

Heathfields Residents Association
Information Leaflet

Estate Maintenance and Infrastructure

Purpose

This leaflet provides an overview of the specific areas on the estate which HRA maintains. It also details the long-term programme of works and the process for responding to emergency repairs and/or general landscaping work.

Programme of works

One of the main purposes of the Association is to ensure that the estate is properly and routinely maintained. HRA sets out a five-year plan for all proposed and projected works as agreed by the Board. This plan will be costed and funds allocated. Payments for work over £1,000 will require more than one quote to be obtained, where possible, and then subject to approval of the majority decision of the Board.

General landscaping activities will be carried out throughout the year, with contractors being employed for larger and more time-consuming maintenance. The general principle is that the work is planned, funded and programmed.

HRA will endeavour to ensure the estate has the correct services and facilities it needs to function. Any requests for new facilities or services will be fully examined and agreed by the Board, by special meeting or via a vote of shareholders.

Emergency works

HRA should be contacted as soon as possible if urgent/emergency repairs or other work is required on the estate which cannot wait, e.g. blocked drains, fallen trees across road etc. Contact should be made using the '*contact us*' page on the HRA website or email the secretary at secretary@hra-duxford.org.uk.

Minor works

Alongside the projected works programme mentioned above HRA will carry out smaller, one-off minor and non-urgent maintenance work when identified. Agreement to proceed with these areas of work are agreed at monthly HRA meetings by the Board of Directors.

Evaluating risk - estate maintenance

HRA will assess the risk to residents when considering what work should be carried out first. Priority will be given to those areas that present the most risk to persons, e.g. loose paving,

fallen trees, defective street lighting. Other issues will be dealt with on a case-by-case basis and in compliance with the Business Plan and this leaflet.

Health and safety

The Health, Safety and wellbeing of all the residents is paramount and to this end the HRA board will strive to provide a robust health and safety ethos during any estate maintenance activities. Contractors and other ad-hoc workers will have to ensure they provide a sufficient and safe working environment and are appropriately covered by liability insurance.

When HRA undertake volunteer 'clean up' days or other works on the estate the Board will ensure a risk assessment is carried out prior to the work to ensure the safety of all participants and other persons that may be affected. Sufficient safety equipment, as appropriate, will be provided and used.

Contacting HRA regarding the maintenance issues

If there is a concern about general estate maintenance i.e. blocked drain, or there is a suggestion for improvements, HRA should be contacted with the full details. Contact should be made using the '*Contact us*' form on the HRA website hra-duxford.org.uk or by emailing the secretary.

Areas that HRA are responsible for

Street lighting

Because HRA roads have not been adopted, there is no duty on the highway authority to provide lighting and it is HRA's responsibility to pay for erection and maintenance of these. However, the cost of electricity usage is paid by Thriplow and Heathfield Parish Council.

Roads

All the roads on the estate are maintained by HRA (apart from the road at the front of 109-105 Kingsway, which is the responsibility of the individual owners). The maintenance programme includes signage, kerbs, road markings, surface repairs and bollards.

Footpaths

Footpaths will be regularly maintained and repaired to ensure they are safe to use and free of any obstructions, such as overhanging greenery. There are some footpaths that still run through the front gardens of properties. These specific footpaths are no longer maintained by the Association as historically they have been allowed to be incorporated into the gardens and/or driveways to be maintained by owners at their own expense.

Sewerage

Sewerage pipes on the estate are the responsibility of the local authority to maintain and repair. If a pipe is blocked and/or damaged Anglian Water should be contacted using the online form on their site: faq.anglianwater.co.uk or telephone 03457 145145.

Drains

HRA drains and soakaways up to the property frontage are the responsibility of HRA to maintain. There are some houses where the surface water doesn't get released into public sewers but into soakaways and consequently, residents affected by this are liable for reduced bills from the water authority.

Water supply

The water supply from the property boundary (frontage) up to where it enters the house is the responsibility of the householder. The water supply from house frontages is the responsibility of the local water authority.

Grass cutting

HRA are responsible for grass cutting of the common areas on the estate. The Board of Directors have elected to use the same contractor as Thriplow and Heathfield Parish Council (THPC) as this reduces the annual costs. HRA pay our element of expenditure to THPC for this service.

Children's play park

HRA ensures the equipment in the park is regularly maintained, repaired and replaced. The Association also ensures the park is inspected annually by RoSPA to ensure it complies with safety regulations.

