



Royale Dunton Court Residents Association

Meeting 18 July 2022 with Royale Management

Present:

For Royale - Gail Willcocks (area manager), Jim Wilcocks (area manager), Emma Smith (operations director), Jodie Harrison (site admin).

For Residents' association - Gary Peckham (Chair), Pat Stapleton (Secretary), Sheila Hobman (Treasurer) + committee members Lynda Gould, Laurie Gould, James Hailes, Terry Rose

For the record, Royale's Emma Smith chaired the meeting and said she'd take minutes and forward them to the association. However, this never happened so this is the residents' associations notes from the meeting.

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1. Royale Life accepted our status as a QRA (qualifying residents' association) and Emma said she was looking forward to working with us.

Update 31/3/2023 Confirmation of affiliation appeared in the site's newsletter August 2022.

2. We relayed residents' concerns over the state of some of the roads and footpaths. Royale said they have a maintenance schedule and they've kindly offered to share it with us. They've also agreed that if we can demonstrate the need for more/better street lighting then that can be arranged. The committee will work with residents on this in the coming weeks.

UPDATE: No maintenance schedule was shared so we commissioned our own report which James delivered personally to site office 8/10/22

3. We asked Royale if they have carried out a full fire safety assessment on site in accordance with the law. They confirmed one has been done and would be supplied

to the association but no residents.

UPDATE: 31/3/23 never received

4. We spoke about how some residents were left without gas last winter. Royale has assured us that they do all they can when people report issues but it's often outside of their control. Calor Gas have admitted last winters' supply issues were primarily because of a shortage of specially trained hazardous goods HGV drivers which resulted in tank levels for some customers running out before they were able to refill. However, their staffing levels are now back to normal.

Emma also gave us news that due to changes in legislation, all tanks would need replacing at Dunton and they would be back in touch when plans were finalised. .

5. We also said that some residents were unsure of the best way to report gas issues. Royale is going to firm up the procedures for reporting issues and get back to us.
6. Royale have accepted the association's offer to help with entertainment and events in the club (with the exception of the bingo which will remain as it is). There will be a further meeting between Royale, Kim and our entertainment team just to iron out the finer details but fingers crossed things will be up and running in September.

In principle Royale have agreed to

- let the residents' association use the hall outside of normal club hours.
- keep the club open when Kim is on holiday
- supply extra bar staff when events are busy
- supply a greater range of snacks for sale behind the bar
- let the residents' association deal with entertainment in the club from September and manage all finances in relation to that (except for bingo which will remain as it is).

Royale have reiterated that residents' shouldn't bring their own food into the club but the residents' association can use external caterers for events if we use reputable providers with relevant certification.

7. Royale agreed to install or defib units and pay for the electricity supply to the cabinets. We will consult with their contractor to find the most suitable places on site to house these units but it's expected one will go on the wall outside the club or office and the other will be towards the top of the park.

Update 30/7/23 Both defibs installed

8. Some residents have said they were promised driveways so we asked Royale for an update on this. Royale has told us that residents who were previously promised driveways will get them once their parking bays are removed. They have agreed to discuss this further with the relevant residents when there are updates in the future.

9. Residents have said they are confused over the rules on skips. There is nothing in the site rules prohibiting skips but some people have been refused permission. Royale have confirmed that residents can have temporary skips as long as they are sited on their own land.
10. We asked Royale what the future plans for security on the park are. They confirmed that they're constantly reviewing security and there are no plans to change things at this time.
11. Planning application We relayed residents' concerns about the planning application for 85 new homes. Right now the planning officer is still considering the application. It's taking some time because she said it's quite complex but she expects to make a recommendation in the Autumn. To be fair, most people aren't against the new homes in principle. However, residents have real concerns over access to and from the new site which, according to submitted plans, will use the already crumbling infrastructure of narrow roads and limited paths. Royale confirmed to us that there will be a separate entrance/exit to the new site to ensure "zero interruption" to current residents' daily lives. Royale hasn't shared the exact location but we hope things will become clearer soon.