



31st August 2018

Dear Sirs

We are writing to you on behalf of the new constituted group, the Great Park Neighbourhood Association which represents the majority of Great Park residents. This letter is addressed to you as company directors, but if you are not the key decision makers, then please bring it to the attention of those who are.

We would like to express residents' keen disappointment at the apparent disengagement of the management company and consortium from any dialogue with them. A significant number of people regret the loss of the "drop in" sessions, although some do not agree that they were of use, all are agreed that some form of communication is desirable.

We would like to ask what future plans you have for stakeholder engagement on the Great Park. It appears that currently announcements on your web site together with urging residents to report issues on a contact form (which still does not give them a record of what they have said and when) is all that is on offer.

As a group, we have decided that a priority for us is to help residents understand how things work on the Great Park, as there seems to be considerable confusion. We believe that your recent management restructuring will help to clarify matters, but we need to understand the roles and responsibilities of the parties before we can inform our members properly. For instance, investing in one person several roles, as you have done in the past, did lead to people forming a connection between the management company and infrastructure delivery. Our understanding is that there is no direct link.

What we know so far is the Susan Cargill's role is the day to day running of the management company at an operational level. If this is correct, who makes the key decisions about management company affairs? Who is your managing agent and what is their relationship with the land owners? Who is responsible for infrastructure delivery?

As we see it there are two types of issue for residents: individual queries which could be dealt with via a suitable web form (with a send yourself a copy function) and more general issues relating to infrastructure delivery which could possibly be taken up by residents elected representatives, if you are willing to engage with us in this way. Residents may wish to talk through their individual issues with someone – will there be any facility for this?

It would also be helpful for residents to know which areas of the Great Park are still being

managed by each developer, and would request that this detail is added to the existing plans showing areas under management by the management companies.

We would be grateful for your answers to all of these questions. Please reply by email as we do not have a physical address.

Yours faithfully,

Cathy Priestley, GPNA Chair

On behalf of the Great Park Neighbourhood Association