



BPRPA

Newsletter

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Dear Residents

We hope you all had a lovely Easter break. As we move forward with our aim to remove FirstPort as our managing agent, we are dedicating this edition of the newsletter to the programme for change.

We thought it would be a good time to update you on where we are at present, feedback from our last resident's meeting and what's coming down the line leading up to the ballot this summer.

We had a lively meeting at the social club last month discussing the change of management and welcomed Richard from HAUS our preferred new managing agent along with our new councillors Kyle Stealey DBC and Avtar Sandhu KCC.

We discussed how alternative managing agents were considered before recommending and appointing Haus. There were lots of questions raised at the meeting regarding the financials of the development which have been answered on pages 2 and 3. Please Note the full breakdown including copies of the 2021 accounts are provided on the BRPA website.

Special thanks to Jodie Munday of Sandringham Drive who has worked on the transfer for the association so far. Also, thanks to Mark and the staff at Bexley Park Social Club for the use of hall and committee room for our meetings.

Gary Glover

Chair - Bexley Park Residents Association



Bexley Park Residents Association

Lets Make Bexley Park a Great Place to Live

Following the meeting with HAUS, if we have a majority vote to remove FirstPort, then HAUS and the BPRa will commence the process to serve notice to FirstPort and begin the transfer to HAUS.

Timetable to Ballot

Action Item	Start Date
Newsletter Distributed	30/04/2022
Newsletter placed on ND and website	30/04/2022
Voting slips and covering letter sent to all homeowners	03/05/2022
Canvas residents to return their vote	09/05/2022
Further canvas to those having not yet returned their ballot to ensure all residents have had an opportunity to vote.	30/05/2022
BPRa to meet with HAUS and review vote breakdown	09/06/2022

Process in determining HAUS as proposed new managing agent for Bexley Park

- Extensive review of alternative managing agents including reading Trustpilot and Feefo reviews.
- Emailed approx. 8 managing agents asking for further information on their company. Explained current issues with FirstPort and desired standards for the development.
- Out of the five that replied, 4 were invited to walk the development with the BPRa and discuss the development in further detail. Walking the development allowed us to point out the issues at hand such as undefined boundaries between resident/managing agent and council land, parking concerns and so on.
- Only 3 site visits were conducted due to diary conflicts. Following the visits and taking all things into consideration, it was deemed that one managing agent was quite new to the market and whilst reviews were satisfactory, we had concerns about them taking on a development of this size.
- We felt more confident in the remaining agent however they did not go to the lengths that HAUS did to check and ensure they could provide a complete service to the development.

Of the 3 managing agents the recommendation to HAUS was made due to several factors...

- Haus were the only agent to request copies of insurance policies to ensure like for like cover could be obtained without impacting the overall cost of provision to the development.
- HAUS are providing their services in assisting us to remove FirstPort on a no win, no fee basis.
- HAUS were the only agent to review the TP1 documents and seek legal advice on serving notice to FirstPort (other agents assured us it was possible but had not looked at any documentation nor consulted with a legal professional)
- HAUS' managing fees per property are cheaper than FirstPort yet reviews and current clients report good service and are happy with the provision.
- HAUS have previously removed FirstPort from other developments using the right to manage scheme
- HAUS's reviews were most favourable out of the agents reviewed.



The proposal to move to HAUS involves setting up a formal resident association via companies' house who then appoints HAUS. This means if HAUS underperforms, they can be removed by providing notice and a new agent can be appointed. By having a range of resident directors from across the development we hope to see a real tangible improvement in communication, turnaround of repairs and ensuring the development is maintained and serves the residents that pay the service charges.

We hope the above information helps provide transparency in how a decision was reached.

To be clear, no member of the BPRa has had any previous dealings with any of the managing agents approached and we have no interest other than improving our development.

To approach the entire development for their views on multiple agents would be impractical – as a voluntary association we do not have the funds to obtain registered owners addresses, post voting forms etc to ensure the canvas was fair.

Haus will be aiding with this element of the process as previously mentioned on a 'no win, no fee' basis.

We feel strongly that this change can only bring improvements in the long term even if it is a difficult process to work through at present.

HOW TO JOIN THE BPRa

Step one: please visit our website at www.bp-ra.co.uk and complete the 'joining form' at the bottom of our home page.

Step two: once submitted, you can request to join our private Nextdoor group membership using the link in the pop-up confirmation message, or directly at <https://nextdoor.co.uk/g/77eqn6pcs/>



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Car Park

FirstPort have agreed a contract to update the car park, New ANPR cameras, new lining to bays so residents in Maplehurst know where to park.

The BPRAs have stopped the FirstPort parking contractor giving out tickets indiscriminately.

Litter Pickers

Thanks to all residents who regularly litter pick around the development, it certainly makes a difference!

The residents have requested for a new bin on the junction of Pinewood Place and Sandringham Drive which should help with the amount of litter in that area and reduce the dog poo bags thrown in the hedges.

Speed limit on the Development

We have spoken to Maypole School and our local councillors regarding Pinewood Place becoming a 20MPH zone after a couple of accidents in recent months.

Development Improvements and Works

Works to the halfmoon seating area and tree works have been delayed but we are assured by FirstPort they are due to begin in May.

J&T – Grounds Maintenance

Many thanks to our gardeners who have started to look after communal areas supposedly managed by Kent County Council who have cut their attendance to two visits a year. The grass would be a foot tall without their help in maintaining the development.



BEFORE



AFTER

