

COLLINGSGATE COMMUNITY NEWSLETTER

October 12, 2024

Our Community, Our Responsibility, Our Future



Our Mission

Together, we are committed to maintaining our estate's standards, ensuring value for our money, and building a better future for all, and as a result our properties hold/increase their value.

A United Community!

We are reaching out to you following our first community meeting as it has been raised several times in the past on the local Facebook forum regarding the upkeep of our estate and the conflicting messages being received. Together, we can ensure that we protect the value of our homes, get the best services for our money, and have a direct say in the decisions that affect us all

Here are the key issues raised and our initial steps moving forward:

Clarification on Costs:

Now that Avant have handed over responsibility for the maintenance of the estate to the property management company, we are engaging with them individually with queries and concerns and in some instances getting conflicting responses from them. Many of us are unclear about where our money is going, especially with charges like the £150 "Initial Service Charge Contribution." We intend to seek clarification and request for a granular breakdown of the cost provided in the invoice.

Accountability & Standards:

Poor maintenance leads to lower property values. We're demanding high standards for the estate, starting with a clear, seasonal schedule of works to track progress. We want to ensure our funds are spent wisely and only on necessary, quality services. We need to agree on a mechanism for raising new queries/complaints with the property management company to ensure that the same query isn't being raised by multiple households and therefore potentially attracting multiple administration charges. This should also ensure that we are not receiving conflicting responses from the management company, which we are starting to see now that they have taken over responsibility from Avant

Taking Back Control:

If we are still dissatisfied with the service we will explore options to manage the estate ourselves in the future, which may include switching to a different maintenance company or forming our own management structure. While this comes with legal complexities, it's something we can seriously consider long term.

Your Role:

This is a community effort, and your input is vital. We need to gauge how many homeowners want to get involved, how many support these changes, and how many may have reservations.

Our goal is to ensure that the majority of the estate stands together, and we'll need a large percentage of homeowners on board to proceed.

Next Steps:

We appreciate that not everyone has the time or inclination to be involved in a residents group, however to enable us to be successful in our mission it is important that we have the support & backing of at least 70% of households - this should give us sufficient leverage with the management company to ensure that they respect our existence and will work with us.

We're starting with a simple ask: Are you with us? Do you want to help shape the future of our estate? Please let us know if you're willing to participate, even if only by offering your feedback. Every voice matters. All we ask of you is that you place a tick in one of the 3 boxes below and return this leaflet to 71 or 22 Citron Avenue Or simply email collingsgate@outlook.com with your answers, any feedback or further questions you may have.

1. I would like to be involved in the residents group	Yes/No
2. I do not have time to be involved directly with the residents group, but I give it my full support to act on my behalf	Yes/No
3. I do not support the need for a residents group and prefer to leave things as they are	Yes/No
4. No of House and Road Name: (purely for verification)	
5. Email address to receive further updates/newsletters	

We will keep you updated through regular newsletters like this and establish a clear, open line of communication for any questions, concerns, or suggestions you may have. Together, we can ensure that our community thrives and that we all get the value we deserve for our money. Let's make our estate the best it can be.....

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