

Channels Management Company Ltd

2 Frederic Mews London SW1X 8EQ

Managing the landscape at Channels

Update November 2020

Dear Resident

From the beginning we have wanted to create a beautiful and well managed estate for everyone to enjoy. We are determined that all development and the ongoing management of the land should be done to a high standard. We live here and run our businesses which include the Channels Complex and hotel, as well as Little Channels, so we share a common interest in looking after this wonderful place.

Conversion to a Community Interest Company

We therefore intend to convert the current Management Company to a Community Interest Company owning the freehold land and in which all residents can be members and will report further on that shortly.

Management of the Estate Land

The Estate comprises both “**Local**” or Developer Areas (such as Eagle Rise/Aqua Verde built by Bellway as Phases 1 & 2) and “**Site Wide**” areas. These are identified on the plan below.

The developers were/are responsible for delivering the Local Areas to the standard required as set out in the planning consent and other documents, and handing them over. The resident involvement is often through a localised Residents Management Company which takes ownership of the land from the developer and resident directors are appointed to manage it on an ongoing basis in line with planning conditions.

The Site Wide areas are being delivered in tranches by the developers. Once they complete the works, the land is handed over to us for the ongoing maintenance and care. The costs of maintaining all of the Channels Estate is via a service charge levied on the residents by the respective Resident Management Companies (who also collect the site wide maintenance charge from their residents).

Managing Agents

As you may know, we have been suffering for some time as the Managing Agents were not performing, so we have decided with Ptarmigan’s help to take back control of the site wide management from Monday 9th November. With the combination of our mutual detailed knowledge of the land and what is required we will be able to provide a much-improved service and full engagement with everyone.

On Site Manager – for site wide issues only (please contact your usual person for Local Area issues)

We have asked Olly Stubbings of the Channels Estate team, who many of you will already know, to be the “on site” point of contact for any problems or questions you may have.

Email Olly at Residents@channelscic.co.uk or mobile 07795 478 171

We will also be setting up a new **website** and regular news updates, including the attached site reports.

As soon as we can – hopefully in early December assuming lockdown is lifted – we will be holding an **open morning at Channels** where we can talk to everyone and look to deal with any questions.

If that is delayed we will organise a Zoom meeting or another way to get together.

We look forward to seeing you as soon as we are able.

Richard Stubbings, Channels and Hugo Kirby, Ptarmigan

Ptarmigan Group for Channels Management Company Ltd
(Registered in England & Wales number 9319708 at 2 Frederic Mews London SW1X 8EQ)

The Management Plan

The site wide area has several different character areas and there is a different plan for each area as follows:

(please also see the plan below).

- **The Wildlife area in the South West of the Estate**
this area, often referred to as the 'Western Mitigation Area' is deliberately left to be wild for ecological reasons, although there are paths and benches for residents. Once Marden's Lake Homes are complete there will also be a path along the west side of Lake.
- **The Village Green**
works are being completed and the area will be available for residents – targeted for 18th December. It will be mown regularly and is available to all for informal use. If you would like to organise a more formal community event on the village green please contact the Channels Residents Association. (this area includes a community orchard, which you will see on the photographs)
- **Country Park – the Southern Section with the Skate Park & Play Areas**
construction is nearly complete and will be opened shortly – targeted for 18th December, along with the new path to Costa and McDonalds. It will be kept neat and tidy rather than mown too often and contains play areas for children of all ages as well as fitness paths and other leisure areas.
- **Country Park – Northern Area**
This part will not be open for a while, until Marden's Lake 3 homes are ready, probably in 2022. This will mostly be an area for wildflowers and other flora, but will have paths and a boardwalk. *Please note even once opened there may be areas which require ongoing further work, so please respect fencing and signs from time to time, especially areas where grass is seeded or has not yet fully grown. We wanted to open the areas as soon as reasonably possible, even if some work remains to be done.*

Growing Areas – and Funding

We have now secured funding for building community growing points and will be discussing ideas for this.

Site Reports from 12th November

We carried out a site walkover on Thursday and attach two reports

One shows the current state of the Country Park, path to Costa and the Play Area/Skate Park etc.

The other shows some remedial work which we will be carrying out.

Site-Wide Management Costs

(The accounting year is 1st July to 30th June each year, and was budgeted initially at £124/home)

The Service Charges have been raised to the developers and then the Residents Management Companies in line with the above budget for each year until June 2020 and for the half year to 31/12/2020.

We are continuing to do some work on the historic management costs and expect to be able to report back properly early in the New Year with positive news about cost savings and resolving old issues.

Going forward we want all the residents to have a voice on the level of service that is required, which will affect the ongoing budget, so we will be circulating some information and discussing choices for the level of service and resultant budgets for 2021/22 well before the start of the new year in July 2021.

Site Management Plan showing the site wide areas in blue tint



As can be seen there are four main areas and a number of much smaller infill areas.

The main areas each have their own characters as shown above.

The wildlife and some other areas are kept informal and only cut back occasionally, whilst the Country Park and Village Green are maintained in a more formal state

Channels Estate showing the Developer areas



Playground and Skate Park

