1st January 2019, together with the Notes of Explanation on the various items. We would appreciate early settlement of your invoice, please.

Newhall Estate – general enquiries and maintenance matters

As a general reminder, you have an established dedicated team of SHW Property Managers, and any complaints, issues, comments etc relating to estate matters should be sent to SHW. We will then investigate, address and respond to your communication. Contact details are as follows :

Michele Gallagher	mgallagher@shw.co.uk	020 7389 1528 or 07711 132029
Laura Ritchie	lritchie@shw.co.uk	020 7389 1514 or 07415 403212

Newhall Estate – Annual Residents Meetings - 2019

Those of you who attended the 2018 meeting will recall this was primarily overtaken by attendees raising concerns which relate to the respective developer rather than estate management issues. It has, therefore, been decided that it would be more sensible to have separate meetings for the individual phases, particularly as each one does have different issues/concerns/needs. Please note the date for the meeting for your phase of Newhall as detailed below :

Phase/developer	Meeting date	Time/location
Fusion (Bellway)	Thursday 10 th January	6.30pm – Estate Office
The Edge (Linden)	Thursday, 24 th January	As above
Newhall Phase 1 (various)	Thursday, 31 st January	As above

May we ask that you put the relevant date in your diary now and make every effort to attend the meeting please ? These meetings will be your opportunity to discuss maintenance matters etc relating to the estate areas which SHW manage. Issues which relate to the individual developers should be addressed to the relevant contact direct. SHW will, of course, take details of any developer issues which you have but will only be able to refer these on.

Estate Manager

We are working on a Job Description for the above role. This will be discussed with both Newhall Projects Ltd and the Shadow Board of Newhall Residents Association Ltd in order to produce a definitive bespoke job description suited to the needs of Newhall. We will then seek to recruit a suitable candidate to fill the role. It is likely that this may start as a part-time role, becoming a full-time one as the needs of Newhall develop.

Next-door (Neighbourhood Social Network)

Those of you who have signed up to the above will be aware that this is quite often used for promoting negativity and, with one contributor posting adverse messages/comments, leading to others partaking in a detrimental, non-constructive route. Whilst SHW will continue to respond to messages, we may limit this to privately (directly) responding to the author of a message. Obviously if there is a matter of estate-wide interest, SHW will respond in the appropriate way.

The Edge – First Port (FP)

The majority of homeowners on the above phase will have received a number of communications from FP regarding maintenance and service charges relating to the TV distribution system. SHW has received many emails and telephone calls from owners complaining about these communications and the poor information/service they received when they contacted FP for clarification on these. SHW raised this with Linden Homes, who indirectly appointed FP, suggesting owners would be better served if the management was transferred to ourselves. This should result in a more streamlined process, clearly definable charges, reduced costs, etc. Discussion are still underway but it is proposed that this will transfer to SHW sometime in January 2019. SHW will of course write to the relevant homeowners with further information in due course.

We trust you find the above and the attachments in order but if you do have any queries or comments on these or any other matters, please do not hesitate to contact the writer.

Many thanks.

Yours faithfully

Michele Gallagher

Associate

For and on behalf of

SHW

As agents to Newhall Projects Ltd/Newhall Residents Association Ltd

Encl/...