

Date: Fri, 21 Aug 2020 at 12:52

Subject: RE: Thurstan's Rise, Coleford



Dear Mr Oldroyd,

Thank you for your letter dated 13th August 2020. James Dunne has now taken over the role of Managing Director for the business following the promotion of Ian Menham. James has asked me to respond to your letter on his behalf.

Letters, such as yours, are valued. We strive to deliver the best that we can, when this ethos is not met, we wish to take action appropriately and to learn from that experience. As our valued customers we take any issues raised very seriously and aim to be transparent in our efforts and future programmes to resolve matters. This being said I would like to address each of the points you that you have raised in your letter in turn.

1. Resolution with regard hedge height – along farm track / Inwood Drive.

The hedgerow is divided between the owner of the farm and elements conveyed to residents who back onto the boundary. Maintenance of the hedge is restricted to the centreline of the hedgerow for either party. In this instance DWH do not have any ability to influence or maintain any aspect of this hedgerow as ownership has now been conveyed to the owners of plots: 54-63 & 138-151 respectively. There does remain a small element, which will be maintained by the appointed management company (Green Square), which sits between these plots. Green Square have advised us that they will commence hedge maintenance from September 2020. The current hiatus has been due to the bird nesting season. If you have any further questions regarding maintenance frequency Green Square will be happy to answer your queries.

2. Legal boundary issue – Cadora way and farmers field.

This issue is still open and has so far proven to be irreconcilable. As a result DWH have taken a proactive measure to engineer a new drainage solution, thus removing the affected drainage ditch from the equation. This in itself should resolve any dispute which has led to the intentional stopping of permitted drainage. At present we are targeting October 2020 as our anticipated start date for these works, with an approximate duration of 8 weeks (this will also cover elements of highway works). As we are aiming to tackle multiple facets of work, careful consideration has to be given to compound location, health & safety and disruption to residents. I hope you can appreciate we require adequate time to plan these works appropriately.

3. Incomplete boundary treatments – properties of Inwood Drive.

Our records indicate that the properties of Inwood Drive, whose boundary is to the north of the development should have a 2.0m Euroguard fence installed running between plots 54-63 and 138-151. There was no further measure to be installed along this section.

Following this review and an inspection onsite, we were unable to confirm which elements are incomplete (due to access and visibility). Given our current requirements for safe working and social distancing it is difficult for us to request access to individual's properties as we are actively trying to minimise any unnecessary exposures, which I hope you can appreciate.

Therefore, may I kindly ask if you can confirm which sections are incomplete? Any details you can provide would be greatly appreciated.

Of further note, plots 50-53 and plot 41 were designed to not have any boundary treatment. This is in line with our approved planning documentation.

4. Maintenance / drainage issues.

As previously mentioned, DWH have commissioned the design of a new drainage solution, which omits the use of the drainage ditch currently being obstructed by the neighbouring land owner. This new design will seek to resolve the drainage issue being experienced by residents by taking the water away from the ditch and redirecting it toward the on-site attenuation system.

As mentioned in point 2 above, we have targeted a start date of October 2020 for these works.

5. Management Company (Green Square) – adoption / management.

As you have indicated Green Square are the appointed Management Company on this development. They have already taken on maintenance throughout the development. Green Square have advised that they will be making contact with residents once DWH have concluded our necessary works to the public open spaces. At this time the Management Company cannot be altered. That being said, once full adoption and handover have been completed, directorship of the public open space will be offered to the residents of Thurstan's Rise. At this point, should the TRRA wish to appoint a director, they will be able to liaise with Green Square and have a say in how the future of the managed land is handled.

Should you wish to contact Green Square regarding any maintenance issues their email address is: PublicOpen.Space@GreenSquareGroup.Com

6. Poor overall finish of Thurstan's Rise – Highway condition.

We do apologise if you feel the current state of the highway infrastructure deters from the aesthetic of your development. To help reassure your concerns in relation to the highways elements I would like to confirm that these works are secured by way of a legal S38 Agreement with Gloucestershire County Council. Furthermore, the infrastructure completion is secured with a surety bond. What this means in reality is that we (DWH) are responsible for completing all of our highway work obligations in line with the standards and expectations set out by Gloucestershire County Council (GCC). Should we fail to do so, GCC have the right to claim our surety bond in line with our legal agreement and use this money to complete the works themselves.

We are in constant dialogue with GCC in relation to resolving our obligations on-site. We have had recent inspections confirming works SGC wish to be undertaken. We are at present in the process of liaising with our contractors to rectify specific issues relating to non-conforming materials and construction. As we go forward we will constantly be reviewing matters with GCC so that we are able to ensure our infrastructure is certified and ultimately adopted into the GCC highway network. At present we are targeting adoption of all highways by Mar 2022, this date allows for a statutory 12 month maintenance period imposed by Gloucestershire County Council. Once completed the highway infrastructure of this development will become part of the GCC highway network and fully maintained by them.

7. Missing or incomplete landscaping.

We are currently in the position whereby we have to await completion of additional construction works, specifically the relocation of the current play area. At present we are liaising with our play equipment supplier and aiming to undertake the relocation during September 2020. Once completed we will seek to instruct a full landscaping audit, this will furnish us with a report which we can issue to our landscapers for implementation onsite. I am hopeful this will be timed appropriately to account for the forthcoming tree planting season (winter), so we do not have to postpone planting any further than necessary.

With respect the pedestrian footpath link to Oakfields. We are in negotiation with Two Rivers Housing Association who hold a small parcel of land which interrupts the highway link. Two Rivers are to dedicate this small piece of land to GCC. Once this legal element has been resolved we will be able to make the necessary physical amendments on site to re-profile the footpath. We aim to tackle this alongside other highway specific works onsite once permission are granted.

I would like to thank you for your offer to meet onsite to discuss these matters further. From the perspective of DWH we are not actively holding large face to face meetings, due to the current risks associated. Your offer of a virtual meeting is perhaps more prudent in this instance, though I am hopeful that in answering your questions we have demonstrated that although things appear quiet, there is indeed movement in the background and that we are actively pushing matters forward and we are committed to completing your development as expected.

Again, I would like to take this opportunity to thank you for your correspondence and continued patience as we aim to undertake all outstanding matters on this development. Should you have any further questions, or wish to discuss any matter further please do not hesitate to contact me.

Kind regards,

Martin Payne
Technical Director

BDW South West (a trading name of BDW Trading Ltd)