

Sunningdale Park Residents' Operating Committee Meeting

Date: Wednesday 21st January 2026

Time: 17:00 – 19:00pm UK

Location: Private Dining Room, Northcote House, Sunningdale Park

ATTENDEES:

Stefano Elia	Chair
Oeschka Hefer	Scholars Row Co-Rep.
Julien Renaud	Walled Garden Rep.
Katharine Wilson	Steuart House Co-Rep.
Charlotte Cooper	Encore Estate Mgmt.
Ellie Freeman	Berkeley Estate Mgmt.

WITH APOLOGIES:

Richard Snook	Vice Chair, Dairy Rep.
Jenifer Chaffey	Holly Hill Drive Rep.
Charlotte Herring	Gardeners Cottages Rep
Anthony Hooley	Steuart House Co-Rep..
Nick Walker	Felstead Co-Rep.
Diana Tren	Scholars Row Co-Rep.
Iyad Omari	Felstead Co-Rep.

AGENDA ITEMS:

#	CATEGORY	TOPIC	TABLED BY
1	General	Actions outstanding from last time	Stefano E.
2	General	Improvements to salt gritting across the estate	Stefano E.
3	General	Monitoring contractor performance	Iyad O. <i>Stefano E. covering</i>
4	General	Estate budget review for 2026	Iyad O. <i>Stefano E. covering</i>
5	General	Our estate outstanding tree works	Nick W. <i>Stefano E. covering</i>
6	General	Audley tree survey	Stefano E.
7	General	Increase in late night activity in our estate & SANG	Stefano E.
8	General	Update on estate signage proposal	Ellie F.
9	General	Improvements to Larch Avenue street lighting	Katharine W.
10	The Dairy	Date/timetable for repairing Linnet Drive gravel & recommencement of maintenance	Richard S. <i>Stefano E. covering</i>
11	Walled Garden	Remaining landscaping issues not resolved	Julien R.
12	Walled Garden	EV charger infrastructure upgrade	Julien R.
13	AOB	AOB	

MEETING MINUTES:

<p>1. Reminder of actions outstanding from last time (where not brought forward to this meeting's agenda</p>	<ul style="list-style-type: none">• Stefano E. followed up on an action from last time relating to a possible Walled Garden irrigation system.• Ellie F. mentioned that Berkeley has met with the landscaper currently undertaking work for the Larch Court building and have proposed a plug and play, tap in / tap out system for the Walled Garden, which would mean no groundwork would be required, thereby reducing cost. Berkeley is expecting a cost in the next few days from Skygarden (the landscaping contractor).• Action: Ellie F. to come back to Julien R. with an estimate once received, so it can be shared with WG residents for consultation. <p>-----</p> <ul style="list-style-type: none">• Katharine W. followed up on an action regarding the Steuart House bin situation. She mentioned it has slightly improved, but still lingering issues relating to dropped litter around the bins.• There was discussion that the concierge who is due to start later in 2026, could take on a weekly check of the bin store in each building to make sure everything was in order.• Action: Charlotte C. to review the job description of the concierge. Post-meeting, Charlotte C. has confirmed it is already part of the concierge job description. <p>-----</p> <ul style="list-style-type: none">• Charlotte C. explained that she spoke with the Land Trust regarding a grass pathway that had been cut in the SANG, very close to the Dairy properties. She explained the Land Trust do not have to follow a specific plan for grass pathways and that they change the paths annually for ecological reasons, but the Land Trust has told their maintenance team not to cut so close to Dairy properties going forward. <p>-----</p> <ul style="list-style-type: none">• There was an action from last time for Ellie F. to explain Berkeley's position on retaining freehold over the apartment buildings once they leave site in a couple of years' time.• Ellie F. explained that leaseholders get a benefit of cheaper buildings insurance annually, as Berkeley negotiates insurance premiums across their property estate nationally. Ellie F. explained that in one building in the UK last year, it saved owners approximately £4000 in a year, due to Berkeley's bulk discount.• Ellie F. confirmed that Berkeley insures with Allianz for engineering policies, and Aviva for buildings insurance.• Ellie F. also said that Berkeley is not opposed to leaseholders wanting to take on the freehold to a building, once they leave site (date TBC), if residents wanted to come together and take the freehold. Once Berkeley has completed all buildings and the RMC handover has been finalised. Leaseholders are able to exercise their rights to Enfranchisement at any time.
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<p>2. Improvements to Salt Gritting Across the Estate</p>	<ul style="list-style-type: none"> • Stefano E. explained that during a recent cold spell after Christmas, that residents across different areas of the estate had reported inadequate salt gritting from the contractor (SafeGrit). • Stefano E. explained that in several areas, like Scholars Row, Felstead garages, and Mackenzie Court car park, that there was no sign of salt being spread at all. • Charlotte C. explained that she has met with SafeGrit to ensure they're aware of all areas they need to cover. • Action: Charlotte C. currently getting quotes from SafeGrit and LCS to understand cost of manual shovelling where it might be required, so that for this Winter period, shovelling can be done on an ad-hoc basis. • Action: Charlotte C. ensuring that in next year's contract, that it has specifics on amounts of salt to be spread per square metre etc, and that shovelling is included in troublesome areas. • Action: Charlotte C. to get salt grit bins and shovels for Madeira Walk and Scholars Row (having already got one for the Walled Garden).
<p>3. Monitoring Contractor Performance</p>	<ul style="list-style-type: none"> • Stefano E. covered on behalf of Iyad O., that residents would like to know how Encore keeps on top of monitoring contractors' performance (cleaners, gardeners, salt gritters etc), as it feels as though issues are only picked up when residents then report them. • Charlotte C. explained that Encore keeps track of performance via a combination of monthly quality site audits, and contractor submitted reports that get sent through to Encore's 'Dwellant' platform, where contractors post updates, timestamps and photos of work carried out. • Charlotte C. explained as an example, that recently during one of her site visits that she had spotted an issue with a fire door in Felstead, and reported that into an Encore management system, for Berkeley to then pick up the action and address. • Charlotte C. explained that the concierge (due to start later in 2026), would carry out a daily walk of the apartment buildings). • Charlotte C. also explained that cleaners are obligated to do a sign in sheet during every visit. • Action: Charlotte C. to go away and look at switching on functionality within Dwellant so that contractors like grounds maintenance, must sign in and post photos with each visit.
<p>4. Estate Budget Review for 2026</p>	<ul style="list-style-type: none"> • Stefano E. covered on behalf of Iyad O. and asked what the timelines are for the budget review process for 2026. • Charlotte C. explained that the budget process will start in March, through the retendering of all contracts. By the 13th April, the proposed budget will then go to Berkeley estate management, as well as sales and financial directors for review. • It's then planned for the budget to be finalised by 11th May.

	<ul style="list-style-type: none"> • Action: Charlotte C. to arrange a one-off ROC meeting via Microsoft Teams, week commencing 27th April, to walk through the budget and line items in detail. • Stefano E. also proposed that for the upcoming estate landscaping contract tender, that the ROC could have the opportunity to review the proposals sent back from potential suppliers, and to sit in on any presentations given. • Oeschka H. raised that for certain areas like Scholars Row, there are no specific columns/categories that call out specific Scholars Row expenses (Scholars Row simply pays into estate-wide cost categories). There was a concern this could mean Scholars Row owners paying for a service that they may or may not always get to the same standard as elsewhere on the estate. • Action: Charlotte C. / Encore / Berkeley to review the budget to see if there's any alternative to how the budget is calculated for these types of areas – or otherwise come back with a formal explanation for Oeschka H.
<p>5. Our Estate Outstanding Tree Works</p>	<ul style="list-style-type: none"> • Stefano E. covered on behalf of Nick W., that it appears a couple of trees in poor health have not yet been addressed, despite being picked up in last year's tree survey. • Charlotte C. explained that these are trees 'T11' and 'T14'. Tree surgeons did advise reducing on one of the trees but has subsequently discovered that both trees are now dead. As a result, a new Tree Protection Order (TPO) application needs to be submitted. The trees are now deemed unsafe and will both be removed. • Stefano E. asked that, if a tree is found to be very unsafe and looks likely to collapse with hours/days, do owners have the right to deal with the tree, and then contact the council after. • Charlotte C. confirmed that in those cases, owners do have a right to remove a very unsafe dead tree and submit a retrospective TPO application. • Stefano E. asked if the trees will be replaced. Charlotte C. mentioned the council is more than likely going to insist that a tree of similar species be planted around the same location. • Action: Charlotte C. to share details of the tree surveyors that our estate uses. Post-meeting, the ROC confirmed the tree surveyors (Ruskins) are also stated on the estate information page on the ROC website.
<p>6. Audley Tree Survey</p>	<ul style="list-style-type: none"> • Stefano E. mentioned that over the Christmas period, a large conifer tree that was situated on Audley land, fell into the garden of Gamekeepers Lodge (located beside the Walled Garden). • Stefano E. asked what assurances we have that Audley are carrying out tree surveys, and that they carry out remedial works identified in the surveys.

	<ul style="list-style-type: none"> • Charlotte C. explained that she has met with Audley's new facilities manager, who has confirmed they carry out surveys every 2-3 years. Their next survey is due on the 29th June 2026. • Charlotte C. also explained that for the Land Trust (SANG Parklands), their in-house team carries out monthly visual inspections, and then also a 2 to 3 year tree survey. • Charlotte C. explained that the landowner's third-party liability insurance would cover the cost of tree damage to neighbouring properties.
<p>7. Increase in Late Night Activity in our Estate & SANG</p>	<ul style="list-style-type: none"> • Stefano E. shared that he has seen personally, and also heard via other individuals, an increase in nighttime activity within the estate and the SANG Parklands. • Stefano E. shared that people have been seen in the middle of the night walking to and from the lake to smoke drugs, and that people have also seen groups of young people parking in Felstead parking spaces and then smoking in the SANG Parklands. • Stefano E. also shared that a resident in Mackenzie Court has witnessed a suspected drug deal happening in the Mackenzie Court car park and has subsequently been reported to the police. • The police have advised that due to Sunningdale / Ascot / Bracknell's location between Berkshire, Surrey and Hampshire, that the area is quite high in drug trafficking activity. • Action: Charlotte C. attending an event in Sunninghill library next week, to meet the local police constable and raise concerns about increased activity in the park. • Action: Charlotte C. to look at any CCTV options on Madeira Walk, in conjunction with Abri Homes, so that some form of CCTV camera faces Mackenzie Court car park.
<p>8. Update on Estate Signage Proposal</p>	<ul style="list-style-type: none"> • Stefano E. asked for an update from Berkeley. Ellie F. started by confirming that Encore will be installing neighbourhood watch signs across the estate from next week, week commencing 26th January. • Ellie F. then confirmed that they'll be starting the wider sign design process in the next 2-3 weeks, starting at the junction between Linnet Drive and Archbury Walk. • Ellie F. confirmed Scholars Row, Steuart House, Felstead and Holly Hill signage will come as part of the Larch Court signage. • Stefano E. proposed that he be involved across all the different estate areas, but also that Berkeley should include the representative for each respective area on separate Microsoft Teams calls, to go through each area in more detail and to visually present what's being proposed.

<p>9. Improvements to Larch Avenue Street Lighting</p>	<ul style="list-style-type: none"> • Katharine W. asked if Berkeley and Encore could look at improvement the street lighting on Larch Avenue, as the existing streetlights have large 100+ metre gaps between them, and is difficult to walk in at night. • Julien R. mentioned that on the estate’s entrance on Silwood Road, Berkeley / RBWM installed new street lighting in 2023. • Action: Ellie F. to engage with the Berkeley engineering team, and whether Berkeley can engage with RBWM council to get additional streetlights installed, and also ascertain whether Berkeley had any requirements to complete additional lighting works as part of the planning conditions, and that Ellie would check with the engineering teams.
<p>10. The Dairy - Date/Timetable for Repairing Linnet Drive Gravel & Recommencement of Maintenance</p>	<ul style="list-style-type: none"> • Stefano E. raised the topic on behalf of Richard S., of ongoing issues with the gravel and ground matting along Linnet Drive up to the Dairy. • Ellie F. provided an update that the whole driveway is a no dig zone, due to the number of mature trees adjacent to the drive, so it has to be gravel. • Ellie F. shared that the Berkeley construction director has agreed to lift and repin the green matting at the top of the drive closest to the large tree. The gravel will be recharged to the estate service charge, as the replenishment of gravel is a maintenance item and Berkeley had asked Encore to hold off from completing this task until they had agreed an approach with the lifted matting. • Ellie F. said the work would be carried out during the second week of March 2026. Moving forwards LCS will be monitored by Encore to ensure regular raking and gravel top ups are scheduled.
<p>11. Walled Garden - Remaining Landscaping Issues Not Resolved</p>	<ul style="list-style-type: none"> • Julien R. asked for an update, since LCS did not mulch or replant across a set of flower beds in November 2025, during the replanting. • Charlotte C. provided an update that this was due to a miscommunication between the LCS director, and the actual grounds team. She confirmed LCS will be mulching the flower beds next week, and are currently trying to source some plants, which will likely go in the ground in March, once Winter is over.
<p>12. Walled Garden - EV Charger Infrastructure Upgrade</p>	<ul style="list-style-type: none"> • Julien R. asked for an update on this previous agenda item topic. • Ellie F. shared that there was still no significant update, but a Berkeley colleague has asked for photos of the Walled Garden EV electrical infrastructure, which would then help to progress with a supplier. • Action: Ellie F. to continue to chase.

13. AOB

(i) Smart Gas Meters in Buildings

- Katharine W. raised an issue with regards to smart gas meters, and that the smart functionality doesn't work in Steuart House.
- The group discussed that this was likely due to the building itself blocking the radio signals the meter uses to connect to the internet to pass on meter data.
- **Action:** Charlotte C. to speak with the Encore operations team, to see if something can be added to the job description about checking meters for residents that are away from home. Post-meeting, Charlotte C. confirmed this is not a problem for the concierge to also take on as part of their duties, as they will need to read the landlord supply meters anyway.
- **Action:** Ellie F. to investigate in more detail what the problem might be, and if the problem might end up being replicated in Larch Court, which will have 60+ properties.

(ii) Scholars Row Picking Up Litter

- Oeschka H. asked for estate management to speak to LCS (grounds maintenance), to make sure they're aware they should also be picking up litter from flower beds.
- **Action:** Charlotte C. to speak with LCS to pass along feedback.

(iii) Walled Garden Bin Store Issues

- Julien R. advised that he recently fixed the keypad lock on the Walled Garden 1-6 bin store with WD-40, however the RBWM bin collection team then failed to empty the bins from the store.
- Charlotte C. confirmed that Encore have spoken with the council, provided the keypad lock code, and asked for them to reattempt a collection before end of the week.
- Julien R. then explained for the Walled Garden 7-12 bin store, that the door locked itself last week and took effort to unlock the doors position.
- **Action:** Charlotte to look at other metallic options to be added to the doors to prevent warping.

(iv) Walled Garden East Pedestrian Gate

- Julien R. explained that a resident within the Walled Garden is having difficulties opening the Eastern most pedestrian gate in the Walled Garden.
 - **Action:** Charlotte C. to explore any other options, including use of tooling to help the resident open the gate.
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(v) Rules / Conduct Sign within the Walled Garden

- Julien R. explained that residents had recently seen a member of the public in the Walled Garden with dogs off the lead.
- **Action:** Charlotte C. to send a note out on Places to remind residents to keep dogs on leads on our estate.
- **Action:** Stefano E. & Ellie F. to add possible Walled Garden rules signage to the overall estate signage proposal.

(vi) Walled Garden Car Damage Rat Nest Incident

- Julien R. raised that a resident in the Walled Garden had discovered last week, damage to their vehicle's electronics, due to a mouse/rat nest near the car engine. They park their car near Berkeley's contractor car park.
- Ellie F. explained that Berkeley do carry out cleaning and litter picking of the contractor car park area.
- Julien R. explained that photos from the entrance of the contractor's car park, show significant amounts of dropped litter within.
- Ellie F. confirmed she will ensure communications go out to contractors so they keep the car park in good condition.
- **Action:** Ellie F. to review the welfare scheme currently in place in the contractors car park, and discuss possible pest control options, if deemed necessary after review of the welfare scheme
- **Action:** Charlotte C. to also go away and look at suppliers for pest control in other parts of the estate, as Katharine W. also highlighted Steuart House bin store as a potential future issue area.

(vii) Next ROC meeting date

- It's been proposed that the next ROC meeting will be scheduled for Wednesday 18th March at 17:00pm.