



## St. Modwen Newsletter – Issue 1 - Summer 2019

This is the first of St. Modwen's newsletters to keep residents and stakeholders of Glan Llyn informed of estate management and development activity.



# CREATING A COMMUNITY IN GLAN LLYN

**"High quality residential and business environment delivering around 4,000 new homes"**

Glan Llyn is the former 600-acre Llanwern Steelworks site in Newport that is in the process of being transformed into a major new community for South Wales. The site will be developed using a phased approach into a quality place to live and work, delivering around 4,000 new homes.

Glan Llyn will be at the heart of the community, providing a wide range of facilities, including a new primary school (due to open this year) and plenty of green space and parkland. Glan Llyn Estate Management Company Limited is responsible for maintaining the parkland and open space facilities on the site for the benefit of all the residents by way of regular Rent Charges.

The Estate Management Company Limited is a self-sustaining structure which is responsible for the administration of these areas once they have been handed over by the individual developers on each phase. The handover of communal assets is staggered and is dependent upon the individual developer.

In order to maintain the communal areas and facilities the Rent Charges are payable half yearly in advance and will include items such as: landscaping, health and safety, external cleaning, external repairs and maintenance and insurance. This is by no means an exhaustive list. The areas that are maintained by the management company will continue to grow in years to come. St. Modwen Developments currently manages the estate on behalf of the Management Company.





# PROTECTING THE LAKES AND WATERWAYS

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We're also working closely with Natural Resources Wales which has recently been on site working on a key reed at the boundary of the retail park.

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Making our local environment a healthier and happier place for all residents (wild or otherwise) is important to us at St. Modwen, and the care and maintenance of local reens and lakes is a key part of this. We're working alongside a team of landscape architects and ecology consultants to maintain a sustainable drainage system throughout the area.

The first phase of work on the management plan started at the end of last year with four main focuses:

- Manage flood risk and protect the natural water cycle by controlling the quantity of surface water runoff
- Prevent pollution by managing the quality of surface water runoff
- Manage the reens, ponds and lakes for residents to access and enjoy
- Promote and sustain a biodiverse habitat for wildlife



## SAFEGUARDING YOUR NATURAL ENVIRONMENT

The woodland and pond areas are a vital part of the community. In order to maintain the thriving natural environment, works will be gradually taking place as part of a full management plan. The Estate Management Company Limited is working closely with the Tree Officer at Newport City Council and some initial works have already started. These works will continue over the next few years, ensuring minimal disruption to residents and managing the impact of the associated costs.

For the avoidance of doubt, the Management Company is currently awaiting the handover of Phase 2a (Bellway) and Phase 2b (St. Modwen Homes) landscaping. Until the handover has been agreed, the maintenance responsibility remains with the individual developers.



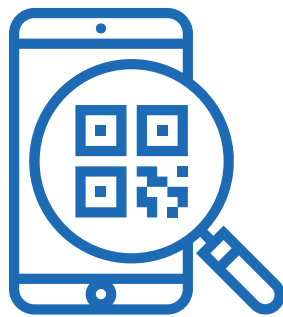




### CREATING A SUSTAINABLE TRAVEL PLAN

Straightforward and sustainable travel is important to us at St. Modwen, and to help make this possible we'll be creating a Travel Plan for all residents. To make the plan useful and relevant for all residents, we'd love to hear from you and find out how you travel to and from home. A survey for all homeowners can be found online via the QR codes (located below) and hard copies are available within the St. Modwen Homes Sales Centre.

For more information please scan here...



### KEEP GLAN LLYN FLY-TIP FREE

There has been a recent spate of fly-tipping incidents around the Western Ponds of the development. To keep the area as beautiful as possible we would be grateful if residents would be alert and report any suspicious behaviour at the earliest opportunity to the local police on 101, the non-emergency number, and contact us on glanllynestates@stmodwen.co.uk. If any people are seen undertaking fly-tipping, report this again to the local Police for action. This is an important issue as it is making the site look untidy, as well as being potentially harmful to wildlife.

### KEEPING YOU SAFE

As an open and thriving community we are aware of the importance of building relationships with the community policing team and have met with the Police Community Support Officers for the area. The officers make a daily visit to the development and are keen to become involved with the local community. Should you have any concerns that you would like to discuss for the development, we advise that you contact them direct:

Rebecca Morgan PCSO (CO261) is the Ward Officer. Her Email address is Rebecca.Morgan2@gwent.pnn.police.uk. If people need to contact Gwent Police to report a Crime or ASB they need to contact 101, which is the contact centre. Please note this is a non-emergency number.



### Respecting Our Community

Glan Llyn is a busy community that continues to grow. We would like to take this opportunity to remind all residents to be mindful of living in close proximity to each other and to be considerate of your neighbours. Where possible, please keep noise levels in the evenings and early mornings to a minimum for the benefit of all residents.

Cars should also be parked considerately and should not obstruct access to houses, neighbouring driveways or parking spaces. Please refer to your Land Registry Document (TPI) should you have any queries regarding parking allocations and locations. Please also ensure cars are not left running for any length of time prior to them being driven.

### Managed Areas at Glan Llyn

Glan Llyn Estate Management Company Limited is due to have the handover of the communal areas from Bellway Homes in the next few months, but to clarify, as some residents have questioned the Management Team, these areas are not part of Service Charges presently.

### Residents Meetings Group

The Residential Property Management Team (see overleaf on Page 4) that operates the Glan Llyn Estate Management Company Limited, meet Resident Representatives regularly every 3 months on site. We would be delighted to have more members who are interested in the growing development and want to be proactive in being a voice on behalf of their fellow residents over their environment. Anyone who is interested please contact us by email, at glanllynestates@stmodwen.co.uk

# PROPERTY MANAGEMENT CONTACTS



## ADRIAN ANDREWS

### Facilities Manager

Adrian works on this site providing regular weekly site visits to inspect the play areas and statutory requirements (including trees and reens).



## LUCINDA THOMAS

### Property Manager

Lucinda works across a number of St. Modwen's developments including Glan Llyn and deals with the day-to-day operational management of the communal open spaces and facilities. In addition to having an active role with the maintenance contract provision, she is also responsible for administering the Rent Charge Budgets on site.



## SARA ALLEN

### Asset Manager

Sara works across a number of St. Modwen's largest residential sites in the UK including Glan Llyn. Working with the Steering Committee of Resident Representatives she is responsible for regularly updating the Estate Management Plan that includes the Maintenance Plans (e.g. trees and reens) and Budgets for 2019/2020



## MICHAEL SHUBH

### Property Accounting

Michael is the main point of contact for provision of up to date Statements of Accounts, and day-to-day payment queries including setting up the Direct Debit Payment Plans.

## MANAGEMENT CHARGE PAYMENT AND CONTACTS

Payment of the Management Company costs are due on 1st December and 1st June. Payment by direct debit is available on a monthly basis in order to spread the costs and full details are available from the credit control team. We would encourage residents to do this where possible.

We would ask that you notify the below office of any changed contact details, for example a new e-mail address or telephone number, as soon as possible. For those residents who have an active email account we would ask that details are provided as it's a useful form of communication, and with the increasing number of residents on the development, we feel it is a more environmentally friendly form of correspondence when appropriate. St. Modwen is currently applying for planning consent to install two community notice boards on site. One will be located near the play area at Western Park and the second near the bus stop on the main entrance road from the Queensway. This will be used to display notices on any community matters or works.

## On Site Contact

We are currently conducting a trial whereby some of the Property Management Team are on site for an entire day every other Wednesday between 9.30am and 4.30pm. Initially we will be based in the St. Modwen Homes sales centre next to the new Primary School. This will mean that we will be regularly available to meet with any of the residents should they wish to discuss any matters. The next dates we will be on site are Wednesday 14<sup>th</sup> August and every other week thereafter. Please email us on the address below should you wish to make a specific appointment, otherwise feel free to drop in.

St. Modwen Property Management Team

Contact number for the office is 0117 3167780 and the email address for the development is [Glanlynstates@stmodwen.co.uk](mailto:Glanlynstates@stmodwen.co.uk)

