

Sunningdale Park Residents' Operating Committee Meeting

Date: Thursday 23rd July 2026

Time: 16:00 – 18:00pm UK

Location: Private Dining Room, Northcote House, Sunningdale Park

ATTENDEES:

Stefano Elia	Chair
Richard Snook	Vice Chair, Dairy Rep.
Sarah Beckitt	Felstead Co-Rep.
Oeschka Hefer	Scholars Row Co-Rep.
Anthony Hooey	Steuart House Co-Rep.
Iyad Omari	Felstead Co-Rep.
Katharine Wilson	Steuart House Co-Rep.
Jenifer Chaffey	Holly Hill Drive Rep.
Sam Forth	Encore Estate Mgmt.
Toby Felton	Encore Estate Mgmt.
Ellie Freeman	Berkeley Estate Mgmt.

WITH APOLOGIES:

Charlotte Herring	Gardeners Cottages Rep.
Diana Tren	Scholars Row Co-Rep.
Julien Renaud	Walled Garden Rep.
Harry Wilkinson	Mackenzie Court Rep.

ABSENT:

AGENDA ITEMS:

#	CATEGORY	TOPIC	TABLED BY
1	General	Update on actions from last time	Stefano E., All
2	General	Update on new grounds maintenance team...	All
3	General	Update on Estate Signage Proposal	Ellie F.
4	General	Update on Estate Regulations Drafting & Steu...	Anthony H., All
5	General	Pest control update	Sarah B., Sam F.
6	General	Welcome to Sam and update on key responsib...	Sarah B., Sam F.
7, 8	General	Places App feedback & Length of time for Enco...	Katharine W., Various
9	General	Larch Court Out of Hours Alarm & Response	Harry W., Stefano E.
10, 11	General	Access to Scholars Row & Steuart House...	Katharine W., Oeschka H.
12	General	Audley Tree Inspections	Oeschka H.
13	Walled Garden	Hosepipe Missing	Stefano E.
14	Walled Garden	Bin Store Lock Issue	Stefano E.
15	Scholars Row	Inclusion of Scholars Row in Estate Budget	Oeschka H.
16	Steuart House	Security	Katharine W.
17	Steuart House	Clarification of Concierge duties	Katharine W.
18	Steuart House	Clarification on whether BH have any outst...	Katharine W.
19	The Dairy	Status of Gravel Driveway to the Dairy	Richard S.
20	AOB		

MEETING MINUTES:

1. Update on actions from last time	• Ellie F. confirmed that the water booster pump station would not be adopted by the local water authority and will remain an estate asset. • Sam F. confirmed that the two trees previously felled between Felstead and Holly Hill Drive will be replaced when weather conditions are suitable, expected to be September or October. SJM is expected to carry out the work. • Additional privacy screening has also been discussed following concerns from nearby residents. Quotes are still being obtained for possible additional trees, hedging or other planting. • Action: Sam F. to provide the final pricing and options for the additional privacy screening once available.
2. Update on new grounds maintenance team, contract and schedule - Also Update on Plant Health	• Sam F. confirmed that SJM commenced the new grounds maintenance contract on 1st July 2026. SJM had less notice of the contract commencement than would normally be provided, due to the timing of the budget approval and estate management changeover. • SJM will appoint a dedicated team leader for Sunningdale Park, Peter Jones, known as PJ. Once fully mobilised, the team is expected to attend the estate approximately three times per week. • Sam F. had completed a site walk with Tom, the owner of SJM, on the day of the meeting. SJM is preparing an area-based schedule showing when residents can generally expect the team to be working in each part of the estate. • Action: Sam F. to circulate the grounds maintenance schedule within approximately one week. • Action: Sam F. to undertake a further site walk with SJM in a few weeks to review progress and ensure all areas requiring maintenance are understood. • Kitty H. raised concerns about dead plants in the beds around Steuart House, damage to the bay trees and insufficient watering. Sam F. confirmed that these matters had been raised with SJM and that dead plants should be removed as the team progresses around the estate. • Concerns were raised that SJM may not fully understand which areas of Scholars Row fall within the estate contract. The front gardens of properties 1-3 require a separate arrangement with the relevant owners. • Action: Toby F. and Sam F. to clarify the maintenance arrangements for properties 1-3 Scholars Row and ensure SJM understands which communal areas it is required to maintain. • Ellie F. confirmed that Berkeley had issued guidance allowing professional grounds maintenance contractors to continue watering, provided water is used efficiently and consumption is monitored. New planting can continue to be watered to prevent it from dying.

	• Ellie F. also confirmed that there is a tap within the Steuart House undercroft available for estate grounds maintenance use. • Sarah B. requested that it be noted that SJM is the third landscaping company appointed in approximately two years. She stressed the importance of proper supervision and regular monitoring to prevent the grounds deteriorating again. • Toby F. confirmed that Encore completes monthly site inspections and agreed that the associated reports and photographs could be shared with the ROC. • Action: Encore to share the monthly grounds inspection reports with ROC members going forward.
3. Update on Estate Signage Proposal	• Ellie F. circulated draft copies of the phase-one signage for ROC members to review. • A small number of amendments remain, including the inclusion of "Sunningdale Park" on the signage and confirmation that the proposed material is sufficiently durable. • Ellie F. confirmed that Berkeley should be ready to place the order once the contractor returns the final design. • Stefano E. requested that it be recorded that he had returned his comments promptly after receiving each draft and had not been the cause of the delays. • Ellie F. said Berkeley wanted to include the new signage proposal procurement in the Larch Court package as we would benefit from not being charged design fees. The Larch Court package is being delivered this Summer. • ROC members discussed whether the signs should include wording such as "private", "private road" or "privately managed estate". Ellie F. explained that the wording must recognise permitted public access routes while also protecting the estate's position in relation to private roads and vehicle access. • Action: Ellie F. to review the proposed wording once more before the phase-one signage order is placed, and for a Teams meeting to be hosted to review the final mock up.

4. Update on Estate Regulations Drafting & Steuart House People Moving Damage	• Anthony H. reiterated concerns about damage to Steuart House communal areas when residents move furniture and other items into or out of the building. • It was agreed that residents should be made aware that they are responsible for damage caused by themselves, their removal companies or other contractors. • Sam F. has drafted a set of estate regulations. Ellie F. is reviewing the document, after which it will also be reviewed by Berkeley's sales team. • The regulations are expected to cover moving arrangements, damage to communal areas, parking and other standards of behaviour across the estate. • Ellie F. confirmed that the draft would be circulated to ROC members for comment before being finalised and included in future welcome and handover packs. • Iyad O. suggested establishing a regular inspection process to identify communal damage and arrange repairs, with costs recovered from the responsible household where this can be established. • Action: Ellie F. to circulate the draft estate regulations to the ROC once the initial Berkeley review has been completed.
5. Pest control update	• Sam F. reported that feedback from residents indicated there had been a significant reduction in rat sightings since the pest-control contract commenced. • The bait stations have been inspected and replenished. The contract includes eight visits per year, approximately one visit every six weeks. • Evidence that bait had been taken was identified during the most recent inspection, and the contractor will continue to monitor activity during future visits.

6. Welcome to Sam and update on key responsibilities / areas of focus	• Sarah B. asked for clarification of Sam F.'s key responsibilities and how frequently residents should expect him to be present at Sunningdale Park. • Sam F. confirmed that he manages five developments and currently spends approximately 30–40% of his time on matters relating to Sunningdale Park. • His normal arrangements include a monthly site visit to inspect the grounds, visit communal buildings, meet the concierge and review service standards. • Toby F. acknowledged that Encore had been catching up following the estate management transition, budget process and quarter-end activity. • To provide additional support, Sam F.'s assistant property manager is now working directly with him rather than dividing their time between two estate managers. • Action: Sam F. to advise ROC members in advance of the days on which he expects to be on site, allowing representatives an opportunity to speak with him where appropriate.
7. Places App: feedback from residents on communication issues	• Katharine W. explained that residents are encouraged to report issues through Places but frequently receive only a generic acknowledgement and cannot tell whether an issue has already been reported or when it is likely to be resolved. • This can result in the same issue being reported several times, or not being reported because residents assume somebody else has already done so. • Members also noted that not all residents use or understand Places. • Action: Encore to provide a clearer explanation of the process following submission of an issue, including how matters are prioritised, how progress is communicated and how residents without access to Places should report an issue.

8. Length of time for Encore to action items	• Anthony H. raised concerns about relatively simple repairs taking several weeks to complete, including a slamming door and loose stair component at Steuart House. • Members suggested that a simple schedule showing the issue raised, date, current status and responsible contractor would give residents greater visibility and reduce repeated enquiries. • Toby F. acknowledged that some jobs had previously been grouped together to reduce contractor costs, but that this had resulted in unacceptable delays. Encore is changing this approach so that smaller jobs can be completed more quickly. • Members also expressed concern that Encore was unable during the meeting to provide a clear number of outstanding resident issues. • Action: Toby F. and Sam F. to review how open maintenance items are recorded, prioritised and communicated, including whether a concise communal-issues status report can be provided.
9. Larch Court Out of Hours Alarm & Response	• Ellie F. apologised again for the recent alarm incidents at Larch Court and confirmed that two faulty heat sensors in the underground car park had caused the alarms during a period of high temperatures. • The sensors have now been replaced. • Berkeley has raised the poor out-of-hours response with the relevant service provider. Berkeley has also reviewed its emergency contact arrangements and provided the out-of-hours service with details for three site managers. • The relevant contact details have also been provided to the Abri and Encore out-of-hours teams. • Action: Ellie F. to confirm the revised out-of-hours process to Harry W. and investigate whether an appropriate gesture of goodwill can be offered to affected residents.
10. Access to Scholars Row & Steuart House & Reminder Street Is Not A Gym Area	• Oeschka H. reported an incident in which exercise mats and weights had been set up in the Scholars Row roadway and parking area. • Members agreed that the estate roads and parking spaces should not be used for exercise classes, play equipment or similar activities. • Concerns were also raised about dogs being walked off-lead and members of the public entering areas without understanding the distinction between the residential estate and the SANG parkland. • Members discussed the role that clearer signage, CCTV and the concierge could play in identifying and addressing inappropriate use of estate areas.

11. Parking on Madeira Walk & Lack of visitor parking on Crimson Avenue / Scholars Row	• Katharine W. raised repeated instances of vehicles parking along Scholars Row or stopping at its narrow entrance, preventing delivery vehicles and refuse lorries from gaining access. There was concern that emergency vehicle access could also be obstructed. • Ellie F. explained that the approved development plans included 17 visitor spaces, with 20 expected to be delivered by completion. This includes two spaces near Steuart House and four near Larch Court. • Suggestions included widening the entrance to Scholars Row, creating a short-stay loading area and asking delivery drivers to report to the concierge once the permanent concierge location is operational. • Ellie F. also suggested that the concierge would be actively assisting delivery drivers with finding appropriate places to stop and park, especially with their 'base' being opposite the area of concern on Scholars Row. • Katharine W. requested that Encore remind residents to use their allocated spaces and not park on the roadway. • Kitty H. also requested clearer "residents only" or "visitors only" signs for specific parking bays, similar to signage used at Audley. • Action: Sam F. to issue a communication reminding residents not to park on Scholars Row or obstruct access. • Action: Ellie F. to discuss with the Berkeley technical team about plans for the final three plots they have proposed to build where the sales suite is located, and to see if there was an opportunity to amend the bell-mouth of the road on Scholars Row to widen it to accommodate bigger vehicles. • Action: Details of parking bays requiring additional signs to be included in the wider estate signage review.
12. Audley Tree Inspections	• Oeschka H. raised concern about a tree on the Audley side of the boundary overlooking Scholars Row which appeared to be leaning and potentially unhealthy. • Sam F. confirmed that he had requested Audley's most recent tree inspection information but had not yet received it. • Action: Sam F. to follow up with Audley, confirm when the tree was last inspected and provide an update on the tree of concern.
13. Hosepipe Missing	• Stefano E. raised that the Walled Garden hosepipes had been removed following a misunderstanding between contractors. Residents had consequently been using buckets and their own hoses to water plants. • Sam F. explained that SJM normally carries hoses in its vehicles rather than leaving them permanently in each area. However, dedicated hoses are still required for resident and estate use within the Walled Garden. • Action: Sam F. to place an order for two replacement 50-metre hosepipes.

14. Bin Store Lock Issue	- Stefano E. noted that the defective Walled Garden North bin-store lock had first been reported in March and had subsequently been marked as completed despite not being properly repaired. - Sam F. confirmed that the original contractor had fitted a replacement which then failed. Encore is now discussing a further repair with the contractor. Action: Sam F. to ensure that a suitable permanent repair is completed as soon as possible.
15. Inclusion of Scholars Row in Estate Budget	- Oeschka H. explained that several residents had requested that Scholars Row be explicitly referenced within the estate budget or accounts, so residents can understand where their estate service-charge contributions are represented. - Toby F. and Ellie F. explained that the formal headings may be determined by the underlying legal documents, but an explanatory note could be added to the accounts. Action: Toby F. to consider adding a definition or explanatory note to future budget and accounts information confirming how Scholars Row is included.
16. Security	- Katharine W. asked for confirmation of whether owners may allow visitors or contractors to use their allocated undercroft parking spaces. Sam F. said he expected this to be permitted but would confirm the exact position. - Concerns were raised about doors into the undercroft and communal areas being left open, potentially allowing unauthorised access to the car park. - Members also asked whether additional CCTV could be installed to cover vehicle access and the undercroft parking area. Action: Sam F. to confirm who may use an owner's allocated parking space and investigate the reports of communal or fire doors being left open. Action: Sam F. to confirm the current CCTV coverage and obtain costs for any additional cameras required at Steuart House.

17. Clarification of Concierge duties	- Toby F. explained that Encore is developing a detailed schedule of concierge services showing the tasks undertaken, the frequency of each task and how the concierge's time is allocated. - The scope is expected to include checking doors and communal areas, inspecting lifts, monitoring cleaning and maintenance standards, handling parcels and reporting estate issues. - The role is still developing while Larch Court and the permanent concierge arrangements are being completed. Current working hours were confirmed as 9:00am–5:00pm on weekdays. - Katharine W. asked whether delivering parcels to individual apartments formed part of the current role, following reports of parcels being left uncollected in Steuart House. - Iyad O. suggested inviting residents to provide feedback on the services they would most value, while recognising that not every request could be accommodated. Action: Toby F. to share the current concierge scope and schedule with the ROC and refresh it periodically as the role develops. Action: Toby F. to clarify the current parcel-handling and delivery responsibilities.
18. Clarification on whether BH have any outstanding commitment to RBWM	- Katharine W. asked whether Berkeley had any remaining obligations to RBWM relating to planning permission, heritage conservation, sustainability, infrastructure or the SANG. - Ellie F. confirmed that Berkeley considers all obligations associated with the development's planning permission to have been discharged.
19. Status of Gravel Driveway to the Dairy	- Richard S. confirmed that a site walk had taken place earlier that day to inspect the gravel driveway. He requested a clear timetable for the driveway to be brought up to the required specification. - Richard S. also reiterated the need for a reliable watering solution for planting around the Dairy, which does not have an easily accessible communal water supply. Action: Sam F. to confirm the proposed timetable for the gravel works and the watering arrangements for the Dairy planting.
20. AOB	(i) Small fire beside the Lake - Stefano E. provided an update on a small fire beside the lake, apparently started by a group of young people in an area of long grass. - Audley staff extinguished the fire using buckets, and the fire service attended after the fire had been brought under control. - Stefano E. had discussed the incident with Audley, including possible additional signage or temporary restrictions during periods of high fire risk.

- The incident will also be included in the next residents' newsletter.

(ii) Overgrown Private Garden

- Oeschka H. raised concern about a severely overgrown private garden, particularly given the increased fire risk during the dry weather.
- Toby F. confirmed that the owner had been formally notified that the garden must be addressed, although a response had not yet been received.
- **Action:** Encore to continue pursuing the owner until the garden has been brought to an acceptable standard.

(iii) Possible Short-Term Let and TP1 Enforcement

- A representative raised concerns about a property which appeared to have been occupied as a short-term furnished let and stressed the importance of enforcing the TP1 consistently and promptly.
- Toby F. explained that the wording of the TP1 and current legal position on short-term occupation may require further review before formal enforcement action can be taken.
- Members requested that Encore adopt a firm initial approach to possible breaches, even where a later decision is made not to pursue court action.
- **Action:** Toby F. and Sam F. to review the relevant TP1 provisions, present their findings and recommended approach to the RMC, and confirm whether a formal letter can be issued.

(iv) Ad Hoc Groundworks and Replanting

- Sam F. explained that a site walk with the grounds team had identified several areas which may require additional planting or other improvements.
- The proposal was intended to begin a wider discussion about the estate's future planting plan, particularly for works to be undertaken later in the year or during spring 2027.
- Ellie F. confirmed that provision for replanting had been included within the estate reserves.
- **Action:** ROC members to review the initial groundworks proposal, with the topic to be revisited at the next meeting once SJM has developed more detailed recommendations.

	----- (v) Steuart House External Lighting • Kitty H. reported that several lights along the pathway beside Steuart House were no longer working and noted that they provide important security lighting. • Ellie F. explained that the lights are currently connected to a supply associated with the Larch Court construction works and will need to be addressed as the electrical supply is transferred. • Action: Ellie F. to arrange for the relevant electrician to inspect and restore the lighting. ----- (vi) Next ROC Meeting • The next ROC meeting was provisionally agreed for Thursday 24th September 2026. ----- (vii) Further Review of the Signage Proposal • Members expressed concern that the phase-one designs did not appear to include all elements of the original ROC proposal, including parking, private-road and residents-only signage. • It was agreed that the wider proposal should be reviewed before substantial expenditure is committed. • Action: Stefano E. to arrange a virtual Teams meeting with Berkeley and ROC members to review the original signage proposal and agree the outstanding requirements. ----- (viii) Additional Privacy-Screening Trees • Iyad O. requested clarity on the proposal for additional trees between Felstead and Holly Hill Drive. • Sam F. confirmed that replacement of the two felled trees will proceed. The proposed ten additional trees are considered additional privacy-screening planting and will require a separate decision once costs are known. • Action: Sam F. to obtain final quotations for the ten additional trees and provide the costs and options to the affected residents and the ROC before the next meeting.
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