



TO THE CHAIRMAN AND MEMBERS OF THE **OVERVIEW AND SCRUTINY COMMITTEE**

You are hereby summoned to attend a meeting of the Overview and Scrutiny Committee to be held on Monday, 22 January 2018 at 7.00 pm in the Council Chamber - Civic Offices.

The agenda for the meeting is set out below.

RAY MORGAN
Chief Executive

NOTE: Filming Council Meetings

Please note the meeting will be filmed and will be broadcast live and subsequently as an archive on the Council's website (www.woking.gov.uk). The images and sound recording will also be used for training purposes within the Council. Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed.

AGENDA

PART I - PRESS AND PUBLIC PRESENT

Part I - Press and Public Present

Reporting Person

1 Minutes

To approve the minutes of the meeting of the Committee held on 27 November 2017 as published.

2 Urgent Business

To consider any business that the Chairman rules may be dealt with under Section 100B(4) of the Local Government Act 1972.

3 Declarations of Interest

To receive declarations of disclosable pecuniary and other interests from Members in respect of any item to be considered at the meeting.

Matters for Determination

4 Work Programme (Pages 3 - 24)

Reporting Person: Councillor I Johnson

Performance Management

5 Performance and Financial Monitoring Information

To consider the current publication of the Performance & Financial Monitoring Information (Green Book).

Reporting person: Councillor I Johnson

Presentations

6 Community Support and Development in Sythwood

To receive a presentation from Nicola Norman, Manager of Sythwood Children's Centre, and Reverend Kate Wyles, Vicar at St. Andrews Church on the community development work taking place in Sythwood.

Matters for Scrutiny

7 Update on Raynes Close (Pages 25 - 34)

Reporting Person – Ian Lelliott

8 Online Transactions

Reporting Person: David Ripley

AGENDA ENDS

Date Published - 10 January 2018

For further information regarding this agenda and arrangements for the meeting, please contact Frank Jeffrey, Democratic Services Manager.



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WOKING BOROUGH COUNCIL

Overview and Scrutiny

Work Programme

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INTRODUCTION TO WOKING BOROUGH COUNCIL'S OVERVIEW AND SCRUTINY WORK PROGRAMME

This Overview and Scrutiny Work Programme is published with the purpose of assisting the Council in its overview and scrutiny role. The Work Programme is published in five sections as follows:-

- Section A – Details items for consideration at future meetings of the Overview and Scrutiny Committee.
- Section B – Outlines the proposed topics for future review by Woking Borough Council.
- Section C – Provides the latest version of the Council's Forward Plan, showing all changes to the Forward Plan since last considered by the Committee. Key decisions to be taken by the Executive are identified by an asterisk in the left hand column.
- Section D – Sets out the topics identified for pre-decision scrutiny.
- Section E – Lists the current Task Groups, including Membership details, resource implications and purpose of the reviews.

The Work Programme is designed to assist the Council with its overview and scrutiny role by providing Members with an indication of the current workload, subjects to be considered for review and items which the Executive expects to consider at its future meetings, so that matters can be raised beforehand and/or consultations undertaken with a Member of the Executive prior to the relevant meeting.

Any published reports (with the exception of confidential information) can be viewed at the Civic Offices, or are available on the Council Web site (www.woking.gov.uk). A notice setting out the outcome of the meeting will be available following the relevant meeting. For further details contact Members Services on 01483 743863 or e-mail memberservices@woking.gov.uk.

Chairman

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Section C – Annual Forward Plan	13
Section D – Pre-Decision Scrutiny	No items proposed
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The Committee

Chairman: Councillor I Johnson

Vice-Chairman: Councillor K Davis

Councillor H J Addison

Councillor J Kingsbury

Councillor A-M Barker

Councillor R Mohammed

Councillor J Bond

Councillor M I Raja

Councillor G G Chrystie

Councillor C Rana

Officers

Corporate Management Group

Chief Executive:

Ray Morgan

Deputy Chief Executive:

Douglas Spinks

Strategic Director

Sue Barham

**Head of Democratic & Legal Services/
Monitoring Officer**

Peter Bryant

Chief Finance Officer

Leigh Clarke

Section A

Committee's Approved Activity Plan Matters For Future Consideration

Overview and Scrutiny Committee Meeting – 26 February 2018

Decision to be Taken	Consultation	Background Documents	Contact Person
Matters for Determination			
Work Programme – The Committee to receive the updated Work Programme.	None	None	Frank Jeffrey
Performance Management			
Performance & Financial Monitoring Information – The Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr I Johnson
Presentations			
Woking 2050 and Climate Change Agenda Update.	Portfolio Holder	None	Tracey Haskins and Lara Beattie
Air Quality Monitoring and Management	Portfolio Holder	None	Emma Bourne

Matters for Consideration			
Waste and Recycling Contract – Update. To review the new Waste and Recycling Contract six months after its introduction.	Portfolio Holder	None	Richard Bisset
Update on Basingstoke Canal Proposals	Portfolio Holders	Review of Basingstoke Canal Presentation Slides (Overview and Scrutiny Committee 27/02/17); Overview and Scrutiny Committee Meeting Minutes, 27 February 2017.	Ray Morgan
Task Group Updates			
Housing Task Group Update. To receive an update on the work of the Housing Task Group following its meeting on 22 February 2018.	None	None	Cllr I Johnson

Overview and Scrutiny Committee Meeting – 26 March 2018

Decision to be Taken	Consultation	Background Documents	Contact Person
Matters for Determination			
Work Programme – The Committee to receive the updated Work Programme.	None	None	Frank Jeffrey
Performance Management			
Performance & Financial Monitoring Information – The Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr I Johnson
Presentations			
Presentation by the Surrey Heathland Partnership	None	None	Cllr I Johnson
Countryside Access	None	None	Tracey Haskins
Matters for Consideration			
Affordable Housing Proposal	None	None	Cllr I Johnson/ Ray Morgan

Safer Woking Partnership – Community Safety Plan – The Police and Justice Act 2006 gave local authorities responsibility for considering crime and disorder matters. In 2010 the Committee agreed that the Safer Woking Partnership Plan would be brought forward annually for scrutiny.	None	None	Camilla Edmiston
Annual Report of the Overview and Scrutiny Committee – To agree the annual report on the activities of the Committee and its Task Groups for submission to Council.	None	None	Cllr I Johnson
Matters for Scrutiny			
Preparations for Brexit. This piece of work will explore potential impact of Brexit on the services and activities of the Borough Council and where there are opportunities for the Council to influence national policy previously set by the EU.	Officers	None	Cllr K Davis

Overview and Scrutiny Committee Meeting – 21 May 2018

Decision to be Taken	Consultation	Background Documents	Contact Person
Matters for Determination			
Election of Chairman – To elect the Chairman of the Committee for the 2018/19 Municipal Year.	Selection Panel	None	Frank Jeffrey
Appointment of Vice-Chairman – To appoint the Vice-Chairman of the Committee for the 2018/19 Municipal Year.	Selection Panel	None	Frank Jeffrey
Working Groups and Task Groups – To appoint Members to the Working Groups and Task Groups within the Committee's remit.	Selection Panel	None	Frank Jeffrey

Overview and Scrutiny Committee Meeting – 18 June 2018

Decision to be Taken	Consultation	Background Documents	Contact Person
Matters for Determination			
Work Programme – For the Committee to receive the updated Work Programme.	None	None	Frank Jeffrey
Performance Management			
Performance & Financial Monitoring Information – For the Committee to consider the current publication of the Performance & Financial Monitoring Information (Green Book)	None	None	Cllr I Johnson
Presentations			
Network Rail – Rail Track Modifications. Representatives of Network Rail to be invited to discuss their plans for rail link modifications and the stations within the Borough, together with timescales.	None	None	Douglas Spinks
South Western Railways – New Franchise. Representatives of South Western Trains to be invited to discuss their plans for the rail links through Woking.	None	None	Douglas Spinks

Matters for Consideration			
Overview of Complaints Received – Six Monthly Review – To consider the details of those complaints received since 1.1.18.	None	None	Peter Bryant
Task Group Updates			
Economic Development Working Group Update. To receive an update on the work of the Economic Development Task Group following its meeting on 28 March 2018.	None	None	Cllr I Johnson

Section C

Latest Version of the Annual Forward Plan

The Forward Plan gives an indication of the decision to be taken by the Executive. Published monthly, the Forward Plan has traditionally given an indication of the decisions to be taken over the following four months. Whilst still published monthly, the Forward Plan in this work programme will show the decisions to be taken over the coming twelve months.

18 January 2018

Key Decision	Subject	Decision to be Taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
	Notice of Motion - Cllr W P Forster - Support for Care Leavers	To consider the Notice of Motion from Cllr W P Forster referred to the Executive on 18 January 2018 by Council on 7 December 2017.	Council.	None.	David Ripley
	Notice of Motion - Cllr K Howard - Roadside Litter	To consider the Notice of Motion from Cllr K Howard referred to the Executive on 18 January 2018 by Council on 7 December 2017.	Council.	None.	Geoff McManus
	Protocols of the Thamesway Group of Companies	To consider the proposed changes to the protocols.	None	None	Ray Morgan

	Fixed Penalty Notice (FPN) Policy for Fly Tipping Offences	To recommend to Council the introduction of a fixed penalty notice scheme for fly tipping offences.	Portfolio Holder.	None.	Geoff McManus
	Parking for the Faith Community and Community Groups	To review the Council's policy statement for parking charges for the faith community.	As identified in the review of the Equality Impact Assessment (EqIA) being undertaken, Portfolio Holder.	Equality Impact Assessment (EqIA).	Peter Bryant
	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Portfolio Holder.	None.	Ray Morgan

01 February 2018

Key Decision	Subject	Decision to be Taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
*	General Fund, Service Plans, Budgets and Prudential Indicators 2018-19	To recommend to Council the General Fund, Service Plans, Budgets and Prudential Indicators for 2018-19.	Portfolio Holder, Business Managers.	None.	Leigh Clarke
*	Housing Revenue Account Budgets 2018-19	To recommend to Council the Housing Revenue Account Budgets for 2018-19.	Portfolio Holder, Business Managers.	None.	Leigh Clarke
*	Investment Programme 2017-18 to 2020-21	To recommend to Council the full review of the Investment Programme and priorities.	Portfolio Holder, Business Managers, Finance Task Group.	None.	Leigh Clarke
*	Treasury Management Strategy and Prudential Indicators 2018-19	To recommend to Council the Treasury Management Strategy for 2018-19.	Portfolio Holder.	None.	Leigh Clarke
	Domestic Abuse Workforce Policy	To recommend to Council the adoption of the Domestic Abuse Workforce Policy.	Portfolio Holder.	None.	Ray Morgan
*	Earn your Deposit Scheme	To recommend to Council that Thamesway operate the Earn your Deposit Scheme.	Portfolio Holder, Thamesway.	None.	Ray Morgan

	Potential Expansion of the Joint Waste Collection Contract	To recommend to Council whether or not an additional Council can join the Partnership.	Portfolio Holder.	None.	Douglas Spinks
	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Portfolio Holder.	None.	Ray Morgan
	Monitoring Reports - Projects	To provide quarterly reports on the progress of projects in the interests of financial prudence and corporate governance.	Portfolio Holder.	None.	Ray Morgan
*	Brookwood Cemetery	To recommend to Council on a Brookwood Cemetery property matter. (The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)	Portfolio Holder.	None.	Ray Morgan
	Potential Expansion of the Joint Waste Collection Contract	To receive any confidential supporting information in respect of the Potential Expansion of the Joint Waste Collection Contract in Part I of	Portfolio Holder.	None.	Douglas Spinks

		<p>the agenda.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>			
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22 March 2018

Key Decision	Subject	Decision to be Taken	Consultation (Undertaken prior to the meeting unless otherwise stated)	Background Documents	Contact Officer
	Parking Standards Supplementary Planning Document (SPD)	To note the analysis of various responses to the consultation on the Parking Standards and to recommend to Council the adoption of the Parking Standards SPD for the purposes of managing development across the Borough.	Portfolio Holder, Local Development Framework Working Group.	Woking Core Strategy. National Planning Policy Framework. Parking Standards Supplementary Planning Document (SPD) – July 2006.	Douglas Spinks
	Self-build and Custom Housebuilding Guidance Note	To note the analysis of the various responses to the consultation on the Self-build and Custom Housebuilding Guidance Note and to recommend to Council to adopt the Guidance Note to provide advice to those who wish to acquire serviced plots for self build and custom housebuilding.	Portfolio Holder, Local Development Framework Working Group.	1. Self-build and Custom Housebuilding Act (2015) 2. Self-build and Custom Housebuilding (Register) Regulations 2016 3. Housing and	Douglas Spinks

				Planning Act 2016 4. Development Management Policies Development Plan Document (DPD)	
	Update of Financial Regulations	To update the Council's Financial Regulations.	Portfolio Holder.	None.	Leigh Clarke
	Update of Contract Standing Orders	To update the Council's Contract Standing Orders.	Portfolio Holder.	None.	Peter Bryant
*	Homelessness Reduction Act - Implications arising from its implementation	To seek approval to new and amendment of existing Policies and Practices as maybe necessary to enable the Homelessness Reduction Act 2017 to be implemented successfully.	Housing Task Group, Portfolio Holder and colleagues.	Homelessness Reduction Act 2017, DCLG - Homelessness Code of Guidance for LAs.	Sue Barham
*	Hoe Valley Flood Alleviation and Environmental Enhancement Scheme	Authorisation to release remaining funds to allow scheme to be constructed.	Portfolio Holder.	None.	Douglas Spinks
	Regulation of Investigatory Powers Act 2000 - Annual Monitoring Report	To receive details of RIPA authorisations during 2017 calendar year.	Portfolio Holder.	None.	Peter Bryant

	Performance and Financial Monitoring Information	To consider the Performance and Financial Monitoring Information contained in the Green Book.	Portfolio Holder.	None.	Ray Morgan
	Contaminated Land Strategy Review Report and Future Funding	<p>To receive the Contaminated Land Strategy Review Report and the requirements for future funding of desk top studies and site investigations.</p> <p>(The press and public will be excluded from the meeting during consideration of this item in view of the nature of the proceedings that, if members of the press and public were present during this item, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A, to the Local Government Act 1972.)</p>	Portfolio Holder.	None.	Ian Tomes

Section E

Current Task Groups Responsible to the Committee

The table below provides a list of current Task Groups established by the Committee, including an indication of the resource requirements and the anticipated completion date. Updates on the progress of individual Task Groups are included elsewhere on the Committee's agenda.

Task Group	Topic	Membership	Resources	Date Established	Anticipated Completion Date
Economic Regeneration Task Group	To identify and seek the implementation of measures to mitigate the impact of the economic downturn on the residents, community organisations and businesses in the Borough of Woking.	Cllrs Addison, Ali, Barker, Chrystie, Hussain, Johnson and Kingsbury.	Officer and Councillor time.	11.03.09	
Standing Finance Task Group	To review Financial issues as and when identified by the Committee. Financial Performance of the Council Management and Administration of Accounts procurement Strategy, Pension fund, Financial Strategy.	Cllrs Bond, Chrystie, Davis, Hughes, Morales, Pengelly and Rana.	Officer and Councillor time.	25.05.06	Ongoing
Standing Housing Task Group	To review Housing issues as and when identified by the Committee, including Housing Strategy, Housing Business Plan, Housing Service Plans, Housing Revenue Account, Housing Conditions, Housing Needs, Private Sector Housing, Home Improvement Agency, Housing and Council Tax Benefits, and monitor/review progress of the PFI Scheme	Cllrs Addison, Aziz, Barker, Bridgeman, Harlow, Johnson and Mohammad.	Officer and Councillor time.	25.05.06	Ongoing

OVERVIEW AND SCRUTINY COMMITTEE - 22 JANUARY 2018

UPDATE ON RAYNE'S CLOSE

Summary

At its meeting on 24 July 2017, the Overview and Scrutiny Committee received a presentation from Thamesway Housing Limited (THL) which reviewed and detailed the outcomes of the Rayne's Close Development and the performance of the pioneering energy-efficient technology installed within the properties. The purpose of the review was to highlight key areas of consideration for future development projects undertaken by Woking Borough Council.

Ian Lelliott of THL will attend the meeting of the Overview and Scrutiny Committee to provide an update on the position of the properties in Raynes Close. For the benefit of the Members of the Committee, the relevant extract from the minutes of the meeting held on 24 July 2017 is attached.

Background Papers:

None

Reporting Person:

Ian Lelliott, Head of Residential Services, Thamesway Housing Ltd
Email: ian.elliott@thameswegroup.co.uk

Contact Person:

Frank Jeffrey, Democratic Services Manager
Email: frank.jeffreyr@woking.gov.uk

Date Published:

10 January 2018

REPORT ENDS

**Extract From the Minutes of the Meeting of the Overview and Scrutiny Committee
Held on 24 July 2017**

1. LESSONS LEARNT FROM THE RAYNES CLOSE DEVELOPMENT

The Chairman welcomed Ian Lelliot from Thamesway Housing Limited and Ms Alexa Crampton and Mr Gavin Huggins, residents of the Raynes Close development, to the meeting. Mr Lelliot gave a detailed presentation which set out the background to the Raynes Close development and outlined the issues that had faced the residents in respect of the pioneering energy efficient technology installed, including a heat exchanger, rain water harvester and the heating. A report had been prepared to support the presentation.

Ms Crampton was invited to outline the main issues faced by the residents since the development had been completed in 2011, in particular the poor communication between Thamesway and the residents. Whilst it was clear that some of the equipment was not fit for purpose, little had been done by Thamesway to address the issues. Servicing was sporadic, often limited to a cursory inspection and only ever reactive rather than proactive, despite significant charges being raised with the residents. In the case of the property occupied by Ms Crampton, both toilet mechanisms had been replaced five times, and a mains bypass had been installed because of problems with the rain water harvester.

Thamesway was aware of the issues but the service undertaken a week before had again been limited to a fifteen minute inspection. The water in the rain water harvester had now been stagnating for 18 months. Ms Crampton reported that, at a meeting in April 2017, Thamesway Housing Limited had offered to 'gift' the energy efficient technology to the residents. However, the residents did not consider the offer to be adequate in view of the problems faced by each property, and would result in the residents becoming responsible for any repairs. In advising the Committee of the issues, Ms Crampton referred to a list of problems which had been drawn up by the residents. It was agreed that the list would be circulated to the Members of the Committee.

The Members of the Committee were concerned with the issues raised and thanked both Ian Lelliot and Ms Crampton for the information they had provided. However, it was felt that, in view of the years of problems experienced by the residents, steps had to be taken to seek a resolution.

Councillor Davis moved and Councillor Chrystie seconded a proposal to request that a full investigation should be undertaken by Thamesway Housing Limited into the issues at Raynes Close, including poor communication with residents, and for the Company to bring a report to a future meeting of the Committee setting out proposals to address all the outstanding issues at Raynes Close. Such proposals were to include the replacement or removal of equipment where such equipment had been shown to be inefficient, unserviceable or broken. The proposal was welcomed by the Members of the Committee and it was

OSC17-017

RESOLVED

That Thamesway Housing Limited be requested to fully investigate the measures necessary to resolve the issues at Raynes Close, including poor communication with residents, and report back to the Overview and Scrutiny Committee with proposals setting out how all the outstanding

issues could be resolved, including where necessary the replacement or removal of inefficient, unserviceable or broken equipment.

Agenda Item 7

Supplementary Report – Update on Raynes Close

Eco equipment (follow up and progress report), Raynes Close, Bagshot Road, Brookwood Farm

Prepared for: Overview and Scrutiny Committee meeting 22 Jan 2018

Prepared by: Ian Lelliott - Thamesway Housing Ltd

Background and summary of events:

The 12 property profile at Bagshot Road and Raynes Close are seven shared owners; two properties have stair cased up their shares to full ownership; the remaining 3 properties are fully owned and rented through Thamesway Housing Ltd.

The properties were built with modern low energy construction techniques and fitted with “eco equipment” which includes; mechanical heat recovery ventilation, rainwater harvesting equipment, PV roof panels and a private wire electricity network as supplied by Thamesway Energy Ltd.

The shared ownership leases stated that Thamesway Housing Ltd is to retain the ownership, upkeep and maintenance of the provided “eco equipment”, and recover the costs from residence through service charges.

During the course of occupation, the residents made representation and challenged Thamesway against the service charges, claiming that the heat recovery and rainwater harvesting equipment was not working or sufficiently maintained, and some residents had chosen to withhold paying their service charges.

In April 2017 an open residents meeting was held to provide an opportunity for residents as a group to discuss their concerns with Thamesway Housing. The outcome from this meeting was a clear message from Thamesway that residents are in breach of the leases for withholding money and to make arrangements to pay the outstanding service charge arrears. It was also agreed to consider solutions, for residents to have a choice to maintain the equipment themselves and gain greater control of the service chargeable items.

It was suggested for parties to explore amending the lease agreement, and transfer the ownership of the “eco equipment” to the resident. During the conversation, residents requested that a survey was undertaken to inform and record the equipments condition, prior to any proposed change of the lease.

During the September 2017 Overview and Scrutiny Committee, two representative residents took the opportunity, by invitation, to present their concerns and historic issues to the Committee members. It was resolved by members that Thamesway is to investigate the issues and report back on their proposals.

These resident driven concerns have been discussed on numerous THL board meetings, where senior board members are supportive with the Overview and Scrutiny Committee directive.

Progress Report and Actions

Thameswey resourced and selected a suitable independent engineering organisation to conduct the condition survey of the heat recovery, and the rainwater harvesting systems. The surveys were undertaken through September 2017 and the final report was made available in late October 2017.

Brief Summary of the Condition Report

The Heat Recovery System is deemed fit for purpose, functional and required no enhanced remedial works, beyond the standard cyclical servicing activities.

The Rainwater Harvester System is reported as fit for purpose; however, there are a number of properties observed with missing filter covers requiring replacement. The engineer suggested as an improvement, the system would benefit from the install of an extra fine strainer to the incoming supply; this will help to prevent blockages and sediment entering the system.

In addition to the recommended work, Thameswey has chosen to drain, wash through, and partially refill the underground chamber to have confidence of a relatively clean system on completion.

With due considerations, Thameswey has discussed and in agreement that all the costs for the described works will be met by the Landlord and at no expense to residents.

Actions to date

Residents have been informed in writing of the survey outcomes on 28 November 2017

In December 2017 contractors were engaged and appointed to undertake the remedial works.

Residents have been informed in writing, introducing the contractor with a description of the full scope of works and a request for access by appointment during January- February 2018.

Thameswey will continue to manage the process through, until each shared ownership property has been attended.

Future maintenance and other matters

Thameswey Housing will follow up in April 2018 with proposals for amending the lease, to provide the leaseholders with the choice to maintain the equipment directly, with no further obligations for the Landlord.

There has been a concern raised that the residents wouldn't gain the benefits of the contractors' buying power, for bulk purchasing of eco equipment filters and spares. To address this item, we advise that our attending internal contractors purchase the spares from various domestic internet retailers and therefore are readily available for residents to buy at the same cost.

An enquiry has been received regarding obligations to residents with 100% ownership. We advise that at the time of sale then all obligations are transferred to the homeowner and Thameswey has no further requirement to upkeep or maintain any part of their property. The homeowner still retains obligations for costs for maintaining the communal areas collected through a service charge contribution.

A query has arisen regarding the three Thamesway owned and rented properties and how the service charges are distributed. These properties are full market rented, and any expense from internal or external repairs and maintenance related to these properties are covered directly from the rental income.

The costs for the maintenance and upkeep of the Raynes Close, the street lighting and grounds maintenance is distributed in exactly the same manner as the rest of the estate. They are included with the total property count and charged at a 12th division to each address as a contribution towards the service charge. The tenant does not need to pay a separate service charge bill, as the rental income is inclusive for the costs, which is reviewed on an annual basis.

Report end

