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**Beckets Grove Phase 2 (Wymondham) Residents Management Company Limited**

1 message

**Beckets Grove** <bgp2ra@gmail.com>

Mon, Jan 9, 2023 at 8:55 AM

To: harry.stanbury@firstport.co.uk

Cc: help@firstport.co.uk

Hello Harry

Firstly, let me wish you a Happy New Year and welcome you as our new Property Manager for Beckets Grove Phase 2 (Wymondham) Residents Management Company Limited.

**Introduction**

My name is Kevin Farrow, I am the property owner of 22 Reeve Way and I am also the current Chairperson of the committee for Beckets Grove Phase 2 Residents Association. Our committee started over a year ago with the intention of providing a basis of communication for all residents whilst also trying to identify and resolve issues faced by our development. Our intention is for some of our group to become resident directors of Beckets Grove Phase 2 (Wymondham) Residents Management Company Limited. We currently have members from seventy-five households and hold quarterly meetings. Sadly, none of which FirstPort or Persimmon representatives have ever been willing to attend.

**Meeting Request**

I would like to arrange an onsite meeting with you at your earliest convenience so that we can discuss all of our outstanding issues with areas of the development yet to be adopted by the management company. Some of these are issues that we have been waiting more than a year for Persimmon to adequately rectify. We have requested on a number of occasions that FirstPort does not adopt any other area until we have confirmed all of these issues have been resolved. It is therefore very beneficial for you to be fully aware of what they are. From experience this is only truly understood through visiting the site and walking it. There are also several outstanding issues and questions that we have been waiting for FirstPort to resolve and answer. We hope to be able to make some progress with you on these too. Please advise when you will be able to come to site for a meeting at your earliest convenience.

**Current Situation**

I know I speak on behalf of the vast majority of our membership, but I also believe it will be true for most Phase 2 service charge paying residents when I say the following. We do not feel that we have received value for money, initially from Chamonix Estates, and now from FirstPort, over the last four years.

Throughout this time less than 20% of the communal areas have been adopted. The only work required on the adopted areas has been grass cutting, fence repairs and some tree replacement. All of this is always undertaken at the same time as work on Phase 1, aiding your costs but is not reflected in our charges. I assume you are also now responsible for Phase 1 as well and therefore will be aware is a separate management company to Phase 2. No playground equipment is currently under FirstPort management because of issues with the area that have remained unaddressed for exceeding 18 months. A second play area is yet to be provided. There has been a failure on the behalf of Persimmon to resolve problems on the larger areas still to be adopted. Even now, a year after all but one of the properties were sold. FirstPort has done nothing to push for Persimmon to complete this outstanding work. So, we are left with an estate that is in no way fully managed or is finished as it should be. Yet we pay as if it was.

Last year we did receive a credit from the 2020 accounts. As you will know FirstPort estimates are based on full site adoption. As stated only a small proportion of Phase 2 has been adopted. Underspending in 2018 and 2019, primarily due to a limited need for ground/garden maintenance, provided an adequate reserve fund. Although there is nothing currently adopted that is ever likely to need funds from the reserve. Then the continued underspend in 2020 provided further excess funds that were credited back to each household with our invoice for 2022.

In 2021 and 2022 ground/garden maintenance annual estimates incurred over 25% increases each year. In both these years, the amount of adopted area and responsibility for FirstPort has not increased. The amount of maintenance required for the adopted areas has not increased. Prices for contractor services will have gone up a bit. But there has also been no significant work on Phase 2 areas that would have incurred any excessive spending. This brings me to a key point to raise with you.

**2021 Accounts & 2023 Estate Management Estimates**

We have not been provided details of the management company accounts for 2021. Previously these have been sent in

June or July of the following year. We requested them in September and again in December but have not received anything from FirstPort.

Due to the points stated above our expectation is that in both 2021 and 2022 there was further underspending, there is nothing that has happened to suggest otherwise. As stated reserves were considered to be at a suitable level a year ago and have not been used. Therefore, we expected to be credited back for the 2021 underspending with our 2023 estimates. Last week our estimates arrived. No 2021 account details were provided and no credit.

As stated in our TP1 Transfer Deeds...

*Part 11 – Calculation of Estate Rentcharge*

*3. As soon after the end of each Financial Year as is reasonably practicable the Rentcharge Owner shall provide the Transferee with a Certificate for that financial Year.*

*4. If the Certificate specifies an amount for the Estate Rentcharge less than any Estate Rentcharge paid in respect to that Financial Year then such overpayment shall be credited to the Transferees next payment of the Estate Rentcharge.*

The requirement for the provision of accounts is also detailed in articles 74 to 77 of Memorandum and Articles of Association of Becketts Grove Phase 2 (Wymondham) Residents Management Company Limited.

We feel a full year after the end of the 2021 financial year is more than enough time for FirstPort to provide us with accounts or at least a summary of the spending as a certificate for that financial year. Because we see no good reason why there wouldn't be a credit for 2021 this means that each household will actually owe less than is being demanded on the bills with the 2023 estimates.

Personally, I am not willing to pay anything further to FirstPort until this issue of missing 2021 accounts and expected credit is resolved. I will be stating as such via the My Home portal with reference to this message being sent to you.

I look forward to hearing from you further with regard to this but appreciate that you will probably need some time to look into it. However, I would appreciate an acknowledgment response at least. Feel free to let us know if you have any questions or anything that you would like to check with us. I will be sending a copy of this message to all of our resident members.

Please advise what date you will be available to meet on-site.

All the best  
Kevin Farrow

*Chairperson*  
**Becketts Grove Phase 2 Residents Association**  
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