

Beckets Grove Phase 2 Residents Association

Meeting Agenda

Date & Time - Tuesday 14th April 2026 at 7.30pm

Location - One of four locations at Wymondham Rugby Club depending on availability and club needs. Downstairs Mane Study or Lions' Den Function Room, Upstairs Red Lion Meeting Room or Main Bar. Ask at the upstairs bar on the day if you are unsure where we are.

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

Residents Attending

Kevin Farrow (Chairperson), Emma Peek (Joint Secretary), Barbara Draper, Gail Fordham, Claire Carter, Suzan Greatorex, Simon Brown, Helen

Apologies

Sarah Tate (Vice Chairperson), Darren Tate, Eileen Parrott, Tony Parrott, Claire Small, Delyse Reynolds, Philippa Black, Angela Kenny, John Kenny, David White,

FirstPort (Emma Offei) and Management Company Directors (Michelle Baker & Matthew House) not in attendance. Directors with no communication and very late communication from FirstPort.

2. Review of meeting minutes from January 2025, and any points, resolved or not being expanded upon in this meeting.

- a. FirstPort - Jeckyll Road play area (Padlock outstanding)

At long last after 5 years of chasing both Persimmon and FirstPort this work is now complete, other than a padlock for the roadside maintenance gate that is part of a ROSPA check. Included on FirstPort issues list.

- b. FirstPort - Lagoon strimming and fence clearance

The lagoon and fences were cut back and cleared at the beginning of the year. Maintenance of the inside of the fences will continue to be reviewed and highlighted as needed.

- c. FirstPort -My Home Portal - charges for non-adoption by all properties

No additional charge has been applied to this year's estimates. This may be wrapped up in the management fee increases but there is no separate charge. We will review any financial changes going forward.

- d. Property boundaries – We have access to property boundary plans for the whole site. These are as it was on building completion and do not address any changes. In general, all property boundaries are shared between neighbour with 50/50 responsibility. We can provide information/copies when required.

- e. Persimmon - Removal of brick services structure

This has now been removed.

f. Phase 1 Residents Association update

No further information on the creation of a Phase 1 Residents Association, likewise for Elm Farm. All agreed it would be good if both could achieve this as it would give residents more say and control over their estimates/bills as has been demonstrated with ours this year.

g. Rugby Club Fireworks

As detailed in the last meeting minutes, everything went well with last year's Fireworks, and nothing could really be advised to change or implement anything further. If the same preparations are in place this year and going forward, we don't envisage any issues from our side. It was noted that it cannot be perfect, but this is primarily down to the inconsiderate parking and actions of a small number of visitors and there is nothing the Rugby Club can do to fully prevent this.

3. FirstPort issue points still to resolve.

We emailed Emma to follow up specifically on the woodland and planting work on two occasions, 17th March and 7th April. No reply was received until the day of the meeting, but limited updates were provided. Emma's email is included at the end of these minutes. Following this is our reply to Emma readdressing this and other issues, which her manager Peter replied to, this is also included. Also included at the end of these is the updated FirstPort issues spreadsheet. The combination expands upon the meeting content below.

a. Continued issues with FirstPort management and response

We continue to highlight, this addressing the fact that management services are costing our site £2,500 per month. We struggle to see where we get any value from this especially with the failures to address issues and ensure work is completed as agreed.

b. 2026 estimate charge sign off, agreement & invoicing

Firstly, we have not received 2026 invoices yet, so residents have not got a bill outstanding to pay until the invoice is received. We have managed to address excessive increases in the estimates resulting in reductions to the estimate charges, as has been communicated to all. Expectation is for the charge to be in the region of £230 for estate management, with courtyards and apartments incurring additional costs. This is about £30 less per household than originally stated but it does include the one-off set of charges (£6,700) for the woodland and planting work that's still in progress. Also, those with 2025 credits on their accounts will have this deducted from their total.

c. Woodland tree works including hanging vines

The trees from the arborist survey have been cut down. We are still waiting for the chipping work to be completed which has been chased with Emma. Chippings are being laid where required on the path. We will not be replacing all the path chippings and going forward we will only lay new bark chipping where it is needed. We do not feel that residents will want to continually pay for replenishing the path chippings. This is also true for the path rails which are being broken and rotting away. Both have allowed a path to be created but following discussion, those present were happy for it to be left as a non-chipped, non-railed path. This will reduce the future costs of maintaining the woodland. Bark chipping will be laid around the play equipment when required. This was topped up earlier this year.

The hanging vines have been cut and cleared at ground level along most of Chamberlain Rise except for the most easterly edge behind the property that is there. This has been raised with Emma.

d. Clements Avenue hedging

The hedging has been cut back, but the thick brambles need to be cut at ground level. This needs to be completed and has been raised with Emma.

e. Planting outside 33-55 Reeve Way

Should have been completed by the end of March. This has not been completed and has been raised with Emma.

f. Planting alongside Briggs Mead

Should have been completed by the end of March. Around 50% of the hedge has been planted but the quality of the plants has been questioned, and incomplete work has been raised with Emma.

g. Grit Bins

Still trying to get confirmed prices for supply, installation and refilling. Emma has provided another quote in her email, but this fails to address the previous quotes provided, and the refill price which we raised last year. Once priced we can decide if we want to install them to provide residents with the opportunity to lay grit on paths, specifically those most impacted by ice throughout the day. Question was raised about self-sourcing bins and installing ourselves. Advised we needed FirstPort to do this so costs could be addressed and install work covered if problems arise.

h. Tree replacement (5 trees) and other communal space trees

After 2 years of chasing, the 5 replacement trees have now been planted. A bit of an improvement on Jeckyll Road park at least.

i. Trees - Standpipe / Summer watering

Will continue to review the need for watering over the summer although we would like to avoid the need for it as much as possible. Realistically, FirstPort seem unable to respond quickly, even if we requested them to make the provision now, summer would be over before they responded. Additionally, watering will add further costs. We need to survey the communal space trees later in the year to see which have not survived Persimmons late planting and the hot spell of weather last year. We will implement this in June/July and then decide if replacement trees are required.

j. Solar lighting quotation

Continued failure to provide a quotation for this. We will continue to pursue an answer and then decide if it is something we want to implement.

k. Fencing quotations for Barnes Close pit

As with the Grit Bins, Emma has provided another quote in her email but failed to address the previous quotes provided. Specifically, the price provided by Jake which was significantly less than others provided. Continuing to chase this.

l. Property sale charges - justification, explanation, communication & issues for new owners

No further information on the justification of charges or how it is communicated has been provided by FirstPort. Currently the cost is £440 for a 15-business day service and £650 for a 2-business day service. There are also charges to the buyer. The property Transfer Team at FirstPort need to be contacted and Solicitors should be asked by the seller to ensure any

credits, specifically for current and previous years, are returned to them. Buyers will pay their estate charges proportionally from when they take on the property.

m. Poles in Ditch

Point raised about metal poles in the ditch to the south of the lagoons. This has been noted before, but Jake was unable to remove on his own as they are embedded in the base of the ditch. Will look to get them removed.

4. Persimmon points to update

- a. Site signage - Reeve Way/Briggs Mead clarification & Albini/Carpenters addition
- b. Update on Anglia Water, Highways Adoption & Full handover

Contractors have been onsite over the last few weeks inspecting the drains and sewers. We understand they are working on behalf of both Persimmon and Anglia Water which is the first positive sign for some time that Anglia Water adoption may be progressing. Matthew House and Michelle Baker have been emailed about this and the signage points with the last message being sent the week before this meeting. We asked for an update to communicate as part of this meeting, but no response has been received. The last communication from Matthew was received in February after our last meeting minutes were sent out. In this he advised that...

"We would like to reassure you that Persimmon is actively engaged with Anglian Water and that progress is being made. Anglian Water has recently requested additional technical information to support the adoption process, including as-built design documentation, pump specifications, and further engineering detail relating to the operation of the system. We are currently compiling and providing all requested information to ensure the review can proceed as efficiently as possible."

Regarding the 110 houses planned for the North East field, he said capacity for these properties was included as part of the Network design and *"the inclusion of these new homes will not negatively impact the suitability or capability of the pumping stations already installed, as they were engineered with this future connection in mind."*

As stated by several residents, this assurance would be better backed with Anglia Water adopting out sewers and drains. This would mean they are happy that the system has been designed and installed to specification.

With the update request a week ago there was an enquiry about a tanker at the Reeve Way pumping station in Mid-March. We have been advised that the tankers can and have been offloading on site due to issues elsewhere. This reduces the travel time for emptying the tankers. We are not sure what type of visit this was.

Further discussions were had at the meeting about the historic sewer issues on site that we have since told have been resolved. In general, the agreement is Anglia Water adoption is long overdue and will be seen as final confirmation of this.

As previously stated, Highways adoption will only proceed after Anglia Water. Both need to be completed before Land Registry of communal spaces can be handed over to the Management Company and we can take full responsibility for the site.

5. Planning application for the land North of Elm Farm & South of Norwich Common

As previously noted, Application 2025/2176 was passed. No additional details are available on when building will start on this site, but it is assumed that builders are being sourced and then onsite inspections will start at some point in the future. It has been noted that another crop has been planted in the field therefore it is unlikely much will happen before autumn of this year or early 2027.

An additional public consultation was put out for planning of a potential 600+ homes to the South of Norwich common and opposite Albini Way. The proposed plan included an area for a possible

school to be built in the future, but this would not be built as part of the development. The plan did not extend beyond Elm Farm studios therefore not closing the gap further between Wymondham and Hethersett. Laughably, it stated that their traffic expert had surveyed the roads and concluded an additional 600+ homes and the vehicles that there would be associated with them would not have a greater impact on the traffic within the area.

Responses to the consultation highlighted that the indication that there would not be an impact of traffic by building 600+ homes was extremely questionable. The promotion of an area for a school to be built should be kept out of this unless the school was being built as part of the development. The position of the school area was criticised due to it being directly on the Norwich Common Road, which would have an impact on traffic at times throughout the day. It was suggested that the area of the school would be better served by placing a roundabout, allowing better access in and out of the site. It was also suggested that the proposed school area should be further into the development and greater consideration should be made for traffic and pedestrian management. It was suggested that the entire South side of Norwich common should have improved bus stop and safer crossing points included as part of any planning application.

We will keep you up to date with any further information available on either of these projects in future meetings.

6. Bus Stop crossing petition

Once again thanks to Angela for all her work in trying to establish a safer crossing from the bus stop opposite Albini way. Unfortunately, this was not included as part of the planning for the 110 homes, but Angela is continuing to try to progress this with councillors.

There is an MP campaigning for safer bus stops nationally, Simon Lightwood MP, the Government Minister responsible for buses.

Update from Angela received after the meeting...

I am still going through the different agencies to discuss the need for a safe crossing. I have also highlighted the problem to all the candidates in the hope whoever wins will take this on board. Cllr Robert Savage has admitted a mistake tagging the crossing to Croft Way which when the planning board did look at it they decided it wasn't viable. It would have been considered if the planning committee had said it was for all the residents of North Wymondham and businesses. I have resubmitted all the correspondence to the planning and Councillors again.

7. Property deeds amendment potential

Two residents are in the process of amending their property deeds to remove the elements that allow FirstPort to take any unpaid charges from the mortgage providers for the property. The changes will mean that any unpaid charges will be dealt with as a debt and managed as a regular unpaid bill. Currently Land Registry is in the process of amending documentation and once this is complete, we will put together a guide and contacts that residents could use to do the same for their property. There will be some solicitor charges involved to do this, but it will mean that if you're remortgaging in the future, the provider will not need indemnity insurance to be applied. It also means if a property is sold, the issue of this being on the deeds has already been dealt with and the same permissions do not need to be provided for the transfer.

A note was raised about checking properties have building regulations sign off. A couple found they did not have formal confirmation of building regulation sign off for their property. This is likely to be rare; documentation should have been provided with your property details on purchase. Covid was a possible cause as the property in question was one of the later completions.

8. AGM requirements and changes to consider

The meeting in July will be our AGM, and this is the opportunity for any changes to take place with the officers for the committee such as additional committee members being added or existing committee members or officers stepping down. Kevin is happy to continue in his role as Chairperson but is also happy for other people to step forward or to be recommended for the role. Likewise, all other officer positions of Vice Chairperson, Treasurer and Secretary are available. Kevin will check all exiting committee members and officers are happy to remain or if they want to leave ahead of our next meeting.

Being part of the committee involves attending at least one meeting a year. You would be added to the committee WhatsApp group and e-mail distribution list, which allows communication and decision-making outside of standard meetings. If you would like to join the committee then please email us.

9. Questions and any other business

No other points raised but thanks were passed by attendees to Kevin for his work on the Residents Association. To which he replied he's happy doing it because he would be doing it himself anyway but having the support of other residents both in meetings and even more at the end of emails, makes it easier to make those currently in control and doing the work listen. Unfortunately, it doesn't mean they do it a quickly or as well as they could, but it's better than it not happening at all.

10. Next meeting date (AGM)

This will be Tuesday 14th July 2026 at 7:30pm and will be our AGM as detailed above.

Meetings will be held in one of the four locations at Wymondham Rugby Club. Downstairs Mane Study or Lions' Den Function Room, or upstairs Red Lion Meeting Room or Main Bar. Ask at the upstairs bar on the day if you are unsure where we are.

Following dates will be Tuesday 13th October 2026.

Email from and reply to FirstPort's Emma Offei as noted in Section 3 and reply from Peter Moore her manager

On Tue, Apr 14, 2026 at 9:22 AM Emma Offei <Emma.Offei@firstport.co.uk> wrote:

Good morning, Kevin and all,

I hope you are all well.

I wanted to inform you that I may not be able to attend this evening's meeting, as I currently have childcare commitments due to my children's sports activities.

I will confirm my availability later today if I am able to make alternative arrangements.

In the meantime, I am mindful of the outstanding points and will aim to provide a further update ahead of the meeting where possible, although I will be on site today carrying out inspections.

Please find a brief update below:

Woodland Works

I have arranged to meet with the supervisor from CPC, who carried out the woodland works, on Wednesday. During this visit, I will review the works completed and address the concerns raised in your most recent email.

At my last inspection, I noted that the works had not been fully completed. This was raised with the contractor at the time, who advised that they would return to complete and make good. This will be reassessed during Wednesday's visit.

Grit Bins

Dave Cook has provided a quotation of £1,015 for the supply and installation of two 200L grit bins, including 20 bags of grit (10 per bin).

I have also requested quotations from Talking Elm and CPC and will share these once received.

Solar Lighting

Dave Cook has declined to provide a quotation for the solar lighting. I will follow up with him today to understand the reasons for this.

In addition, I have approached Talking Elm and CPC for quotations and am currently awaiting their responses.

Pit Fencing – Barnes Close

For the proposed works (4 fence posts and 9 cant rails), Dave Cook has submitted a quotation of £995.

Further quotations have been requested from CPC and Talking Elm, and I will provide an update once received.

I followed up with all contractors on Friday and have asked for responses by today. I will update you as soon as I receive any further information.

Accounts / Portal Update

With regard to your query on the cost estimate, documentation on the portal, and the outstanding demands, I have raised this with the accounts team.

I have been advised that there is currently a Matrix system issue, which is being actively worked on. I will provide a further update as soon as more information becomes available.

I hope to send an email later today confirming my attendance and to provide further updates later this afternoon.

Thank you, kindly for your continued patience and best regards.

Emma Offei

Estate & Property Manager

From: Beckets Grove bgp2ra@gmail.com Date: Wed, Apr 15, 2026 at 8:00 AM

Hello Emma

Patience is wearing thin if we are honest, it feels a bit like we are trapped in repeating cycles of the same requests with a lack of communication and reference to previous conversations and emails.

After 4 weeks of no communication you email on the day of our meeting with limited responses, many of the issues we have asked to be updated time and again over the last year. As for responding in general, "*better late than never*"... maybe that could be FirstPorts' company tagline... "*better late than never, but you'll pay for the wait*" might be more fitting though.

Firstly, I suggest you make greater reference to the issues spreadsheet that we provided, an updated copy is attached. Most of your responses below do not answer the questions that we were asking, you are just sourcing more quotations without reference to those you have already supplied. Probably because it's been left so long that the quotations you provided are no longer valid as the questions we asked following them have not been answered. But we are certainly not going to consider anything that excessively increases what has already been stated.

Maybe not being able to attend last night was a good thing... because it doesn't appear you will have had any real answers for us... a lead balloon comes to mind. We feel we couldn't be clearer about what we are asking, we have discussed / communicated each point with you more than once in all cases, and the spreadsheet we provided documents this in detail as a reference point. We honestly don't know what more we can do to get the answers we are looking for.

Woodland work / Hedge & Bramble Cutting / Hedge & Tree Planting

As detailed in our email last week and three weeks before that.

- Chipping **has not** been completed, many have said it looks a bit of a mess in the woodland still.
- Areas of brambles **have not** been cut at ground level (plan reference reattached)
- Reeve Way Hedge **has not** been replaced
- Briggs Mead hedge **has not** been fully planted, just over half now
- However (is everyone sitting down) the five trees we requested have now been replaced, and it only took **two years** of chasing the issue, longer in one tree's case.

Grit Bins

We had quotations from you, the best was for £628 to supply and install with grit. In August 2025 we asked for the size to be confirmed and an estimate for topping up the grit by CPC (Jake) to know the ongoing costs.

Solar Lighting

Specific details for quotation and where to source the materials was provided in June 2025, it's not a complicated request. We have been asking about this since February 2024.

Pit Fencing – Barnes Close

You provided us with a cost from Jake of £237.76 to install this fence last year. This was again discussed onsite with you and Jake in January when Lewis visited for the additional woodland work. Jake was going to source materials and install the fence and he said he was happy with the costs provided. You and Jake just needed to formalise this for us to confirm. You have previously been told more than once an estimate of £1,000 previously provided was excessive and out of the question. Especially considering the £237.36 price you provided and seem to continue to refuse to address. Why?

Accounts / Portal Update

"Matrix system issue", so your CRM isn't working as it should and your accounts can't upload the

documents. Alternative definition for residents... something else we pay FirstPort for isn't working as it should.

Other points to address

As detailed on the spreadsheet

- Property Sale Charges
- ROSPA - Padlock on Jeckyll Road play area gate
- Staining of replacement fence rails with dark oak stain

Finally, as the growing season is now upon us we wanted to reiterate the agreed request of regular **strimming around the inside of the lagoon fences** to keep both sides clear of growth. It hasn't been done with the grass cutting recently, keeping on top of it regularly will be easier than allowing it to grow which will then take longer to cut.

We look forward to the possibility (slim as it probably is) of a full update on all of the above.

NB: Committee members have been Bcc'd.

Kindest Regards

Beckets Grove Phase 2 Residents Association

From: Peter Moore Peter.Moore@firstport.co.uk **Date: Wed, Apr 15, 2026 at 8:10 AM**

Hi,

Thank you for your update on the meeting. I would like to apologise for the lack of information on the updates received. I will address this with Emma in my Team Meeting this week and ensure a full response to the items listed below is sent by the end of next week.

Kind Regards

Peter Moore ATPI IOSH
Associate Director

Note:

A further update was received on 24th April, but not answering all points, specifically the Woodland Work and hedge planting. We will address these points separately or update in the next meeting as appropriate.

FirstPort Issues to Resolve	Last Action	Required Action	Date of Last Action	Number of days Since Last Action	Date First Raised	Previous Action	Number of days Between
Woodland and tree work including hanging vines and paths	Autonsation given from committee to proceed with CPQuotation of £2,700 +Vat	Work to be completed as discussed and detailed in emails ASAP Chipping & cutting of felled timber still outstanding 14/04/26	26/01/2026	84	Apr-25	17/12/2025	40
Clements Avenue & Chamberlain Rise hedging	Expanded to include all of Southern hedges line to the woodland. Autonsation given from committee to proceed with CPQuotation of £975 +Vat	Work to be completed as discussed and detailed in emails ASAP Cutting of thick brambles at ground level still outstanding 14/04/26	26/01/2026	84	Feb-25	17/12/2025	40
Planting outside 33-55 Beeve Way	Autonsation given from committee to proceed with CPQuotation of £469.90 +Vat	Work to be completed before end of March No hedge planned 14/04/26	26/01/2026	84	Jul-25	17/12/2025	40
Planting alongside Biggas Mead	Autonsation given from committee to proceed with CPQuotation of £672.60 +Vat	1. Pessimism need to arrange removal of brick services structure- Done 2. Work to be completed before end of March Just over half of the hedge is planted 14/04/26	26/01/2026	84	Mar-25	17/12/2025	40
Grit Bins	Two prices provided i. £975 – supply and install 2 x 200L grit bins and 20 bags of grit ii. £628 – supply and install 2 grit bins with grit	Awaiting confirmation on the size of the lower costing bin and have also asked for pricing for the bins to be topped up.	05/09/2025	258	Feb-25		
Solar lighting quotation	Quotation provided for lights that we did not believe would be fit for purpose and did not include PIR.	We have asked for a price for square black aluminium posts, 1.8m long to be dug in 0.6m into the ground with face mounted solar light with PIR. A PIR (Passive Infrared) means the light will go off and save the battery power rather than always being on. Quantity of 6 and 12	12/06/2025	312	Feb-24		
Fencing quotations for Barnes Close Pt	Discussion at meeting. A number of fencing quotation have been provided. Jake had provided a quote of £237.76	Disussion with Jake by Emma to check price. Unless a significant change installation expected for this cost, £237.76.	14/10/2025	188	Dec-24		
Property sale charges	Discussion at meeting. Justification for charges applied on property sale. As most properties are freehold the majority of documents forming the so called management pack are not needed. The remainder are openly accessible. So why does it cost £440 and take 15days to progress.	1. Answers and justification to be provided for the £440.00 charged and 15 days taken to assemble existing documentation. 2. We also want to know when all residents were advised of this process and charge.	14/10/2025	188	Mar-25		
ROSPA checks on play equipment	Ground bolt row goes into the ground on slave gate	Padlock needed on ground bolt	12/01/2026	98	Jun-25	14/10/2025	90
2025 Accounts / Estimates	1. Justification of increased charges. 2. Monthly total for Ground Maintenance charges through 2025 3. The 2026 estate charge estimate once reviewed by Matthew House	Awaiting My Portal updates of estimate charges.	24/02/2026	55	Nov-25	17/12/2025	69
Replacement Fence Staining	Discussion at January meeting about fence staining	1. Replaced rails to be stained in Dark Oak stain 2. Staining all fencing discussed at meeting. all replacement fencing to be dark Oak and preferably all rails in a section stained. & posts	13/01/2026	97	Dec-25	17/12/2025	124
2024 Accounting	Issues rectified and accounts issued with credit applied to resident accounts.	None - Complete	21/11/2025		Jan-25		
Lagoon estimating	Stimming work completed as requested	None - Complete	19/12/2025		Oct-25	01/12/2025	18
Jackyll Road play area	1. Reopening of park area 2. Confirmation that costs have been applied to Pessimon 3. Ground bolt row goes into the ground	None - Complete Padlock is needed on ground bolt as noted under ROSPA checks	12/01/2026		Oct-20	14/11/2025	59
Brick Services Structure	Removal of the brick services structure on Biggas Mead by Pessimon	None - Complete	05/02/2026		Oct-25	12/01/2026	24
Tree replacement	Trees to be planted 8th / 9th April	None - Complete	09/04/2026		Mar-24	26/01/2026	73