

# Sunningdale Park Residents' Operating Committee Meeting

Date: Friday 21<sup>st</sup> August 2026

Time: 17:00 – 18:00pm UK

Location: Felstead Residents Lounge, Sunningdale Park

## ATTENDEES:

|                         |                        |
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| <b>Stefano Elia</b>     | Chair                  |
| <b>Richard Snook</b>    | Vice Chair, Dairy Rep. |
| <b>Sarah Beckitt</b>    | Felstead Co-Rep.       |
| <b>Oeschka Hefer</b>    | Scholars Row Co-Rep.   |
| <b>Anthony Hooey</b>    | Steuart House Co-Rep.  |
| <b>Iyad Omari</b>       | Felstead Co-Rep.       |
| <b>Katharine Wilson</b> | Steuart House Co-Rep.  |
| <b>Jenifer Chaffey</b>  | Holly Hill Drive Rep.  |
| <b>Harry Wilkinson</b>  | Mackenzie Court Rep.   |
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## WITH APOLOGIES:

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| <b>Charlotte Herring</b> | Gardeners Cottages Rep. |
| <b>Diana Tren</b>        | Scholars Row Co-Rep.    |
| <b>Julien Renaud</b>     | Walled Garden Rep.      |
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## ABSENT:

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## AGENDA ITEMS:

| # | CATEGORY | TOPIC                                         | TABLED BY    |
|---|----------|-----------------------------------------------|--------------|
| 1 | General  | Update on recent meeting with Audley com...   | Stefano E.   |
| 2 | General  | Performance of Encore & Berkeley with issu... | All          |
| 3 | General  | Concierge Service & Monitored CCTV            | Katharine W. |

## MEETING MINUTES:

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| <b>1. Update on recent meeting with Audley Residents Committee</b>     | <ul style="list-style-type: none"><li>• Stefano E. provided an update following a recent meeting with the Chair of Audley's equivalent residents' committee. Audley residents have their own committee which liaises directly with Audley management, rather than through a separate managing agent.</li><li>• Stefano E. explained that there are some issues of common interest between the two parts of Sunningdale Park, including antisocial behaviour, activity around the lake and SANG, signage, dogs on leads and trees close to the boundary.</li><li>• The possibility of holding a joint meeting between both residents' committees was discussed. The general view was that a formal joint meeting was not necessary at present, particularly whilst the ROC has a number of its own estate-management issues to resolve.</li><li>• Members did however feel there was value in maintaining the relationship and coordinating where a particular issue affects both communities.</li><li>• <b>Action:</b> Stefano E. to continue the relationship with the Audley Residents' Committee and, where useful, involve one or two other ROC members in future discussions rather than arranging a full joint committee meeting at this stage.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>2. Performance of Encore &amp; Berkeley regarding estate issues</b> | <ul style="list-style-type: none"><li>• Stefano E. explained that the principal purpose of the meeting was to discuss the ongoing performance of Encore and Berkeley. Members agreed that the concern is increasingly less about individual incidents and more about recurring problems with ownership, responsiveness, communication and follow-through.</li><li>• Members discussed the lack of clarity over exactly what Berkeley has contracted Encore to deliver at Sunningdale Park. In particular, the ROC does not currently have sight of the service agreement between Berkeley and Encore, or clear definitions of the responsibilities of the estate manager, assistant property manager and concierge team.</li><li>• A recurring concern was that issues can be passed between Berkeley and Encore, with residents sometimes receiving different answers depending on who they contact. Members felt there needs to be much clearer ownership of issues from the point they are first raised through to completion.</li><li>• Places was discussed as a useful way of logging individual requests, but members felt it does not currently provide sufficient visibility of estate-wide issues. Residents cannot easily see whether something has already been reported, what priority it has been given, when it is expected to be completed or whether an issue marked as complete has actually been resolved.</li><li>• Members agreed that Encore should maintain a clear communal action register covering, as a minimum, the issue raised, date raised, responsible owner, priority, current status, next action and target completion date.</li></ul> |

- It was also suggested that Encore should provide a simple performance overview on a regular basis, including the number of issues opened, closed and overdue and how long outstanding issues have remained open. This could be reviewed at each ROC meeting and circulated between meetings where appropriate.
- Members discussed introducing clearer service expectations according to priority, for example defining urgent, medium and lower-priority issues and establishing reasonable target response or resolution times for each category.
- Concerns were also raised around quality control. Members gave examples where contractors had attended but works had either not been completed correctly or had subsequently been marked as resolved. It was felt that Encore should have a process for checking the quality and completion of works rather than relying solely on confirmation from the contractor.
- It was acknowledged that there have also been examples of Sam F. responding positively to issues, including the recent cleaning of carpets in Steuart House. Members were supportive of working constructively with Sam F. and helping him succeed but felt that the required processes should not depend upon individual residents repeatedly chasing him.

#### **Grounds Maintenance**

- Grounds maintenance was discussed as a particularly visible example of the wider management concerns. Members remain dissatisfied with the condition of several landscaped areas and questioned whether the current contract provides sufficient resources and hours to maintain the estate to the expected standard.
- Concerns were raised that there does not appear to be sufficient on-site monitoring of the grounds maintenance contractor to confirm that the required areas and full scope of work are being completed. Members noted that photographs of completed work are useful, but do not themselves demonstrate that the entire contracted service has been delivered.
- Members felt there should be much clearer understanding of the grounds maintenance specification, the standard expected from the contractor and how Encore is measuring delivery against this.
- The condition of some established landscaped areas was also contrasted with newer areas still being maintained by Berkeley, with members concerned that the difference in standard is increasingly noticeable.
- Stefano E. proposed that Sam F.'s monthly estate walkarounds should be opened up to ROC representatives. This would allow the relevant area representative to accompany Sam F. through their part of the estate, identify issues directly and ensure they are recorded.
- Members supported this in the short term, whilst stressing that residents should not ultimately have to perform the role of on-site quality control themselves.

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|                                                         | <p><b>Agreed Next Steps</b></p> <ul style="list-style-type: none"> <li>• Members agreed that simply raising the same issues again at the next normal ROC meeting was unlikely to result in sufficient change and that the matter should initially be escalated directly to Berkeley.</li> <li>• <b>Action:</b> Stefano E. to draft a written note to Camilla and Ellie at Berkeley (and request a follow-up meeting) setting out the ROC's concerns and the changes members would like to see. The draft will be circulated to ROC members for comment before being sent.</li> <li>• The proposed changes will include clearer performance reporting, a shared communal action register, issue prioritisation and target resolution times, improved quality control, better use of monthly estate walkarounds and clarification of how the concierge resource can support on-site management.</li> <li>• <b>Action:</b> Stefano E. to ask Berkeley whether the service agreement / specification between Berkeley and Encore can be shared with the ROC, to provide clarity on what Encore has actually been contracted to deliver.</li> <li>• A longer-term discussion also took place around whether residents should have some representation within the estate management company before Berkeley formally hands over control of the estate. It was agreed that this should be explored separately rather than forming part of the immediate escalation to Berkeley.</li> <li>• <b>Action:</b> ROC members to consider and investigate what options, if any, exist for resident representation within the management company ahead of the eventual Berkeley handover.</li> </ul> |
| <p><b>3. Concierge Service &amp; Monitored CCTV</b></p> | <ul style="list-style-type: none"> <li>• Katharine W. raised concerns regarding the scope of the concierge role and, specifically, whether the concierge will have access to and responsibility for monitoring estate CCTV.</li> <li>• Members noted that Berkeley has previously stated, including at earlier ROC meetings, that CCTV would ultimately feed back to the concierge office. The cameras themselves are already installed, but the current concierge does not appear to have access to a central CCTV monitoring system.</li> <li>• Stefano E. highlighted that the issue has become more pressing following the recent incident at Mackenzie Court, where obtaining CCTV footage has taken considerably longer than expected.</li> <li>• Members felt that CCTV monitoring should form part of the security role of the concierge and were concerned that, if the necessary connectivity is not installed whilst Berkeley remains on site, residents could later be expected to fund the work themselves.</li> <li>• The wider concierge duties were also discussed. Members felt that the information provided to date is too generic and does not clearly explain what residents at Sunningdale Park should expect the concierge to do, including responsibilities around security, parcels, communal-area monitoring and reporting maintenance issues.</li> </ul>                                                                                                                                                                                                                                                                                                  |

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|  | <ul style="list-style-type: none"> <li>• <b>Action:</b> Stefano E. to include Katharine W. in the existing correspondence regarding CCTV connectivity.</li> <li>• <b>Action:</b> As part of the wider Berkeley escalation, Stefano E. to request confirmation that the CCTV systems will be connected to the concierge office, together with the intended timetable for doing so and clarification of the concierge's site-specific duties.</li> </ul> |
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