

Open Day

23 February 2025, 12:00 – 16:00

Issues/Concerns raised



Thank you to everyone who attended today's open day and to the RA Committee for all their hard work in making this happen and for providing the information already gathered.

A suggestion box was provided for residents to list any issues, concerns or general information; below is a list of issues/concerns raised. The committee would also like to hear from all our residents about any issues they would like to raise, whether they have had issues as per the list and/or if these issues are still ongoing or have been dealt with and if they have already been reported to Trinity. As previously mentioned, the RA committee is in the process of compiling a SNAG list for the estate and would also like to include issues from households, especially if many households are/or have experienced the same thing. Please complete the form attached, also stating whether these have been dealt with and how, i.e by Bellway, Trinity or if you dealt with this yourself.

Issues so far:

- Drains –
 - Household
 - Full of bricks and rubble
 - Communal drains over driveways, serving other properties
 - Two toilets connected to each other & constantly blocking each other – chambers 300m diameter is insufficient (evidenced) – External drain issue
 - Storm drains
 - In the Road – dropped in some areas, one edge dropped, and one edge raised in other areas.
 - Normandy Way drain cover not secure, resulting in load bang everything driven over
 - One installed upside down – resident told 'don't worry the run-off is very close!'
- Ensuite / Bathrooms
 - Extractor Fans
 - Bath replacement
 - Leak in ensuite toilet
 - Shower sealant missing or needed to be replaced
- Trinity fees
- Fire Alarms
 - Very sensitive & poorly positioned
 - Many residents needing to replace
- Front Door
 - Needing to kick or shove to open
 - Hinge problem

- Lock spinning around
- Draft / Daylight under door
- Window
 - Mechanisms – some really stiff and some needing replacement
 - Window guides, causing cracked glass – likely to need removing from all windows
- Central Heating controls – Thermostat not wired to controller – permanent wired
- Leak in water tank
- Water coming out of boiler / condenser / not sealed
- Water ingress from patio doors
- Soffit cracked
- Garage
 - Water under garage door
 - Ceiling damp
- Drip / tray grates – Airing strip not installed
- Swale stones / Soak away – Rat issue / slugs / leather jackets
- 6" wall in wrong place
- Fitted wardrobes
- Mortar lines / Brick Placement / Roof tiles
- Granite worktop – joints
- Gas meter
 - wasn't earthed
 - Can't lock
- Normandy Way
 - road not complete / several areas on the pavement been dug up and poorly repaired
 - Tyre damage due to builder debris damage left in road
- Weeds growing in gutters – never cleared
- Drain strips broken on drive
- Slabs loose on front step
- Garden
 - Drainage non existent
 - Full of building materials such as bricks, broken unused drainpipes
- Stairs have dropped leaving large cracks
- Street lighting not working
- Juno Lane road sign actually on Admiralty Crescent
- Park
 - Overflowing bin
 - Waterlogged
 - Poor standard of equipment / not fit for purpose / safety concerns

Concerns:

- Litter throughout the estate (should be collected by Trinity?)
- Parking / Speed of cars
- Care Home

Others issues raised:

- 'Private Estate' sign needed
- Bellway/Brookvale Newsletter Travel Voucher offer – never received despite several applications
- Trinity charging potential buyers £400 for Welcome Packs and will hold up a sale until this is paid
- Gritting if there is snow – who is responsible?

[illegible]