

## **Residents of Chalfont Heights Estate.**

As a one-off, the Chalfont Heights Roads Committee want to send a hand delivered message to each household in the estate.

### **1. Annual Subscription**

- a. The annual subscription is agreed each year at the AGM each year and is payable on the 31<sup>st</sup> May. This year the fee remains at £250. Please ensure that your house name is in the reference section of your online banking submission.
- b. In the past the fees have been higher at £300pa. From last year (May 31<sup>st</sup> 2024) the annual fee was reduced to £250. Some residents did not change their direct debits from £300 to £250, and as a result over-paid. The treasurer will repay any overpayments requested by residents. We cannot make an automatic repayment because often residents do not give their name or house name with the payment, and we do not have the bank account details of the payer.

### **2. Unpaid fees**

Any unpaid or under paid annual subscriptions or any unpaid development fees are recorded against house names. When a resident sells their house the buyers' solicitor generally contacts the Committee for a statement of outstanding debt and buyers generally request the debt is cleared before exchanging contracts.

### **3. Register of Residents' names, addresses and emails**

With residents' permission, we maintain a register of residents and their contact details and communication preferences. The database requires constant updating as properties change hands and residents arrive or leave the estate. When we learn of a new resident we send them a welcome pack and their responses inform updates to the database. As a trial, we will send this document out by email to all residents registered for email. If any resident does not receive this by the end of June could they please email [contact@chrc.org.uk](mailto:contact@chrc.org.uk) or [geykyn@btopenworld.com](mailto:geykyn@btopenworld.com). This will help us ensure our email lists are fully up to date.

If you leave the estate or become aware of a new neighbour, please let us know – by emailing [contact@chrc.org.uk](mailto:contact@chrc.org.uk) or [geykyn@btopenworld.com](mailto:geykyn@btopenworld.com).

### **4. Future Communications**

- c. At the AGM a few residents commented that they did not receive the minutes of the 2024 AGM or an invoice for the annual subscription. Last year's AGM minutes were indeed late, and this will be rectified. We only issue invoices where an individual requests it. Some time ago, after an AGM vote, the Committee stopped time-consuming and expensive hard-copy communication with residents. We now use email, our website CHRC.org.uk and the WhatsApp group. If you want to be added to the WhatsApp group, please email George Eykyn your mobile phone number. Only in exceptional circumstances will we hand deliver hard-copy messages.

### **5. Contacting the Committee**

- d. Residents can contact the Committee via the website. Please remember the Committee are all unpaid volunteers, most with very busy full-time jobs, so do not expect instant responses - it may take days or even a couple of weeks. We get a lot of messages and requests! Please do not ask the Committee to resolve disputes between neighbours: this is not our role.

- e. The Committee is currently looking for someone to join us to take the minutes of the quarterly meetings. Minutes are not published as they contain confidential and private information.

## **2. 6. Role of the resident**

Can we politely remind residents of their obligation to maintain the verge near their property. Some residents employ gardeners who blow debris onto the roads and islands rather than removing it because they are lazy, and it costs them money to dispose of your garden waste. Please ensure your contractors know what is expected.

Can residents please water new trees planted in the verge near their property.

## **7. 2025 program as discussed at the AGM**

Our program for 2025 and 2026 will focus on

- a. Improving our road signs to ensure all road users have no excuse for not knowing the speed limit within the estate. Hopefully this will slow traffic down
- b. We will improve the road markings so that no one can complain they were not aware of the speed humps; hopefully this will again slow traffic down.
- c. We will seek to find locations for further speed ramps to slow traffic down and make the estate less attractive as a short cut for non-residents.
- d. We will seek a location to install gullies and/or chicanes on Chiltern Hill. If this is a success we will add a chicane to Woodside Hill. Finally, if these are a success we will add gullies and/or a chicane to Upway. The aim being to slow traffic and make it less attractive to non-residents. Chicanes will only be installed after consultation with the immediately adjacent residents.
- e. An evening of security advice will be arranged so that residents can take what action they wish to improve their security.
- f. We will review our current CCTV coverage and consider extending it.
- g. We will review other local private roads and estates to identify best practice to improve our verges and verge furniture which have decayed in recent years for various reasons. We welcome constructive suggestions on improving the estate's appearance.
- h. We will review rights of way across the estate to make clear that only residents, their guests, delivery drivers, tradesmen and emergency vehicles are allowed to use our roads for bikes, horses and vehicles. Non-resident pedestrians can of course use the designated public footpaths through the estate.
- i. If the above programme, which is in addition to our normal work, does not reduce average traffic speed or the number of non- residents using the estate roads, we will consider further actions.

## **8. Membership of CHRC Ltd**

All residents are entitled to be members (shareholders) of CHRC Ltd, the company that owns the roads, trees and verges of the estate. You can become a member and therefore be entitled to vote by downloading the form on the website.