

Welcome to our residential newsletter

I am pleased to report a number of positive developments since my last Newsletter update to you. We have appointed a new director to join the board, who lives and works at Kings Hill; been awarded Silver Gilt in the South & South East in Bloom for our residential villages and in turn, we have acknowledged the effort put into creating wonderful front gardens by presenting 15 certificates of excellence. We welcome your suggestions on how to improve any of the residential communal areas at Kings Hill.

Susan Davies Property & Estate Manager /Liberty Property Trust UK



South & South East in Bloom Judges meet the team

Communication – update

Liberty Property Trust has been working with KCC and Openreach to improve broadband speeds at Kings Hill, which is part of a Kent-wide initiative. This has resulted in the installation of 4 additional cabinets in Regent Way, Beacon Avenue, Fortune Way and Kings Hill Avenue.

Unfortunately, this project does not allow enhancements to every cabinet at Kings Hill and there are some cabinets that are almost to capacity and therefore superfast broadband is not yet available. Residents will be able to check if they can connect to fibre broadband by using the checker on the KCC website : <http://www.kent.gov.uk/leisure-and-community/broadband>

We continue to work with

KCC, Openreach and smaller local operators Callflow and Vfast to improve the broadband speeds for all residents as quickly as the infrastructure teams will allow.

Mobile signal – We have also been working on a project to improve the quality of the mobile signal at Kings Hill. Historically there were restrictions on the location of mobile masts within the development land, which have now been reviewed and removed. Therefore it may be possible to add some additional masts or other technology to improve the mobile signal to the development. Enquires are at an early stage and we will provide an update on the progress of this project in the future.

Security equipment

Within the 2017 budget there is an allowance for security equipment, which relates to the operating costs for the ANPR cameras at both entrances to Kings Hill. In addition, the monitoring and relocation costs associated with the Speed Indicator Device are also included. Two additional speed devices have been ordered to remind drivers of the 30 miles per hour limit across the development.

Kings Hill Residential Estate Management Company does not contribute to the costs of the manned security team, who are responsible for providing security services to the business and retail areas of the development. The guards will call Kent Police on 101 to report any incidents or suspicious activity but do not actively patrol or have any involvement in the residential areas.

KHREM fee

For the fourth consecutive year, the directors have approved a minimal increase in the total residential estate fee of £1. The total amount for 2017, including VAT, will be £341. The maintenance of the communal areas of Kings Hill, including gritting during winter weather, removing litter and the upkeep of the landscaping, are just some examples of the works undertaken on behalf of residents. Full details about all of the services and works undertaken are included in the budget pack provided.

Warren Woods Nature Park

We would like to ask for help from residents who regularly use Warren Woods Nature Park with the management and some possible maintenance of this amenity area. Whilst the area is regularly walked, there are tremendous benefits from more pairs of eyes that can help us to maintain and improve this natural amenity area. Please contact our office if you are interested.

Directors details

In order to ensure that we are as close as possible to understanding our residential community's experiences of living at Kings Hill, we have appointed two residents to be on the board of directors for Kings Hill Residential Estate Management Company. John West and newly appointed Deborah Petty, are actively involved in the management of the company. They are appointed to represent you, to answer queries from residents and to offer suggestions and improvements as to the way that the company operates. Please feel free to contact them at:

john@westjj.net

deb@khremc.com

Alternatively, letters can be sent to John and Deborah c/o Liberty Property Trust UK Ltd, The Control Tower, 29 Liberty Square, Kings Hill, West Malling ME19 4RG from where they will be forwarded to their home addresses.

Residential enquiries:

The Control Tower
29 Liberty Square
Kings Hill
West Malling
Kent ME19 4RG

01732 870375

Property & Estate manager:

Susan Davies
kingshillresidential@
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Contact details for the resident directors:

John West
john@westjj.net

Deborah Petty
deb@khremc.com

www.kings-hill.com

Residential estate cleaning



Shaun and James

An additional part time cleaning operative has been recruited to join the team from February 2017. James Finesse will be working three days a week to assist

Shaun Hayes with the task of cleaning litter from the communal areas across the residential areas. This additional resource allows us to clean areas from Monday to Saturday (8am – 4pm) each week. The team have a schedule which enables each area to be attended at least once a week with daily visits made to all the play areas. Please let us know if there are any items that require urgent attention, such as broken glass, and we will arrange for one of the team to attend.

Parking

A high number of the complaints received from residents involves inconsiderate parking by others. Consider the following and park your cars in the spaces allocated with your property:

- Footpaths – these should not be obstructed by parked vehicles.
- Disabled or families with pushchairs – dropped kerbs and crossing points are provided to give priority to residents when travelling around the development. As the image shows, when these access points are blocked this prevents disabled residents, cyclists and families with pushchairs access to the footpath network.



- Cyclists – the on road cycle path on Tower View is regularly obstructed by residents who choose not to use the parking allocated which means cyclists are unable to safely use the on road cycle path. Do not park on the cycle path.
- Commercial vehicles should not be parked at Kings Hill, the restrictive covenants which apply to all properties prohibits all but private motor vehicles. Make alternative arrangements to park these off site.

Untaxed / abandoned vehicle on residential roads

Recently there have been untaxed vehicles removed from residential roads at Kings Hill. If there is a vehicle left on the road for any length of time we would request that residents check if the vehicle has valid tax using the DVLA website link:

<https://www.vehicleenquiry.service.gov.uk/Default.aspx>

Tonbridge & Malling Borough Council have a form on their website for residents to use to report an abandoned or untaxed vehicle on a residential road.

<http://www.tmbc.gov.uk/services/environment-and-planning/abandoned-vehicles>

Alternatively, if the vehicle is untaxed this can be reported to Kent Police on 101, who can make arrangements for the vehicle to be removed.

Dog fouling

There has been an increase in the number of reported incidents of dog fouling at Kings Hill. There is no good reason why dog owners should not clean up after their dog. Kings Hill Residential Estate Management Company provides 51 dog bins of the 65 that are provided across Kings Hill, with bag dispensers issuing free bags provided in some locations. The other 14 are located in non-residential areas and are paid for by appropriate estate management companies. Dogs remain owners' responsibility whether they are on or off the lead. Whoever is walking the dog, regardless of their age, should be equipped to clean up after their pet and to be aware of what their pet is doing.

The law states that being unaware a dog has fouled or not having a suitable bag is not a reasonable excuse. Please be considerate to the others who live and work at Kings Hill and clear up after your dog.

Parking Charge Notices - Kings Hill

New technology is being used at Kings Hill to monitor the car parking areas and to issue parking charge notices to vehicles parked in areas which breach the terms and conditions, as stated on the signage. Images are being taken of the vehicles parking in areas where restrictions apply to provide evidence to Euro Car Parks/police. Liberty Square provides 639 car parking spaces, which should be used in preference to parking in the delivery bays or on the roadway, where they can cause an obstruction and cause a hazard to other road users and pedestrians.

Euro Car Parks will be carefully monitoring the parking charge notices that are issued, which include images of the vehicle at the time of the offence and taking all reasonable action to ensure that the parking charge notice is paid. To avoid incurring a fine, please use the parking spaces provided within the car parks.