

Executive Team <chair@brookvaleresidentsassociation.co.uk>

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Brookvale RA response to email dated 21 Feb 2025

To caroline.hardie@bellway.co.uk • Nick.Pope@aster.co.uk <nick.pope@aster.co.uk> • mark.alp@bellway.co.uk • dan.channon@trinityestates.com • jason.honeyman@bellway.co.uk
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Dear Caroline

Thank you for your email dated 21 February 2025.

There are a number of points we would like to raise and/or seek clarification.

1. You have confirmed that our estate is “substantially” complete...

- Why do Bellway think it is acceptable for our Estate to be left for almost three years as “substantially” complete?
- What do Bellway consider to be left outstanding which is preventing our estate from being complete?
- What is the usual handover process and timeframe? The property owners on this estate did not pay “substantially” the asking price for their homes, they paid in full. When will our Estate be fully completed?

2. If we have understood your email correctly...

- Brookvale Management Company have appointed an independent secretary who will run the Management Company on their behalf. That secretary is Trinity Nominees Limited. The three other directors of the Manco all use the same registered offices as the Independent Secretary.
- The Board of directors of the Management Company decided to instruct a Managing Agent, who again is completely separate entity to both Bellway and the Nominated Secretary. That Managing Agent is Trinity Estates, who are owned by Trinity Property Group. Who also share the same registered office as the Manco.
- If we don't pay the service charge, we get threatening letters and fees applied to our accounts by the Independent Debt collectors Highline Solicitors, who also share the same registered office as the Manco.
- The process of allowing residents to become directors of the Manco, as per clause 26 of the Contract for Sale, is clearly to afford them the right to choose how their estate is managed, on the assumption that the developer will complete the work and have no further interest in the site. Unfortunately, in the case of Brookvale this is a moot point due the supposed ongoing legal battle with the council and the failure of Bellway to complete the estate some five years after residents first purchased their homes; therefore, Bellway remain directors! Without a clear completion date, this would appear to be indefinite!
- Attached is a high-level structure chart for these companies, they are all clearly headed up by the same board who represent hundreds of Bellway Developments. Please explain how this can be classed as ‘independent’, there is nothing independent about who has been selected. It is very clear that Bellway get the developments up to a certain level and then hand the development over to Trinity who from our experience it would appear to then do their best to prevent Bellway from ever being accountable for their poor workmanship by creating a barrier to Bellway ever coming back to finish the estate.

3. Your letter very clearly states that residents covenanted to pay the service charge for the upkeep of the communal land from the date they purchased their property.

If that is the case, then please explain why:

- Trinity have been charging the residents for the upkeep of areas which are not the communal areas of the Estate.

- Trinity have been using residents' money to investigate blatant builder defects; the causes of the defects were found to be Bellway issues and yet the costs of the investigations have not been reimbursed to the Residents.
- Trinity demanded residents pay more money towards the communal areas of the Estate, despite there being ample funds in the 'SINK' fund to cover costs.
- Trinity have paid to repair items in areas which residents are not responsible.
- Trinity is declining to share with the residents' important documents like the "usual handover document", which one assumes clearly defines what is still on the Bellway to-do list enabling the 'Substantial' to be marked as complete.
- Both Trinity & Bellway still to date have not fixed the growing number of seriously uncompliant issues with the road surface & drains in both Normandy Way & Admiralty Crescent which are now becoming a public safety concern. These issues have been brought to the attention of Aster, and photographic evidence provided.
- Just this week and last week we have fellow residents raising a very annoying drain issue noise outside no 30 Normandy Way with frequent vehicles driving over a drain cover which rattles and is keeping residents in this area awake most of the night and the poor response & support from both Southern Water & Dynrod with the drains overflowing with sewage on Wren Grove... Again, another public safety and environmental concern!

We strongly urge that a site visit with Bellway, Trinity, Aster & Hampshire County Council is held for all stakeholders to be fully aware of the following:

- The substandard conditions & workmanship on the Brookvale estate which continue to be ignored.
- The continued delays and failures with Hampshire County Council and Bellway on the S38 agreement with Normandy Way. It would appear to be a stalling game now that the care home construction has started; may we remind you all that this is over 2 yrs since the final houses were sold on the estate & 5 years since the first residents arrived on the Brookvale estate.

Please see attached slides which clearly show the conditions of the Brookvale estate, all of which need urgent attention & rectification.

We look forward to your comments

Yours sincerely

The Chairman

Brookvale Residents Association

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- Brookvale Manco Structure.pdf (109 KB)
 - Brookvale Open Day slides.pptx (13 MB)
 - RE_ Brookvale Estate Email trail.pdf (662 KB)