

**Tadpole Garden Village Community Interest Company**  
**Notes of Shareholder Meeting**  
**7th March 2022**  
**Great Western Academy**

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**1. Welcome and Introduction**

The Tadpole Garden Village Community Interest Company (TGVCIC) annual meeting was chaired by Preim Ltd. Preim's Customer Account Manager for Tadpole Garden Village (TGV), Simon New, introduced himself and explained his role in respect of TGVCIC. The meeting took the form of a presentation. The presentation slides will be issued alongside the meeting notes.

Of the 1,650 occupied properties at TGV, 24 residents from 22 properties attended the meeting. Oliver Taylor (Preim's Head of Client Delivery) and Kasia Ganzera (the TGVCIC Community Mobiliser) were also in attendance.

**2. Preim and TGVCIC Structure**

Simon confirmed the TGVCIC structure:

- Crest Nicholson Strategic appointed Preim as managing agents for the TGVCIC
- Preim are members of ARMA and are AMRA-Q accredited.
- Preim specialises in the management of large 'garden village' style developments across England and Wales.
- All property owners at TGV are members of the TGVCIC and contribute to the estate service charge.
- Currently Crest Nicholson Southwest are the directors of the TGVCIC following a restructure within Crest Nicholson during 2020/21.
- CNSW make any TGVCIC decisions, however once the development and all CIC assets are completed and handed over the CIC will handover to resident control.

The individual property transfer documentation prescribes all of the services that the TGVCIC has to provide using the estate service charge. The annual estate service charge budget shows how the funds are allocated, however some of the services Preim deliver on behalf of the TGVCIC are as follows:

- 24/7 helpline, dealing with queries
- Provide an Account Manager – Simon
- Procure supply chain
- Organise and oversee estate maintenance of completed areas
- Dealing with handover of assets
- Preim website and Newsletters
- Budgets and invoicing / direct debits
- Managing monthly income and expenditure
- Arranging an independent audit of accounts
- Fulfilling the role of Company Secretary
- Arranging and attending the annual meeting
- Supporting the residents steering committee
- Holding a register of freeholders and leaseholders
- Leasehold properties - application of Landlord and Tenant Act
- Making the CIC annual return
- Dealing with members selling their homes

**TGVCIC Resident Steering Committee**

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- There is a resident steering committee in place to liaise with Preim and CNSW regarding CIC and development issues
- Assets such as the pavilion and community space will be discussed with the committee once there are updates from CNSW and plans to be reviewed
- Preim will liaise with the committee on handovers for CIC assets, non-standard CIC related works and large items of expenditure
- There is a committee constitution that has been drafted and amended by the committee, however currently it is not used as there are only 7-8 members of the committee.
- The committee will work with Preim when taking handover of areas from the developer
- Trying to establish working groups that will review certain elements of the CIC
- Residents are free to join the committee should they wish
- The committee is currently require a secretary to collate agendas and meeting minutes and organising the committee meetings
- The committee does not make final decisions on CIC items, this is CNSW as they are the director.
- The committee recently voiced their frustrations in the lack of feedback and engagement from CNSW. Preim has met with CNSW and have agreed monthly meetings with the Infrastructure Manager for CNSW, and regular approval meetings with the CIC Director to provide better feedback for the committee.

### **3. TGVCIC Assets, Works & Handover Updates**

Preim provided a list of the assets and areas that have been handed over to the TGVCIC. A resident steering committee member has also created an interactive online plan that will allow residents to see clearly what has been handed over to the CIC to maintain. A list of the areas handed over are below and there is also a link to the plan and website update that residents can view.

Simon explained that Preim strive to ensure that areas handed over have been completed to a good standard prior to the service charge being used to maintain them. Simon explained that sometimes this can lead to delays in the handover of areas and items as if an area is not fit for purpose Preim will not accept it.

- Phase 1A Landscaping
- Phase 1C Blocks of Flats – 3 Blocks & Surrounding Landscaping
- Phase 2.1A Landscaping
- Phase 3.1 Landscaping
- Phase 4.2 Blocks of Flats – 2 Blocks & Surrounding Landscaping
- Sections of 4.5 & 4.6
- Phase 4.8a Blocks of Flats – 4 blocks & Block Landscaping
- Eastern Common
- Western Section Eastern Common
- LEAP (Locally Equipped Area for Play)
- NEAP (Neighbourhood Equipped Area for Play)
- The Stray
- Town Park
- Phase 1 Allotments
- Bellway Pocket Park
- Greene Street Verge (alongside 2.1A)

<https://tadpolegardenvillage.com/village-news/tgv-estate-works-update-planned-maintenance-schedule/>

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Simon advised that there was a Planned Maintenance Schedule (PMS) for TGV that details the tasks undertaken by the TGVCIC Landscaping Team. A link to the PMS and relevant article can be found below.

<https://tadpolegardenvillage.com/wp-content/uploads/2020/10/Copy-of-Estate-PMS-TGV-PDF.pdf>

Simon then detailed all the current on-going works and outstanding jobs that Preim have been looking to resolve with the relevant contractors:

- Play Area Repairs – The NEAP play area on the Eastern Common had a damaged floor under the swings. This has been repaired in early April 2022 and there has now been new flooring installed.
- NEAP Swings – These were replaced in Feb/Mar 2022. Simon confirmed that parts were ordered in December 2021, however there were delays with a lot of play area parts during 2021 and the necessary parts only arrived in Feb 2022. Preim had also been having numerous discussions with the original installer regarding the cost of the repairs as Preim felt the items should still be under warranty and not covered via the estate service charge. These discussions had also delayed the repairs.
- Town Park Swing – The damaged swing had a defective bush that meant the swing had to be removed. Unfortunately, the design of the swing meant the entire top bar that supports both sets of swings would need to be replaced. As per the above point Preim engaged with the original installers regarding the cost of the replacement item as the equipment should not be defective so soon after being installed. The installer refused to accept liability for the repairs and Preim then arranged for the item to be repaired. The top bar is currently with the on-site team, and it will be replaced next week. Preim are also aware that there is a second swing that has been removed. A replacement swing has been ordered and will be replaced at the same time as the bar. Currently we are aiming for the w/c 18th April 2022.
- Town Park Slide – Should be installed in May 2022
- Tree Survey works – identified 6 defective trees that require a tree surgeon these works will be completed in Spring 2022. Please be advised these are for CIC only trees and not trees that sit with the developers.
- The annual tree survey also identified over 30 trees that were struggling, however the arboriculturalist deemed them to still be alive. The recommendation was for the on-site CIC landscaping team to bark mulch and topsoil all the tree's bases, and this should help the trees recover.
- Top Basin Works – March 2022/June 2022 – Simon confirmed that the top basin will be cleared in 2022. The area around the basin is usually sodden until late Spring which then falls into nesting season. Preim will liaise with ecologists and if the works cannot be completed in the spring they will be completed in the summer as machinery will be required due to the amount of vegetation in situ.
- William Morris Way – Rear Hedge Works – An update was issued as part of the update link already in the notes above. The works are being completed the w/c 11th April 2022.
- Tree Replanting Stray/Surface Water Drainage Issues Stray – Simon confirmed that the tree survey identified a section of large trees as dead. The Arboriculturalist thinks that the tree suffered from the surface water flooding in the area, and this has been referred to Crest as surface water drainage does need to be installed still. Due to the wet area the trees cannot be removed until summer as machinery will be required due to the size of the trees. Simon has a meeting with Crest SW in May 2022 to review the surface water drainage and the trees.
- Stray David Wilson Homes verge still to be remediated at the developers cost.

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- Greene Street Verge – maintenance will be passed to the CIC, however it will be topsoiled and seeded once CNSW have finished footpath works this spring.
- CNSW agreed to pay for the removal of vegetation across the ditches on Greene St and Phase 2.1A and then the cost for the CIC landscapers to topsoil and reseed the green area that has been damaged.

#### **4. TGVCIC Finances**

Simon updated those present on the TGVCIC finances. Please see presentation slide for details.

#### **5. Crest Nicholson SW Development Update**

Simon updated those present on the construction of the development. Please see presentation slide for details. Simon advised that construction updates will be issued quarterly via the community website and the app.

#### **6. Questions Raised In Advance Of The Meeting**

Various questions were raised in advance of the meeting using the postal slips which accompanied the invitations. Any developer related queries were sent onto Crest Nicholson SW and any updates included in their next development update. The remaining questions and answers were as follows:

##### **Inclusive Play Equipment & CCTV**

There were questions regarding the installation of inclusive play equipment and CCTV. Simon confirmed that on any area or asset that had been handed over to the TGVCIC, any additions such as replacing existing play equipment with new inclusive items or installing CCTV would need to be paid for via the estate service charge that all residents pay. The developer's installed the play equipment as per the approved planning from Swindon Borough Council (SBC) meaning they are not obligated to pay for any changes. There was a local councillor present who confirmed the council had installed CCTV elsewhere in the local area. Some of the resident's steering committee members present asked whether the council could contribute to any TGVCIC CCTV or inclusive play equipment, as residents pay their council tax alongside the estate service charge. The point was made that the parish council were using TGV residents' precept tax to improve play equipment on other developments so it would be appreciated if they could contribute towards improvements at TGV.

The CCTV request was made to improve the safety around TGV and the local councillor confirmed that they are now installing CCTV around different play areas and public open spaces under Parish control. Previously they had provided estimated costs to Preim to join the same CCTV scheme, however this was at the service charge payer's cost. It was suggested that this also be raised with the parish to contribute towards.

Action – Preim to issue request to the Parish Council to discuss funding for TGV initiatives.

Simon stated that the TGVCIC and the residents steering committee were not against inclusive equipment being installed. However Preim were currently awaiting costings for inclusive play equipment to then be reviewed with the resident steering committee. The proposal was to review when a TGVCIC piece of play equipment is beyond repair if it was feasible to replace with an inclusive play equipment item. There are still three more play areas still to be built at TGV, and the developers

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have amended some future plans to incorporate inclusive play equipment. Regarding the town park slide, it was agreed with the TGVCIC Directors to have this replaced like-for-like as soon as possible as there was a 14–16-week lead time to having the equipment installed.

**Parking & Covenant Enforcement**

Simon informed those present that currently there were not any parking restrictions in place at TGV.

Most of the roads and footpaths around TGV will be adopted by Swindon Borough Council (SBC) and it would be for the SBC highways team to decide whether parking enforcement is required. For the TGVCIC areas, predominantly consisting of communal car parks and some areas of block paving, there is not any intention to put private parking enforcement in place. Residents asked prior to the meeting whether Preim can enforce the covenants found in the property transfer documents. Simon confirmed that as per the wording in the transfer document, residents can look to enforce the covenants themselves, or they can seek assistance from the TGVCIC. The TGVCIC can write letters out as reminders for being in breach of the covenant, however, should a resident wish for the covenant to be enforced legally then they would be required to indemnify the TGVCIC in advance for any legal costs.

Residents are able to report anti-social behaviours or parking issues to the police and the council as both of these entities are legally able to take action if required.

The issue of speeding was raised again. The local councilor confirmed that the council had picked up with Crest Nicholson and the highways authority to review the crossing spaces that residents feel is required along Greene Street and near to the school. The councilor confirmed that this is being progressed and Preim will seek an update from Crest Nicholson on this for the next quarterly development update.

**Verge Areas, Crest SW maintenance of wider development**

Prior to the meeting Crest Nicholson SW confirmed that all of the areas still under their control will be maintained on a fortnightly basis, this will include the majority of the verges running along Greene St and William Morris Way. If any areas are missed, please contact the Preim Helpdesk and Preim will pass this onto the Crest infrastructure team. This maintenance will also extend to internal areas under the control of Crest Nicholson SW until they are either handed over to the TGVCIC or adopted by SBC.

**Improvements of TGVCIC areas**

A question was received prior to the meeting regarding why the TGVCIC does not approve requests to improve communal assets. Simon confirmed that the directors of the TGVCIC are currently Crest Nicholson SW, and they approve all large items of TGVCIC expenditure. Simon confirmed that the property transfer documents prescribe how the service charge for the TGVCIC is to be spent. The primary purpose is for maintenance and repairs to CIC assets and areas. The transfer document does state that it can be used to improve any softscape or hardscape areas, however the term improve is open to interpretation. What one resident considers an improvement, another resident may not. When requests are received Preim will seek the view of the resident steering committee to gauge a resident perspective and then it will be discussed with the CIC directors for the final approval.

Currently the service charge budget is an estimate for the full development as not all of the areas have been handed over or finished by the developer. The budget and reserves are in place to

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maintain and undertake repairs for all of the TGVCIC assets. These assets will include seven play areas, large communal spaces, water basins etc. The CIC will be liable for the future maintenance which is why the reserve fund is kept high. Simon detailed some of the recent expenditure, such as the slide replacement, and confirmed that the directors for the CIC will look to retain the reserves for future repairs as the current priority, as opposed to adding new items of expenditure that the CIC will ultimately be liable for.

**TGVCIC Landscaping Contractor & Allotment Compound**

Simon confirmed that as of the 1<sup>st</sup> of March 2022 the TGVCIC is now employing two landscaping operatives for 5 days a week. The team will be maintaining all areas that have been handed over. There is an additional support team who will come in for larger works throughout the year as well. As part of having a full-time onsite team there is a need to have a compound site where the team can store their equipment and keep a skip. There is a compound located at the allotments, however this is a temporary compound location until a full-time location has been provided. Crest Nicholson SW are reviewing the location that the team can have as a full-time compound, once this is available the team will leave the allotment area.

**7. Community Events**

Kasia introduced herself as the community mobiliser for the TGVCIC and confirmed that there will be some forthcoming community events, information will be posted via the TGV community website, TGV App and the Facebook page. Future or current community activities consist of the following:

- There was a business directory demonstrated at the meeting that is now live via the TGVCIC App and it will be going live onto the website in due course. It contains details for all TGV Based local businesses, so residents have a data base.
- Queens Jubilee – Kasia is currently in discussions with Arkell's to hold an event for the Community on one of the bank holidays/ Arkell's are interested in running an event and more information will be posted when available.
- The TGVCIC App and website are being reviewed and re-worked to be more accessible for residents.
- Kasia is looking to hold a TGV Jumble Sale, details to be issued once confirmed.

Kasia can be reached if residents have any community requests or queries via [kasia.ganzera@preim.co.uk](mailto:kasia.ganzera@preim.co.uk).

**8. Summary and close**

Meeting notes will be placed on the company website and also the TGV Community Website and App. These notes provide a summary of any items discussed during the meeting and can also sometimes include items of general interest to shareholders. A web site has been developed which can be accessed by shareholders of TGVCIC. This website contains all the data relevant to the TGVCIC.

This new resident's company website can be accessed at [www.preim.co.uk](http://www.preim.co.uk), where you will find instructions of how to log on under the 'residents' login' tab.

PREIM may be contacted via a 24-hour helpline, and the telephone number concerned is:

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**01778 382 210**

PREIM can also be contacted via email at the following email address:

[helpdesk@preim.co.uk](mailto:helpdesk@preim.co.uk)

**Date issued 14.04.2022**



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## **GDPR Policy**

**Personal data** is information which relates to a living individual who can be identified from that information. Your Community Interest Company (the **Company**), holds **Personal data** about its property owners.

The **Company** collects **Personal data** about its property owners to the extent necessary to manage the estate and the respective obligations between the property owners and the **Company**.

The GDPR gives a number of rights to an individual (a data subject) regarding their **Personal data**. These are:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

The Data Protection Act 1998 also places various obligations on organisations that collect or process **personal data**. These are:

- Personal data shall be processed fairly and lawfully
- Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.
- Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
- Personal data shall be accurate and, where necessary, kept up to date.
- Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- Personal data shall be processed in accordance with the rights of data subjects under this Act.
- Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

In practical terms

- The **Company** is now registered with the Information Commissioners Office (ICO) as a **data controller**.
- **PREIM Limited** is registered with the Information Commissioners Office (ICO) as a **data processor**, as Preim Ltd carries out work using **personal data** held the Company.



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- A revised privacy notice will be included with the annual service charge budget, the annual property owners meeting and with all new memberships issued. This will set out the obligations of the **Company** to its property owners regarding their **Personal data**.