

# Beckets Grove Phase 2 Residents Association

## AGM Meeting Minutes

**Date & Time** - Tuesday 8<sup>th</sup> July 2025 at 7.30pm

**Location** - Wymondham Rugby Club upstairs meeting room

1. Introduction, and taking of attendance, apologies, and meeting notes being taken by.

### *Residents Attending*

Kevin Farrow (Chairperson), Emma Peek (Joint Secretary), Barbara Draper, Claire Small, Claire Carter, Delyse Reynolds, Gail Fordham

### *Other Representation,*

No representation from FirstPort or Persimmon. Late apologies from FirstPort.

### *Apologies*

Cllr David Roberts (South Norfolk District Council, Wymondham Town Council & Deputy Mayor), Sarah Tate (Vice Chairperson), Darren Tate, John Waller (Treasurer), Ellie Morgan (Joint Secretary), Eileen Parrott, Tony Parrott, Angela Kenny, Naomi Rankin

2. Review of meeting minutes from April 2025, and any points, resolved or not being expanded upon in this meeting.
  - a. Persimmon (P1) - The condition of the lagoon path  
Path repair work has been completed as requested.
  - b. Persimmon (P3) – Planting of trees  
Trees have been planted where they were previously missing so this point has been removed. There is a question over the watering and survival of these trees going forward which will be raised under a later point.
  - c. Persimmon – Private Drive signs  
Private drive signs have been installed.
  - d. Persimmon – Bird & Bat box installation  
Bird and bat box installation is complete.
  - e. FirstPort – Adoptions of remaining communal areas by FirstPort  
FirstPort took adoption of all communal spaces at the beginning of April. Roads, pathways, grass verges, sewers and drainage are still Persimmons responsibility.
  - f. FirstPort (F5) Ditch & Pit Clearance  
Cleared by FirstPort. There may still be some metal scaffolding poles in one ditch which couldn't be removed single handed. Will check and address when the vegetation dies back.
  - g. FirstPort (F7) Lagoon maintenance  
Maintenance of the Lagoon (attenuation basin) area has improved. There is still work to be done and improvements to be made but these points have been addressed so we will monitor going forward.
  - h. FirstPort (F11) Metal gate / fence in west woodland  
This has been removed.
  - i. FirstPort (F12) Areas that require strimming attention early in growing season  
Highlighted to Emma at FirstPort and Jake onsite from CPC. Will be monitored going forward.

- j. FirstPort – Broken fence rails  
Repaired but will monitor and report after the Summer holidays when more damages are typically seen.
  - k. SNDC / Persimmon – Hibernaculum  
No further information provided on this. Is a Persimmon/SNDC issue which they can address, but as far as we are concerned improvements have been made. They are functional and as good as are likely to get without further significant aggravation and impact to the site, area and wildlife.
  - l. SNDC – Speeding & parking issues  
The only current route on speeding and parking issues it to record and report to the Police. A vehicle anti-social behaviour order instructs action, particularly on repeat offenders. No further progress on any speed watch in the area, although we, the council and the Police are happy to support anyone wishing to run roadside checks. The above will be stated until anything changes through Highways.
  - m. Bartram close railing ownership  
Discussed and noted in the last meeting about resident ownership.
  - n. Cats eye installation  
Something that could not be addressed until Highways take control of the roads, although it is still unlikely due to the road type not being classified.
3. FirstPort points to raise following last month meeting for update. Most items referenced on plan below.

No FirstPort updates were received prior to the meeting. Following the meeting we emailed and expressed our dissatisfaction with the progress over the last 3 months; all members should have received this. A resident member also questioned the managements capabilities and wished to escalate to upper management. Peter Moore, FirstPort Associate Director replied quickly and stated the following...

*"Thank you for the feedback. This morning, I have already discussed with the Property Managers how in future they need to support the meetings and ensure communications are sent out in a timely manner moving forward. Emma will be send out an update today on the various outstanding topics."*

An update was received the day after, the content of which is noted against the following agenda points as **FP** and our reply responses follow that marked **RA**.



a. 2024 Accounts and Credit

**FP** - Text s of today, I have not received a draft version of the 2024 year-end accounts for review. I've contacted the accounts team to follow up and will circulate the draft once reviewed and audited externally.

**RA** - Our understanding is these should be supplied within 6 months of the end of the year. If that is correct they are overdue, we'll anticipate the notification of delay then. Just to state again, 2024 credits will need to be applied to our account prior to 2026 estimates being charged.

b. P2. Jeckyll Road play area (We should have a date, but won't put any money on it)

**FP** - Following a discussion with Grant (CPC Regional Manager), CPC has confirmed receipt of the honeycomb matting and has reserved machinery for installation. They aim to complete the works within a week of starting, including laying and compacting the soil. However, we are concerned about the grass seed taking root, as a watering system is not yet in place.

**RA** - And on and on and on it goes.... you still haven't provided a date for completion which we requested in April. Ultimately this should be completed by now and if it was completed as discussed the grass would have grown without a problem. As for sourcing of matting and equipment that is not our concern. I am confident I could have sourced what is required myself in less than two weeks. As you cannot get this completed without it being detrimentally affected over the school summer holidays, we request that this work is carried out no earlier than the 8th of September and completed before the 10th October, a five-week window. Please speak to Grant and confirm that CPC will complete this work as requested and without further excuses within that time frame. Then we can look forward to a pleasant exchange about this issue at our meeting on the 14th October.

c. F1. 2024 accounts and credit

**FP** - Please confirm if this was meant to repeat item A or if it needs clarification.

**RA** - Should have said 2025... figured we should start chasing FirstPort accounts earlier. In reality it was to make members aware that due to lack of adoption until April we may have a small credit from this year depending on other activities, but mainly to note that point.

d. F2. Dead tree replacement – Standpipe request

This is also related to a Persimmon point regarding watering at the recent planting of trees.

**FP** - Unfortunately, CPC has been unable to confirm access to a standpipe, delaying the tree replacement. Although we initially identified 7 trees, the correct number is 6 - apologies for the earlier error. I've asked the contractor to revise the quote. He's also advised that sourcing the required tree species may be challenging at this time of year. Separately, Larry is preparing a quote to water the 36 newly planted trees. Kindly confirm the number. Please find attached the Arborist's Report and the Quote for the recommended remedial works—apologies for the delay in sharing these.

**RA** - Why can a standpipe not be accessed? I assume they do not want to pay whatever licence or charge is associated with it.

The standpipe is not a delay to the tree replacement, we discussed that tree replacement should not happen until the end of the year, so hopefully that will assist with sourcing trees too.

Regarding tree numbers, read our email from the 14th June again. Only 5 are confirmed, the 6th we believe to be a non-communal space and wanted confirmation from you about that,

so the re-quote needs to be for 5 unless the 6th is a FirstPort responsibility which I do not think it is.

It's a bit late for watering of some of the newly planted trees as some may have died already, this is something that we will raise with Persimmon as we were advised their contractor would be watering them to start with.

If Larry can provide a watering service, can he quote for watering of all trees in communal spaces on Phase 2 as a future option. Basing it on a weekly service when weather determines.

Give us access to the Arborist Report and Quote and we will review and raise any questions before giving approval for this work to go ahead. See note on point K about how Phase 1 has been left.

e. F3. Lighting quote / quotes

**FP** - I've contacted Larry for a revised quote regarding the suggested solar lighting installation.

**RA** - Look forward to receiving the second quote ASAP. Assuming it was requested three weeks ago and not last week.

f. F4. Bin store on Barnes close

**FP** - It was understood that the bin store had been repaired - please let me know if this is not the case.

**RA** - It is now, it was repaired the day after the agenda was sent out by Jake via my WhatsApp message.

g. F6. Price for a fence to aim to restrict access to the pit.

**FP** - CPC quoted £237.76 to install a fence restricting access to the pit; however, the quote lacks detail regarding posts and cant rails. A second contractor estimated around £1,000 for a more robust fence using pressure-treated timber, based on 5 posts spaced 1.8m apart with three cant rails. This option may be more suitable.

**RA** - That's a big price difference, and one quote exact and the other an around number. If CPC's quote lacks detail then ask them to clarify the intended construction.

Please explain why the £1,000 quote is more suitable when you have said you do not know the details of the other quote? Based on 5 posts at 1.8m apart, that's 7.2m of fencing. Are they intending to place the fence part way down the slope as discussed or at the top edge. I am unsure where 7.2m of fence will go, so that needs clarification too.

Please confirm full details on both options and come back to us.

h. F8. Covered general waste bins

**FP** - A purchase order was issued to CPC on 19th June, and I've since followed up for an update. This was also flagged in the ROSPA report.

**RA** - Again, this was discussed in April. Only ordered after our last email on the 14th June. Yes, ROSPA have highlighted this before, we have discussed this before when we didn't have dog waste bins. Please provide a date for their installation.

- i. F9. ROSPA checks on play equipment – Woodland equipment point

**FP** – ROSPA inspections were recently carried out across all three play areas. Minor issues were identified, and a contractor has been arranged to carry out the necessary remedial works. Reports for Play Area 1, Play Area 2, and Play Area 3 are attached.

**RA** - Please provide the reports. We see the gate shoot-bolt and slave leaf locking was an issue as we advised in April.

- j. F10. Woodland fenced edge maintenance facing properties

**FP** - Please find attached a Quote to maintain the hedge along the woodland fence line on Clements Avenue.

**RA** - Please provide the quote, preferably allowing us to respond before giving the go ahead.

- k. F13. Vines in East woodland – Arborist quote

**FP** – Vines will be addressed as part of upcoming tree works. Jake has also been instructed to tend to any overgrowth along footpaths during his regular maintenance visits.

**RA** - Arborist survey and quote required. Just to state we sincerely hope that the any Arborist work conducted will not leave the woodland in the same sorry state as Phase 1 thicket/ wood has been left in. I would say there is a greater health and safety risk in there now than there was before. It's a complete mess of branches of varying sizes and logs. But at least it will give the kids something, to mess around with, break stuff with, and build unstable structures with during the summer.

- l. F14. Fencing requested by landowner to restrict access to the path

The landowner has acknowledged this change and repair to Kevin. However, an issue with the wording of the signage was expressed. This led to a further debate on use of the area as a whole and control of access. Which ultimately is not our issue. The statement was made that he could either change the signage himself or tell us what he wants it to say and we would consider changing it.

**FP** - A fence and relevant signage are currently in place in the specified area. Please advise if further action is required.

**RA** - No further action required, we dealt with this.

- m. F15. Would like bush/tree /vegetation to be planted on this grass edge

**FP** - Would this request relate to the corner of Briggs Mead, near Elm Farm development? I'm happy to explore planting recommendations with Talking Elm.

**RA** - It relates to the two occasions that I have spoken to you about it and the F15 point on the plan that you have access to. At the beginning of the year and again in April you said you would provide a quote. It is to provide a hedge along the path for the width of the grassed area once the brick disconnected service cover is removed. Explore away, preferably resulting in a quote this time.

- n. Jake – work onsite – WhatsApp communication

Mentioned in the meeting, having this has already been beneficial in addressing some onsite issues quickly. Kevin has access to the WhatsApp chat with Jake and information will be

relayed from the committee group chat as required. Additional committee members will be added to the chat with Jake if required.

FP - I hope this method of communication continues to be effective for you.

RA - Yes, thanks to Jake for his prompt action and response.

o. Salt bins

FP - Happy to obtain quotes—please advise on quantity and preferred locations. Do we want walking spreaders or hand shovels? If walking spreaders, we'll need a storage plan. Please note that FirstPort will not spread salt due to liability. I'll also check with our insurance provider to ensure there are no objections to bin placement.

RA - You said you were happy to investigate and obtain quotes when discussed on site at the beginning of the year and April. As stated, 2 bins, refilling costs required, no spreading equipment to be made available, therefore no storage requirement. Will be down to residents to spread with their own equipment. As the main paths in question are currently Persimmon's responsibility and will be Highways, how does that have a bearing on communal space insurance. No tarmac paths are not management company responsibility.

p. FirstPort issue response time

FP – Please provide clarification or specific concerns to address.

RA - Most of what is stated here is evidence of that issue. Discussions and issues form the beginning of the year and April's meeting going unaddressed. Answers and dates still not being provided. Statements about things being done are reiterated months later rather than any action on them.

q. Customer service payment issues 2025 – Lack of knowledge

This is regarding the late payment letter charges automatically applied to our accounts earlier in the year.

FirstPort payment policy states...

*A first reminder will be sent to you in writing if an invoice remains unpaid after the due date. If we haven't received payment, a second reminder letter will be sent. A £90 late payment fee will be charged to cover administration costs. Interest may also be charged to your account.*

This did not happen and a charge was applied. The main problem is that FirstPort's customer service teams' standard response in many of these cases was to blame the customer and justify the charge, even though it was incorrectly applied. Statements made included...

- That FirstPort do not have to send reminders (not what the policy says)
- That it is the customers responsibility to make sure they get the invoices (spam and junk filters can cause issues here though)
- That having marketing turned off blocks account documents being sent (rubbish, account docs are not marketing)
- Refusal to remove charges (unjustifiable based on the policy)

FP – Please provide clarification or specific concerns to address.

RA - Addressed this at the meeting, but am intending to contact Peter about it directly.

This was raised post meeting and messages with Peter Moore, FirstPort Associate Director, who looked into it. Was an automated system error where letters were not triggered correctly, apologies were made for that. He checked and believes all fees had been

removed. Customer service issues and false claims were not addressed. This was noted in our response to Peter but ultimately it was stated *"we are not under the delusion that there will be any immediate seismic change with what we have to deal with anyway."*

- r. Details, cost and justification of charges at point of property sale / purchase.

**FP** - I believe this refers to the management/seller's pack issued at the point of property sale. Let me know if you need more details.

**RA** - Yes, we know that, but what is it? As stated in our meeting minutes from April....

"FirstPort have been requested to provide us with explanation and justification of the cost applied by them to residents upon sale and purchase of a property. Reported to be circa £500 for the seller and £280 for the purchaser. Emma Offei has been asked to escalate and feedback to us exactly what these charges are for. Emma mentioned that she believed it was for a homebuyer's pack which we highlighted no one at the meeting had ever seen or received. We would therefore also like to know what this homebuyer's pack contains. Ultimately, we want to know why they are charging a combined cost of around £780 on every house sale."

We actually had some say these costs are greater than this so we want full clarification on the processes and costs involved from FirstPort on the sale and purchase of our properties. This has never been made clear to us as residents or management company members. We also want to know what the management/sellers pack is, what it looks like, and if it actually exists in a physical form.

An update on all points was requested for within 4 weeks.

#### 4. Persimmon points to raise.

##### **Jeckyll Road play area**

- a. Jeckyll Road play area - Work by CPC/FirstPort combined to rectify areas under equipment

FirstPort dealing with this issue (or not) on Persimmons behalf, although Persimmon are covering the cost of the work which has been confirmed.

- b. Replacement tree assessment & watering of newly planted trees by contractor – Has this been done?

No response. Email sent to James and Matthew....

"This is regarding the trees planted at the beginning of April. At our April meeting we raised the hot weather as a concern, James advised that the contractor who planted them would be watering them. FirstPort were going to be looking to put some watering plan in place and maybe access a Standpipe but that hasn't progressed any further since the meeting as you may have seen.

That aside we're not convinced the contractor has been watering the trees they planted at the beginning of April. They are and have been struggling since planting. In the main three areas where trees were planted, East side along the path, North West corner, and back of the lagoons, there seems to be one particular variety that has not produced any leaves, may have died, or was already dead when planted.

Questions...

1. Do you have any formal guarantee from the contractor on the trees that were supplied?
2. If they have been watering them why has this happened?
3. Can you/they investigate this and advise what has happened?"



- c. Site signage - Reeve Way/Briggs Mead clarification & Albini/Carpenters Close addition

No response asked for follow up but prioritised trees and Anglia water.

- d. Sewage concerns, any further issues

No response asked for follow up but prioritised trees and Anglia water.

- e. Update on Anglia Water & Highways Adoption.

No response. Email sent to James and Matthew....

"Our current main concern that you are in control of is now Anglia Water adoption of Phase 2 sewers and drainage. As discussed for the last 4 years, this is the next required step to ultimately give us the Management Company control residents signed up for.

Can one of you please provide us with a detailed accurate update on where things stand with this. James advised at our April meeting that although a 102 adoption was trying to be achieved a 104 (12-month process) may be the end result.

Questions to answer, or cover in your response please...

1. Do you know which adoption process will be followed?
2. If not, why not, and when will you?
3. If it will be a 104 (12-month process) has this started yet?
4. If it hasn't started then when will it?
5. Is Elm Farm adoption by Anglia Water now the cause of our continued delay?
6. Has Elm Farm been inspected by Anglia Water?
7. Has any rectification work required been completed?
8. Ultimately when do you currently expect our drains and sewers to be fully adopted by Anglia Water?"

- f. Full handover update

No response - asked for follow up but prioritised trees and Anglia water. Ultimately will be up to 12 months after Anglia Water adoption.

- g. Contribution towards residents' administration costs in 2024, due to delays caused by Persimmon. Still haven't received a response as requested from Michelle Baker.

No response - asked for follow up but prioritised trees and Anglia water.

- h. Request for a Resident Director (FirstPort estimates sign-off & communication)

No response - asked for follow up but prioritised trees and Anglia water.

## 5. South Norfolk District Council & Town Council

- a. Any further updates from other resident associations.

No further update at the time of the meeting but was looking to speak to Councillor Dave Roberts to see if there has been, specifically for Elm Farm.

- b. Any details available on land supply and housing need for Wymondham

Report due in July which is likely to have an impact on the application for the 110 homes on the field to the North East which went to public consultation recently.



- c. Any other SNDC points to raise

Nothing else to mention.

**6. Public consultation on proposed Saffron development of land North of Elm Farm**

Many attended the public consultation and commented on the plans. General feeling is the layout is not as bad as it could be. There have been some derogatory comments made against it and the potential residents online but they will be given no further address here.

Main concerns raised are...

- Connecting to our currently unadopted sewer system which has already experienced issues. Representatives at the consultation appeared unaware it was not adopted by Anglia Water.
- The linked nature of the pumping stations across Becketts Grove and Elm Farm.
- The loss of natural open space along a Public Footpath especially as previous accessible tracks have been restricted by the Landowners and other users.
- Impact on wildlife, particularly by cutting off the woodland space.
- Using affordable housing as a council carrot to approve the plans. The existing development in Silfield and at Williams Park which should already be providing affordable homes. This is without the ones already built on our developments and the 99 on the old rugby club site.
- Projecting housing further North than any other development in Wymondham
- Closing of the Wymondham/Hethersett gap
- Local services that haven't been increased in line with Wymondham development.
- Opening up the landowner to push for further development to the West of the site as intended

Planning application is expected sometime in July / August.

**7. Details of meeting with MP Ben Goldsborough on 9<sup>th</sup> April**

Kevin met with MP Ben Goldsborough which led him to attend a debate on Tuesday 22<sup>nd</sup> April, details of which are on our News pages. The government are looking at the management company issue but ultimately any changes are going to be to new sites and unlikely to impact us. The meeting was however beneficial and Ben would be willing to support us further where needed.

There had also been a further debate where what is being referred to as 'Fleasohold' has been discussed. See links below.

- a. Parliament debates
- i. Tuesday 22<sup>nd</sup> April – Management Companies  
[Read the transcript](#)
  - ii. Tuesday 24<sup>th</sup> June – Unadopted Estates and Roads – Fleasohold  
[Read the transcript](#)

**8. AGM business (Moved from December)**

- a. Brief overview of the year including activities and finances

Activities documented in the minutes of these meetings. No finances to discuss, happy for it to remain that way for as long as possible.

- b. Committee members and structure. Any changes to officer roles. Any volunteers or nominations. Any changes to the general committee members including anyone wishing to leave or join.

All officers and committee members confirmed that they are happy to remain in their roles. No further applications for change, volunteers or nominations were received. That said, the

Chairperson is very willing to hand on the baton to anyone who wishes to take it on. No new committee members added.

c. Any committee constitution amendments required

Proposal made suggesting minimum number required to hold a Committee meeting is changed to 4 Committee members from 6. Ultimately this will limit the risk of a meeting being cancelled due to low attendance.

Kevin will review the consultation and make amendments as required, and then pass to the committee for review and approval ahead of being published on our website.

**9. Questions and any other business**

- Bus stop safety

Resident raised the question about user crossing safety from the Wymondham bound side of Norwich Road. Kevin believes the council had been looking at the option of putting in a crossing but needed to clarify the situation with Councillor Dave Roberts.

**10. Next meeting date**

Tuesday 14<sup>th</sup> October, 7:30pm, in Wymondham Rugby Club downstairs Lion's Den function room (upstairs meeting room or bar if Lion's Den is unavailable)