

This newsletter is for all members of Kings Hill Residential Estate Management Company Ltd (KHREMC).

Welcome to our Kings Hill residential estate management newsletter

I am sure we are all hoping there is no repeat of the extreme weather conditions we recently experienced but this issue includes helpful information on the role the management company plays in helping to keep key routes open. I am also pleased to report that the fee for its services in 2018 has increased by just £1.00. We have news on how the management company will be replacing diseased trees in Discovery Drive, improving the Gibson Drive play area, a new website for Kings Hill including a section dedicated to residents' needs and how we have been working with Tom Tugendhat MP to improve mobile connectivity. Please note dates for forthcoming surgery meetings being held by your residential directors which you can book to attend to raise any issues you may have for the management company.



Susan Davies Property & Estate Manager /Liberty Property Trust UK

2018 Kings Hill Residential Estate Management Company (KHREMC) Fee - increase of just £1.00. For 2018 the directors of KHREMC elected to limit the fee increase for 2018 to just £1 to £342, which equates to an increase of 0.29% for the overall fee including VAT. Despite the low increase, the high standard of maintenance that residents expect at Kings Hill will continue.

2018 KHREMC Budget



Please find enclosed the 2018 budget which details the costs of the services provided and the major works projects planned for the year, details below:

Replacement of Discovery Drive trees

KHREMC is working with Kent County Council (KCC) to replace the diseased or dying cherry trees along Discovery Drive with a species better suited to thriving in that location. The intention is to recreate the existing tree lined avenue over a few years to an agreed planting programme, starting towards the end of 2018.

Upgrade of the Gibson Drive play area

This includes improvements to the play opportunities available in the play area on Gibson Drive. A design is being developed to upgrade the central climbing frame by replacing this unit with a larger one accompanied by new swings (which may include a basket swing and parent and child swing). The new equipment will provide children up to 11 years old

with new ways to play. The illustration shows one design received and we will be seeking other designs and costs before instructing the works.

Parking and traffic initiatives

Traffic speeds are an ongoing concern for Kings Hill residents. The section of Tower View which passes through the residential neighbourhoods has been identified as a speeding black spot using the data obtained from Speedwatch and the speed indicator device installed on this road. Therefore, KCC Highways and Transportation has given approval for additional traffic calming features to be installed on both sides of Tower View and in two locations, with the aim of reducing speeds. Chicanes will be constructed sufficiently wide to accommodate refuse and other large vehicles and to preserve the on-road cycleway. A traffic regulation order will also be enforced on Tower View to prohibit parking in the cycle lane.

Data protection

Kings Hill Residential Estate Management Co Ltd take your privacy seriously and your personal information is only used to administer your account and to provide the services agreed upon within the deed of covenant which we consider a necessary use of data.

We have reviewed and updated our Data Protection procedures in light of the forthcoming changes to EU data protection laws from 25 May 2018. We are updating our Privacy Policy to ensure we comply with these changes. Once completed you will be able to view a copy on the Kings Hill website www.kings-hill.com.

Mobile phone signal improvement

To date, requests by KHREMC to mobile network providers have not resulted in any additional mobile masts for Kings Hill which are perceived to be needed to improve connectivity. Therefore, KHREMC directors have allocated a budget to appoint a specialist consultant to help unlock and facilitate discussions with providers. A number of suitable locations for masts has also been provided to Tom Tugendhat MP whose office will also be contacting the providers and encouraging them to consider the location of an additional mast(s). We will keep you updated regarding progress made.

Kent Community Speedwatch Scheme

Thank you to the residents who helped establish the Speedwatch initiative at Kings Hill, which has been operating since August 2017. Following a short training course, volunteers work together, in approved locations, to record the required details and evidence which can then be provided to Kent Police. Any vehicle travelling in excess of 35 miles per hour is recorded. Should that vehicle be recorded speeding again within 12 months, a letter is sent to the vehicle owner. The scheme has been proven to reduce speeds with almost 90% of speeding vehicles not detected a second time by any Speedwatch scheme.

If you would like to join the Speedwatch team of volunteers, please contact Kings Hill Parish Council on 01732 870382 or deputy@kingshillparish.gov.uk.

KHREMC contact details:

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

01732 870375

Email: kingshillresidential@libertyproperty.com

This mailbox is monitored by all members of the KHREMC team and queries will be dealt with by the appropriate member of staff. If contacting KHREMC by email, you should expect a response within 3 working days.

www.kings-hill.com

Estate queries:

Emma Cottee 01732 223436
Susan Davies 01732 223418

Invoice payment queries:

Zoe Brooker 01732 223411

Contact details for the resident directors:

John West
john@westjj.net

Deborah Petty
deb@khremc.com

Winter treatment information for areas within KHREMC remit



As part of the estate management service provided to Kings Hill residents, we implement a gritting programme on the main roads during the winter months when adverse weather conditions are expected. Our team monitor the weather and advice issued by other agencies and react accordingly.

This service augments any which is provided by Kent Highway Services, which provide a gritting service to some of the main distributor roads at Kings Hill. However, that agency has designated most of Kings Hill's roads as 'Secondary Salting Routes'. This means that the timing of the service is not certain. Smaller roads or those which have not been adopted, would not be treated by Kent Highways Services in any event. Therefore the KHREMC team undertake

a supplemental gritting route and further details are available on the website:

<http://www.kings-hill.com/userfiles/files/residential/Snow%20information%20residents%20Nov%202010.pdf>

We remind all residents that it is their responsibility to react with due caution to the prevailing weather conditions. The gritting programme does not in any way guarantee the safety of the roads or footpaths. The weather can be extremely unpredictable and the grit application may improve the situation but will not eliminate the dangerous conditions and it takes a certain level of traffic movements to ensure the salt is most effective. Please note that the treatment regime is not a 24-hour operation and care should be taken when driving to the prevailing conditions.

Liberty Square car parks

Kings Hill Estate Management Company (KHREMC) manages three private car parks around Liberty Square which currently operate without restrictions. Owing to the number of vehicles using the spaces for prolonged periods, it is considering introducing a time limit during the day to ensure that spaces are available for those using the surgery and shops in Liberty Square. This will include the two car parks off Queen Street and the car park adjacent to Crispin Way. Residents should park their cars within the spaces allocated with their property and not cause hazardous

parking on the streets.

We would also like to remind all cyclists to be considerate when travelling through Liberty Square. A number of near misses have been reported and we would urge all cyclists to slow down and give priority to pedestrians.

Inconsiderate parking KHREMC has met with the parking team from Tonbridge & Malling Borough Council (T&MBC) to discuss the introduction of parking restrictions in Kings Hill. A full consultation process will be undertaken in due course and in collaboration with Kings Hill Parish Council.

New residential website

KHREMC is working to provide helpful information online for all members of the company via a new digital resource which will be available later this year as a dedicated area within the new Kings Hill website. This is currently in development. A working party, including director residents from KHREMC, is being formed to agree on the content for this dedicated element of the website. For example, an interactive map is envisaged showing the communal areas of the residential neighbourhoods with details of the organisations responsible for their upkeep and maintenance to help residents identify who to contact in order to report any issues or raise queries. Please let us know if there are any features that you would like to see included – please see the contact details included in this newsletter.

Surgery meetings with KHREMC directors

We are pleased to be able to provide details of forthcoming dates in 2018 for residents to book individual meetings with KHREMC directors and residents, John West and/or Deborah Petty, to discuss matters that are within the management company's remit. The meetings will be held in the Control Tower and limited to 10 minutes.

Dates and times are:

Monday, 16 April
10am – 12 noon

Thursday, 19 April
5pm – 7pm

Monday, 18 June
10am – 12 noon

Thursday, 21 June
5pm – 7pm

Please call 01732 870375 to book an appointment or email ecottee@libertyproperty.com.