

Minutes of meeting “Elizabeth Gardens Knowledge Transfer and Handover” (Meeting 3)

Held via Teams on Friday 12th September 2025 at 1530

Attendees

Role	Attendee
Current Director / Bellway	Steven Saville
Voluntary Resident’s Steering Committee	Max Donelan, Sophie Schofield
Other Residents	n/a
Apologies	Alex Bishop, Chris Richardson, Jane Phillips, Kevin Menzies

Actions

Ref	Action	Owner	Notes/resolution	Raised	Closed
001	Confirm with POD if unitholders have been automatically added as company members	Steven S	Only 8 registered members – POD organising activity to get other members registered.	14/06/25	08/08/25
002	Confirm if there are any CHP tenants with shared ownership arrangements that are eligible for company membership	Steven S	In shared ownership arrangements CHP hold the majority and so are the named owner for membership purposes. If a resident eventually bought their property outright then they would be eligible for membership.	14/06/25	12/09/25
003	POD to put a process in place to ensure that new buyers on the estate are invited to register as members	Steven S		08/08/25	
004	POD to send letters to all unit holders inviting them to register for membership of the Management Company	Steven S	12/09 Steven agreed to follow up with Jack to ensure the comms is sent out promptly, as this was expected a month ago	12/09/25	

Minutes

POD Group Services Limited Contract

- Steven confirmed that the contract with POD was originally a 12-month contract that rolls over automatically unless terminated.
- Max requested visibility of the contract between the management company and POD, which Steven agreed to share. Steven also suggested that he share a more recent version of their standard contract template as a reference point.
- Steven confirmed that there are no specific performance metrics or service level agreements in the contract with POD, explaining that the management agreement obligates POD to perform services but does not set specific targets.
- Steven confirmed that POD’s Company Secretary duties do not come under a separate contract.

- Steven agreed that there may be an argument to have different providers undertaking the Management Agent and Company Secretary roles once residents take over directorship, and that the roles would need to be clearly delineated if this did happen.
- Steven agreed that resident directors might find it beneficial to work with a more local agent who can provide a more focused and personalised service.
- Steven noted that the original Managing Agent appointed was a company called DJC, but that they were replaced by POD early on. Elizabeth Gardens was POD's first Bellway site but now look after a number of their developments.
- Steven confirmed that the POD contract is the only contract that the Management Company has with a third party.

Appointment Process for Service Providers

- Steven advised that Bellway does not typically go out to tender for service providers on estates, but rather works with a handful of agents that they believe offer value for money and can handle the volume of work required. Costs are benchmarked before providers are added to their panel.
- The decision to appoint POD as the managing agent was made because Bellway were looking for a new agent at the time, and POD was actively seeking to work with them. The process involved benchmarking rates to ensure affordability and reasonable levels of service.

CHP Service Charge Payments

- Steven confirmed that there is no contract with CHP (the housing association) – they are treated the same as any other property owner on the estate.
- CHP have the same relationship with the management company as a residential member, with only one vote and the same service charge obligations.
- CHP is responsible for making the service charge payments for all the properties they own and those properties are weighted in the same way as those owned by residents.
- CHP recover service charge costs through their rental charges to tenants. Sophie noted that CHP tenants do not receive direct communication from POD (the managing agent) and only receive a single bill from CHP, which includes the service charge. Steven confirmed that if tenants have any concerns with how this is managed by CHP, they need to speak directly to CHP and the Management Company has no role in that conversation.

Telecommunications on the Site

- Max raised resident concerns about the limited choice of internet service providers on the estate, via OFNL, and asked if alternative providers could be granted access to install infrastructure.
- Steven explained that the fibre network infrastructure is a private asset owned by GTC, and other providers would need permission from the owners of the roads to install infrastructure. Whilst this is Bellway that is unlikely to be approved (as it would entail significant works). Following adoption this would be up to the Council.
- Steven confirmed that it would still require a willing network provider, and cautioned that it may not even result in better or cheaper alternatives.

School Site and Management:

1. Brief discussion on the school site and the need for Bellway to follow up with the parish council regarding their decision on the land.
2. Max mentioned a potential collaboration with a local charity, Trust Links, to manage the site, and is meeting with them on 15th September for an initial conversation to float the idea.