



Moor Park (1958) Limited

MEMBERS' HANDBOOK



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The *Handbook* is also available online at www.moorpark1958.co.uk

The online version and the website are updated periodically.

The Members' Handbook of Moor Park (1958) Limited

The role of Moor Park (1958) Limited ('the Company') is to manage the Moor Park private Estate in the interests of the residents generally and of Members of the Company in particular. The Company owns the majority of the roads on the Estate as well as various open spaces and woodland. It also benefits from restrictive covenants through which it influences the development of the Estate.

The Company is run by directors who are all residents of the Estate and who are voted into office by the Members.

The purpose of the *Members' Handbook* is to provide all residents with a convenient source of reference on matters concerning Moor Park. It explains the ownership and administration of the roads, verges and open spaces and the designation of the Estate as a Conservation Area with its requirements on alterations to houses. It also includes information on parking, security, traffic and buying and selling properties in Moor Park.

Please help your Board to ensure that Moor Park retains its semi-rural, open frontage character and its position as North London's premier private estate. The measures outlined in the *Members' Handbook* if followed by residents will add immeasurably to the general amenity.

The *Members' Handbook* is available to all residents and is supplied to all new residents when they move into Moor Park. The Company also publishes annually its *Report and Accounts* in the spring prior to the Annual General Meeting. The Annual General Meeting allows Members to voice their opinions on matters of policy.

Communication during the year is through the Company's periodic Newsletters which are issued by e-mail and in printed form. There is a website (www.moorpark1958.co.uk) which includes updated content from the *Members' Handbook*.

For day to day contact, residents should either visit the Company office, located at 2a Main Avenue, Moor Park HA6 2HJ in person, or make contact by phone or e-mail. Tel: 01923 835535 or e-mail: secretary@moorpark1958.co.uk

The office is normally open from 9am to 5pm, Mondays to Fridays.

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The history of the Moor Park Estate

The area we know as Moor Park was part of a much larger private Estate, purchased by Lord Leverhulme in 1919, including the area that is now Moor Park Golf Club, together with Moor Park Mansion (the golf clubhouse), Sandy Lodge Golf Club and Merchant Taylors' School.

In 1922 development began of 288 acres of parkland. Architects were commissioned to design the infrastructure for the development of dwellings and to supervise the design of new houses. Roads and sewers were constructed, and houses were erected, spreading south and west from the Metropolitan Line station of Sandy Lodge Halt (in 1950 it became Moor Park station). The construction work on housing stopped at the outbreak of war, but once the restrictions on building materials were removed in 1954, the development of the Estate was resumed. These developments were carried out through Moor Park Limited and (to a small extent) Kewferry Hill Estate Co. Ltd, both subsidiaries of Lever Brothers Limited. Moor Park Limited went into voluntary liquidation in 1957 and in the following year with the assistance and agreement of Lever Brothers, Moor Park (1958) Limited (the present Company) was formed as a management company operated on behalf of the Members. The private roads and open spaces were transferred to the Company as well as the benefits of the restrictive covenants designed to preserve the character of the Estate. The covenants are included in the deeds of all properties. The purpose of Moor Park (1958) Limited was and still remains 'to protect and promote the interests of the residents generally and of the Members in particular in relation to the Estate and to preserve the amenities of the Estate.'

The history of the Moor Park Estate has been published in a booklet, *Moor Park*, by Alan Jamieson which is available at £4.00 a copy from the Moor Park company office.

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An Estate with space and open vistas

Two extracts from 1920s brochures, distributed when Moor Park was first developed as a residential estate, give a sense of its unique character:

'A residence may be obtained in Moor Park at an approximate cost of £1,750 with two large reception rooms and four or five bedrooms, domestic offices and garage.'

'One may enjoy quietude and seclusion (without isolation) in an old English park'.

When the Moor Park residential Estate was first developed in the 1920s and 1930s, its distinctive 'character' was established by means of a few basic principles:

- Each plot was of substantial size (usually not less than a third of an acre)
- There was only one house on each plot
- Hedges or other natural dividers marked the boundaries between adjacent plots. There were no walls or fences, except where the side of a plot adjoined a public footpath
- The frontage of each property (between the plot and the road) was of an unobtrusive character – mostly low hedges, low stone walls or open to the road
- Between the front of the plot and the road there was usually a grassy verge
- Throughout the Estate there was a rich profusion of trees.

In general these features have been preserved, and the character of Moor Park depends on protecting them. It is the policy of the Company to do all it can to ensure that the special character of the Estate is maintained and that any new developments observe the updated version of these principles set out in the Moor Park Conservation Area Appraisal.

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Moor Park (1958) Limited

Copies of the Memorandum and Articles of Association of the Company can be obtained from the Company office, but the following notes give an informal summary of the main points.

All freehold householders in the Estate are or may apply to become Members of the Company (but with a limitation to one Member per house). Membership of the Company entitles the Member to attend General Meetings of the Company and vote on any resolutions requiring Member approval such as the setting of the annual frontage contribution rate. Each Member has one vote on a show of hands and one vote per foot of frontage on a vote by poll.

The Company may appoint up to 12 Directors. All Directors must be Moor Park residents. One third of the Directors must retire each year and may offer themselves for re-election together with any other resident who may be nominated.

If there is a vacancy on the Board, a new Director may be appointed by the Board during the course of the year to fill the vacancy until the next Annual General Meeting, when the appointment is subject to the approval of the Members.

The Chairman of the Company is elected by the Board of Directors.

The Directors (including the Chairman) receive no remuneration; they give their time and expertise entirely free.

In general, income is obtained by means of annual contributions from the Members that are based on the road frontage length of each property. The rate of contribution per foot of frontage can only be changed by a Resolution at a General Meeting.

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Financial summary

Details of expenditure vary from year to year and can be seen in the annual *Report & Accounts* available to Members prior to the Annual General Meeting held in the spring. The most recent accounts are available at the Company's office.

Income

In the financial year to 30 September 2015, the Company's total income was £401,000 and was derived from:

Individual Members' frontage charges	80%
Corporate participants including schools and SLGC	15%
Fees for planning and Membership transfer	3%
Interest on Bank Accounts	2%

Expenditure

The 2014-15 expenditure included these amounts:	£
Office costs including staff, premises and administrative overheads	67,000
Roads, lamps and lighting	70,000
Security, including security guards and cctv cameras	90,000
Trees and woodlands	77,000
Professional fees (legal, planning advisory, and audit)	28,000

The Board is very conscious of the need to minimise administrative costs and to allocate a high proportion of the Company's income to the provision of services which directly benefit its Members. The largest amount of office costs are the salaries of office staff who interact directly with Members, handle planning applications and provide day-to-day oversight of the delivery of all the services including roads, security guards, trees and maintenance.

The repair and maintenance of roads is an expensive individual service. Annual tasks include winter gritting, repairs to potholes and road markings, the erection and upkeep of signs and street lights, and clearing drains to prevent the build-up of leaves and debris.

Costs for security and cameras include the security guards who perform periodic vehicle checks at entrances to the Estate and who also control parking on Estate roads, plus the costs of the camera system. The cameras are used both to help the security staff to identify non-legitimate user of Estate roads and to assist the police in deterring and detecting crime.

The large stock of over 2800 trees on the Estate requires regular and expert care by qualified tree surgeons.

The work of caring for the trees, and keeping them in safe condition, has steadily increased. This is partly because as trees age they become larger and cost more to maintain.

Estate maintenance includes the cost of contracted ground staff who keep the common areas of the Estate to an acceptable standard and who carry out minor improvements such as footpath reconstructions.

The Board's financial policy is to live within the financial resources available from annual subscriptions, building an adequate reserve so that capital items or unexpected costs can be met without the need to seek additional funding. As part of this policy, the Board has built up a Road Reserve Fund to allow the future costs of major resurfacing to be balanced between the income at the time and the accumulated cash balance.

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What you should do if you sell your house

Membership of the Company is linked to freehold ownership of properties on the Estate. Membership is designed to be passed on to a new owner when the house is sold. However, unless you take action to pass the Membership on to a new owner of your house, you will remain a Member of the Company and continue to be liable to pay the annual frontage charge. So, if you sell your house it is in your own interests to ensure that the agreement for the new owner to become a Member is made a condition of the sale. If this does not happen you will remain legally responsible for payment of the annual contribution to the Company even if you have left the area.

On agreeing a sale, you should provide the Moor Park office with the name of the purchaser, together with the contact details of your solicitor and the purchaser's

solicitor. This will enable the appropriate paperwork to be done to transfer your Membership as part of the sale contract and ensure that transfer occurs on completion of the sale.

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What you should do if you rent out your house

If you decide to rent out your house, please ensure that you let the Company office have details of your address so that you still receive all mail relevant to Members of the Company. Please also let us know the name of the new residents and any management company you may be using. If you fail to do this there is a risk that communications about your property and Membership may not reach you. For example if your annual frontage charge bill does not reach you and you forget to pay it, the Company may resort to legal action to recover the charge. Please remember that even though you might not be still living at the address you are still the Member of Moor Park (1958) Limited and you are responsible for ensuring that the frontage contributions are paid.

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The Moor Park and Sandy Lodge Residents' Association

The Residents' Association was formed in the 1940's and is separate from Moor Park (1958) Ltd.

Whilst the Company has particular responsibilities for the maintenance and operation of the Estate, the Residents' Association has a special interest in more personal and social aspects. The two organisations work closely together and complement each other's activities.

The Residents' Association welcomes new residents to the Estate and establishes personal contact with them. It publishes a Newsletter at least twice a year, organises periodic working parties to clear litter and debris, and helps to stock and maintain the flowerbeds near the shops.

Of special importance are the close links that the Residents' Association maintains with Three Rivers District Council and its consultative committees, and the work it shares with the Company in scrutinising all planning applications submitted to the Company and planning matters that lie outside the Estate but which may affect the Estate.

Membership of the Residents' Association is open to one person per household (but spouses and other members of the family are welcome to attend meetings). There is a small annual subscription.

Information is available on the website, www.moorparkres.org.uk

Security

Security is a shared responsibility between residents, the Company and the police.

Residents are requested to follow police advice on securing their premises and vehicles. There is a Neighbourhood Watch scheme, started in 1983, one of the earliest in the UK. It is organised through the Residents' Association and is based on people reporting suspicious circumstances.

The Company contracts with a security company to provide staff who perform three functions. These are:

- the restriction of traffic into and out of the Estate to people with legitimate business within the Estate
- control of parking on the roads
- regular patrols within Moor Park.

A camera system is used at all entrances to the Estate to check on vehicles entering and leaving Moor Park and to provide a cctv feed to allow monitoring of suspicious activities. The cameras use number plate recognition capability and average speed monitoring which enables Company security staff to identify vehicles that do not appear to have legitimate business on the Estate or are breaking the speed limit. The security cameras are remotely monitored for 24 hours a day.

Residents with security concerns should alert the police (101 or 999), informing the Moor Park 1958 office at the same time.

The Company works closely with the local police force operating within the Safer Neighbourhood Scheme and regular meetings are held with the officers who look after Moor Park and Eastbury. The police encourage people to use the non-emergency contact number of 101 if they see anyone acting suspiciously. In case of emergency, phone 999.

Historically, crime levels have been low on the Estate, both in relation to Hertfordshire and nearby neighbourhoods. The police believe that the camera system and the Estate entrance signs all help in deterring potential criminal activity. The police have direct access to both the number plate recognition system and cctv cameras. Data from these systems is used to catch perpetrators of crimes that occasionally occur on the Estate.

OWL (Online Watch Link) is a police phone and internet service used to inform people of crime activities in the area. To obtain OWL information, you should

provide the police with your email address and your contact telephone number. Send your personal details to South Oxhey Police Station, Oxhey Drive, South Oxhey WD19 7SD or access through threeiversowl@herts.pnn.police.uk

10 Parking

One of the features of the Estate is that there is very little on-road parking. Although most of the Estate's roads are private, traffic laws apply in Moor Park as elsewhere. There is no right, even for residents, to park on Estate roads and the general restriction, applying across the Estate, is that parking is limited to occasional visitors to adjacent properties.

This restriction is shown on signs at Estate entrances and reinforced by additional signs in areas where parking has been a problem. In some areas nearer the station there are yellow lines to help draw people's attention to the existence of the parking restrictions, but the absence of yellow lines does not indicate freedom to park; they merely indicate that the general Estate restrictions of parking by occasional visitors only applies.

To maintain the Estate ambience, you are not allowed to park regularly on the road outside your own property or on crossovers across the verges. Parking on the grass verges is not permitted because of its visual impact and because vehicles damage the verges. Green emblem holders may nevertheless park occasionally on Estate roads as long as this does not obstruct or inconvenience other residents.

There are a few stretches of road that have been designated with specific restrictions, such as the section of lower Russell Road where green emblem holders may park on a regular basis should space be available.

Visitors should be encouraged to park within your driveway or if they park on the road they should do so in a manner that does not inconvenience your neighbours either by blocking a driveway or by making access to a driveway difficult.

During building operations, part of the consent from Moor Park includes temporary permission for parking on Estate roads and sometimes on the verges where this is the least bad option. This is for the duration of the building programme and permission is normally limited to the number of vehicles that can be safely parked outside the property without inconveniencing neighbours. Nevertheless, builders' vehicles should wherever possible be parked on the construction site itself and provision for this needs to be considered as part of any development plan. For more detailed information on building works, see section 16 of this *Handbook*.

Parking on the Estate's private roads is enforced by ticketing. The Company's objective is to deter inappropriate parking rather than to make money from parking charges. Accordingly, charges are intentionally set at the level of costs charged by the collection agent. Consistent with this, where parking is managed by the Company, vehicles parked inappropriately will generally receive one or more warnings before they are ticketed, although where parking is particularly inconsiderate, immediate ticketing may occur.

Parking near the shops on lower Main Avenue is governed by parking restrictions which are clearly described on the adjacent parking restriction signs. The restrictions are distinguishable by the absence of the larger signs describing the ticketing arrangements.

Outside the parking restrictions, there are several bays at the top end of lower Main Avenue. These bays are managed by the Company and have mixed use indicating that the bays may be used for parking by shoppers for 15 minutes (to ensure rapid turnaround at the bays), or longer term parking by drivers whose vehicles display a special temporary permit issued on behalf of the Company. The parking restrictions on these bays are rigorously enforced through the ticketing arrangements to ensure that they remain available for both short-term and permit users.

At the lower end of Main Avenue there are several green marked bays which are for Moor Park office staff or are used by specific permit holders, as described on the parking restriction sign for these bays.

Parking on land owned by Transport for London at the Underground station both in the station car park and in the bays outside the station is managed by NCP on behalf of Transport for London. Information on parking charges is shown on notice boards and the Company has no involvement in the management or enforcement of these regulations.

If you see vehicles parked inappropriately near your property, please phone the Moor Park office on 01923 835535. The security company will investigate and either issue a warning notice or a parking ticket in line with the procedures set by the Company.

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Roads, access rights and traffic control

There are about 6.5 miles of road in Moor Park and most of these roads are 'private' in that they are the property of the Company and have limited rights of access. The exceptions are Astons Road and the upper section of Main Avenue (west of Wolsey Road) which are public roads maintained by Hertfordshire Highways.

There is a speed limit of 20mph on all the private roads of the Estate. Please drive considerately both for the safety of your fellow residents and to reduce noise intrusion.

There is no general right of public access over the private roads. However, visitors to the Estate may use any of the Estate roads to gain access to a residential property or to use one of the businesses on lower Main Avenue or the Underground station. There are also specific access rights relating to the schools and Sandy Lodge Golf Club. In all cases these access rights are defined in the deeds or agreements with the particular organisations.

Some traffic seeks to use the Estate as an unauthorised “rat run” for travelling between Tolpits Lane, Hampermill Lane (Watford Road), or Batchworth Lane. The Company has security cameras on all Estate entrances; these have speed monitoring functions which enable the security guards to identify and stop vehicles that have been driven across the Estate without any legitimate business.

The upkeep of the private roads is one of the largest items in the Company’s budget. Estate roads were built to a lower standard than major highways so heavy lorries can cause severe damage which has to be rectified as part of the programme of road maintenance. If you notice any particular problems with Estate roads, please advise the Estate Manager on 01923 835535 or by email to secretary@moorpark1958.co.uk who can ensure that appropriate maintenance is scheduled. The Estate Manager will also be happy to report defects to Hertfordshire Highways in relation to Astons Road and upper Main Avenue.

12 Car emblems

Cars belonging to individual Members and garaged on the Estate are entitled to a car emblem (currently green), which allows full rights of use over Estate roads. Other residents on the Estate and certain other regular users of the roads may (at the discretion of the Board) be supplied with differently coloured emblems which indicate access for specific purposes such as school traffic.

All emblems are numbered and apply only to the vehicle for which they have been issued. These emblems are available from the Company office. When you apply, the office staff will require the registration number and the vehicle make/model and colour and may require evidence that the vehicle is yours. This is to ensure that the issue of emblems remains under Company control and does not go beyond people who are entitled to use Estate roads. The emblem should

be displayed on the windscreen in a clearly visible position. When you change your vehicle, please destroy the old emblem and visit the Company office so that the vehicle's details can be removed from the system and the new vehicle's details added.

The issue and display of an emblem serves two purposes:

- it demonstrates that the use of Estate roads is permitted for the particular vehicle
- it assists security guards to identify the vehicle when checking traffic at Estate entrances or monitoring vehicles around the Estate.

Recording emblem data in the security system assists the police in screening out known vehicles when they are using camera data to detect crime.

Generally up to two emblems per Member are issued. However, additional emblems can be obtained at the discretion of the Estate Manager subject to evidence that the cars belong to people resident at that property. Your visitors, including regular visitors such as family members living elsewhere, gardeners and cleaners, do not need emblems to visit you.

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Conservation Area status and planning approvals

Moor Park has been a Conservation Area since 2006 which means you will require planning permission from Three Rivers District Council for developments that in other areas could proceed without requiring planning permission. In addition, any building work on your property (including re-laying driveways or adding conservatories, outside air conditioning units or solar panels) requires the approval of the Company. This is separate from the requirement for planning permission. The Company and Three Rivers District Council have worked together to produce the *Moor Park Conservation Area Appraisal* which has been adopted as part of the Local Plan. This document provides guidelines which you need to consider if you wish to alter your property in any way. It is very important to refer to this document before you have any plans drawn up. A copy of the *Appraisal* can be obtained from the Company office or Three Rivers District Council. If you would like to receive a copy by e-mail, please contact the Company office.

The list of all planning applications in respect of proposed developments on the Estate can be seen on the Three Rivers District Council's website and a copy is downloaded and placed on the notice board on the Central Reservation by the shops in Main Avenue.

Development in areas designated as Green Belt

Moor Park is tightly enveloped by land designated as Green Belt with parts of the Estate within the Green Belt itself including Temple Gardens, Askew Road, Sandy Lodge Lane and the Dell, the land and buildings at Merchant Taylors' Preparatory School and Merchant Taylors' Senior School, and the Moor Park and Sandy Lodge golf courses.

The application of Green Belt policy by Three Rivers District Council means that the 'green belt buffer' and 'attractive setting' around Moor Park has been broadly maintained. The Company is supportive of the rigorous application of Green Belt policy to protect and preserve the attractive open green setting within which the Estate sits. Residents with properties in the Green Belt area who are considering development should note:

- The Company will expect full observation of the overriding principles and purposes set out in national and local Green Belt policy and will strongly urge the local planning authority and/or planning inspectors to do likewise.
- In particular, proposals for extensions and alterations of a building or replacement buildings should not be disproportionate additions over and above the size of the original buildings. This is designed to prevent the incremental increase in the size of a building/dwelling every few years which, if left unchecked, would result in material and demonstrable harm to the openness of the Green Belt in the vicinity of the Moor Park Estate. Applications therefore need to identify the size of the original building when seeking approval.

What to do if you wish to alter or extend your property

If you are considering alterations to your property on the Estate, you will require approval from the Company under the terms of the restrictive covenants contained in your property deeds. This is in addition to Three Rivers District Council's planning permission.

Your Architect should be aware of the planning guidance for development within Moor Park which is explained in the *Moor Park Conservation Area Appraisal*. Property alteration proposals need to be planned within the context of the *Conservation Area Appraisal* and the other guidelines that govern development in Moor Park.

Three Rivers District Council encourages the use of their pre-application advice

service ahead of any formal planning application. The Company supports this service from the Council as it allows early identification of key issues and contributes towards both quality outcomes and the avoidance of delays in the formal submission process. Details can be found at threeivers.gov.uk/default.aspx/web/pre-application-stage

Either as part of the pre-application process or separately it can also be useful to discuss your development proposals with Company staff prior to finalising your plans. If you wish to do this, please contact the Company office. You can also discuss your proposals with the Company's Planning Consultant subject to a standard charge which covers the architect's costs. You should be aware that any advice or opinions expressed by the Company's Planning Consultant will be without prejudice to the final decision which will be made by the directors of the Company after inspection of your definitive application.

No later than the time of the submission of your planning application to Three Rivers District Council, you should submit two copies of the same plans and a viewing fee to the Company. The viewing fee is in addition to the fees payable to Three Rivers District Council for their review of planning applications. The viewing fee covers the costs to the Company of obtaining professional assistance to evaluate your application and for preparing any representations to the Council and/or planning inspectorates.

If you do not send us a copy of your plans we will be notified of your application by Three Rivers District Council and we will still comment on your plans as part of the statutory planning process administered by Three Rivers District Council. However it is important that you submit a formal application to us with the accompanying drawings and viewing fee, as the Company will not grant consent to your proposals without payment of outstanding viewing fees. Formal approval from the Company to extensions or alterations to your property is a requirement under the deeds and a copy of the formal consent letter will be required by a purchaser when you come to sell your property.

The plans will be viewed by the Planning Consultant and in addition to determining the Company's response, our comments will be given to Three Rivers District Council as a matter of public record during the consultation process.

If your application has been approved by Three Rivers District Council, it is likely that subject to appropriate conditions relating to the development you will be able to obtain approval from the Company. At this stage we will send you a 'Pre Approval' letter which outlines the Company's conditions and requirements related to the development. Some of the conditions relate to minimising disruption to neighbours.

Before building works can start on site you will need to pay to the Company a building levy which is a condition of the Company's consent. The purpose of the building levy is to protect the Estate's roads and verges from damage caused by contractors and their vehicles and to ensure compliance with the conditions of the consent. For larger developments, an element of the building levy is retained as a contribution to general road damage caused by heavy lorries. The category that a particular building work fits into will be determined by the Company prior to the building levy being paid.

Following payment of the building levy you will receive the Company's formal consent to the development and the final conditions and requirements related to the conduct of building operations. You should keep the formal approval letter for future reference as you will need to provide it to any future purchasers of your property.

A separate document, the current *Viewing Fees and Building Levies*, is available from the Company office, is on the Moor Park 1958 website and can be emailed to you. This *Fees List* is regularly revised to take account of changing circumstances.

Once the building work has been completed, you should notify the Company. The Company will then inspect the surrounding roads and verges. If there is no damage caused or if damage has been rectified to the satisfaction of the Company, the refundable portion of the building levy will be returned to you. If on inspection there is damage, a suitable amount will be deducted from any refund to pay for the repair of the damage. Application for refund must be made within three years of the date of the approval letter and within six months of the works being completed. After these dates any deposit balances are forfeited.

Photovoltaic (solar) panels and air conditioning units

Under the covenants on all Moor Park properties, the approval of the Company is required prior to any building works. Specifically, photovoltaic (PV) roof panels require Company approval and this will only be allowed where the panel installation would not be visible from the road. The reason for this restriction is to protect the street scene within the Conservation Area. In most cases, there is no requirement for planning permission from Three Rivers District Council for PV panel installation.

For air conditioning units, permission is generally granted if the units are mounted at ground level so that they are not visible from the road or from neighbouring properties and are screened for noise. Approval by the Company under the covenants and planning permission from Three Rivers District Council is required.

Satellite dishes and television aerials

A satellite dish may be installed without planning permission as long as no dimension exceeds 45 centimetres if installed on a chimney. We would encourage residents to install satellite dishes and television aerials in an unobtrusive manner and location to maintain the character of the Estate and to avoid unsightly intrusion into the views from your own property and that of your neighbours.

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Building operations

Building work may not commence until the building levy has been paid to the Company and written consent has been granted by the Company.

The Company is committed to seeking a balance between reasonable development and minimal impact on neighbours. While some disturbance to neighbours and other residents is inevitable, the following principles are designed to avoid unreasonable disturbance. Please ensure that your contractors understand and follow these rules.

1. Weekday working must be limited to the hours between 8.00am and 5.30pm. Saturday working hours are 9.00am to 1.00pm. No work is to be carried out outside these hours or on Sundays or Bank holidays.

Breaches of these rules are contrary to Moor Park's rules and regulations and in addition may result in prosecution under the Control of Pollution Act. Nuisances should be referred to the Residential Standards Manager at Three Rivers District Council.

2. All building materials are to be kept within the perimeter of the resident's land. The verge is to be kept free of building materials. Where there is a risk of damage to the Company's verges, kerbs or drains, they should be protected by boards which will reduce the cost of any restoration or repairs required to be carried out by the Member. Placement of protective boards does not entitle you to place building materials or excavation materials on the verge.
3. Builders should be instructed in writing that they may not place advertising or other signs on the Company's verge, nor place skips or materials on the Company's roads or verges. Prominent advertising boards in gardens or on hoardings is not allowed.
4. A large number of complaints received at the Company's office relate to the impact on neighbours caused by traffic and parked vehicles associated with developments. All builders' vehicles should normally be parked within the property – as should any vehicles belonging to a resident. Builders' vehicles

should never be parked on the verge unless the Company has specifically agreed to this as the least intrusive option. If, because of the nature of your works, you wish to have builders' vehicles parked regularly on the Company's roads during the development, then you need to seek explicit approval from the Company for such parking. If parking is approved it will be for a limited number of vehicles and in a restricted location and on one side of the road only. Please seek approval from the Company office on occasions where you need to temporarily obstruct the road for the operation of cranes or for larger deliveries. Please make sure that your architect or site foreman knows about these restrictions as you will be held responsible for the actions of your builder.

5. Unsecured ladders invite trouble; they can be easily moved, and may be used to gain illegal entry to your house or those of your neighbours. Therefore, it is essential that ladders are secured at night and over weekends by lock and chains, and not just laid on the ground where it is hoped that they will not be seen. Please ensure that your contractors understand and follow these rules.
6. Hoardings to secure your building site during construction works are sometimes a necessary temporary deviation from the norm of open frontages. Hoardings should be kept neat, not extend on to the Company verge and only remain in place during building works.

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Front gardens, verges, footpaths and gullies

Changes to the layout of a front garden and drive require prior approval in the same way as any other building work and a scale plan should be sent to the Company. These changes also often require planning permission by Three Rivers District Council.

The open character of the frontages of properties in Moor Park is part of the original design of the Estate, one of its most pleasant features and one of the characteristics of the Conservation Area. In accordance with the original design, low hedges or shrubs, low walls or open spaces are acceptable transitions from the front garden to the verge. Gates, railings or high hedges are not encouraged and the Company may from time to time take action to seek restoration of the open character of the frontages.

The existing grass verges have a positive visual influence. It is for this reason that the Company's policy is to reject applications for either new or extended crossovers transiting the verges or the creation of other breaks to the verge.

In a few places, residents have developed the verge so that it resembles an extension to the front garden. Since this contributes to the open character of

frontages, this is welcome. However, the verge area can only consist of grass, approved crossovers or trees that the Company has approved or planted. The Company emphasises that any such verge treatment does not change the Company's ownership of the verge and the Company may at any time alter the verge at its sole discretion, for example by re-installing a footpath. In particular, nothing must be done to interfere with the pedestrian use of the verge. No flowerbeds, hedges, shrubs, lights or other obstructions should extend across the plot boundary on to the verges or footpaths.

While in most cases the verge and footpath between your front boundary and the road belong to the Company, by long established practice each property owner maintains the verge and the footpath alongside their frontage or side boundary. This practice has arisen because it is a more cost-effective method than paying money to the Company, who in turn would employ contractors for maintenance. Thus your maintenance of the verges and other front areas helps to keep the annual frontage charge as low as possible.

Gutters and gullies on the Estate, apart from Astons Road and upper Main Avenue, are the responsibility of the Company. Main underground drainage pipes are the responsibility of Affinity Water.

The Company arranges for gullies to be professionally 'jetted' on a regular basis, and the Company's staff endeavour to keep the gutters and drain covers clear of debris. However, this is a considerable task, especially in the autumn when leaves are falling. Residents are asked to be vigilant in keeping clear the gutters and drainage grills in front of their own properties. Your gardeners should be instructed not to sweep leaves or other debris from your property into the gully or on the road. Keeping the gullies clear is very much in your own interests because sudden heavy rain can cause a 'flash flood', and unless the grills are kept free from debris excess water may flow on to your property.

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Trees and hedges

Moor Park's trees contribute greatly to the attractive ambience of the Estate, a feature often commented on by visitors and residents. The Company looks after over 2800 trees, with 790 of them on the verges. In addition, there are hundreds of trees of many different species in Members' gardens.

In 2010 the Company commissioned a survey to define the work required to sustain the trees and to help formulate policies to maintain their high visual impact for the future. The *Tree Strategy Report* provided recommendations for future maintenance and planting policy. The survey identified a backlog of safety

and maintenance work which was carried out in the following years. Annual tree work is now settling down into a regular cycle of replanting to replace diseased trees or inappropriate species.

Trees, whether on the verges or in gardens, are protected because they are within the Moor Park Conservation Area. Most trees have additional protection from Tree Preservation Orders. As a result of these protections, permission is needed to lop or fell any tree with a trunk diameter greater than 75mm (3 inches) at 1.5m (5 feet) above ground level. To obtain permission, you need to apply to Three Rivers District Council in writing. No work should be undertaken until permission has been received or at least six weeks' notice has been given to the Council. Emergency work may be carried out but it is up to the resident to prove that the work was necessary to preserve the health of the tree or to avoid danger. No consent is needed from the Company for work on trees on your own property.

The trimming of hedges or shrubs does not require permission. Work is also permitted on a line of trees, which has been pruned as a hedge. However, work on a line of trees not pruned as a hedge still requires consent. Members should take note of the guidance provided by Three Rivers District Council on the height of hedges and hedges should be kept lower than three metres high. If you have concerns about a neighbour's hedge that appears to be excessive in height, you should try to resolve it by discussing it with your neighbour. But if you cannot reach an amicable agreement, you can contact Three Rivers District Council, tel. 01923 776611, asking for the Trees and Landscape Officer.

There is active control of tree regulations by Three Rivers District Council, with successful prosecution of residents who have ignored or who have broken the rules.

Trees on the verges are the property of the Company and are looked after by the Company on a continuing basis. These trees may not be pruned or felled by anyone other than contractors of the Company. If you think a tree needs attention, please contact the Company office.

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Other frequently asked questions:

Business and trade from private homes on the Estate

The deeds of your property prevent any business, trade or profession from being conducted from any residence on the Estate.

The current interpretation of this rule is that the following activities are unacceptable:

- customers, suppliers or business partners systematically visiting your

residence for the purpose of your business activities

- storage, delivery or dispatch of business assets, materials or stock in trade
- employees of your business working from your residence
- parking on drives of business vehicles such as a van bearing a company name.

Subject to these factors, it is perfectly acceptable for residents to work from home (including having a room designated as a home office).

Shops

The policy of the Company, supported by Moor Park and Sandy Lodge Residents' Association, is to encourage the retention of the retail shops and to resist the conversion of shops into non-retail uses. Please help us to retain our shops by using them whenever you can.

Gardeners, garden waste and litter

Many residents employ gardeners. Please wherever possible do not allow professional gardeners to work at your property in the evening, on Saturday afternoons or at any time on Sundays. This is to reduce the noise and impact on your neighbours of power tools that gardeners often use.

The dumping of garden refuse on the common areas of the Estate harms the quality look and feel of Moor Park. Please ensure that your gardeners are instructed not to dispose of grass cuttings, branches or other garden waste in any of the common areas or on to the roads and gutters.

It is in all our interests to maintain the Estate free from litter. While the Estate staff and contractors remove a large amount of litter each week and the Residents' Association organises working parties to collect litter, all residents are politely requested to assist by collecting and disposing of litter in their vicinity.

Bonfires

The Company receives many complaints about bonfires. We have no strict regulations, but simply ask residents to be mindful of their neighbours. If you must have a bonfire, please try to minimise the smoke nuisance as this can prevent your neighbours from enjoying time in their gardens.. Please try to avoid having a bonfire on warm days or evenings when neighbours may want to have their windows open. Please do not leave bonfires unattended and instruct your gardeners accordingly.

Dogs

Dogs are a frequent cause of complaint. Our guidance is to encourage residents to observe a reasonable balance of interests between the dog owner and other residents. Please use a dog lead and do not allow your dog to roam the streets

unaccompanied. If your dog fouls the footpaths or verges please use a bag to pick up and dispose of the mess. Please try to avoid a situation where your dog may be barking persistently in your garden for a long period of time.

Horse riding on the Estate

We have historically allowed horses from outside the Estate to be ridden on Estate roads as long as they do not inconvenience residents. Riders should keep on the roads and off the verges, and may not use either the open areas or the woodlands. There is an increasing problem of mess caused by horses inconveniencing residents and if riders do not take adequate measures to clear up any mess the concession to allow horses to be ridden on Estate roads may be suspended. Horses on no account should be left unattended.

Parties

As a courtesy, please inform your neighbours and the Estate Manager in advance of any large parties that are being planned – particularly if either parking or noise is likely to cause inconvenience. In addition, please ask your guests to park only on one side of the road and request them not to obstruct drives or to park on verges.

Noise levels

Be respectful to your neighbours and try to keep noise to a minimum whether you are playing music, having a party or cutting the lawn. If you think noise is excessive and you cannot reach a sensible compromise with your neighbours, you can call Three Rivers District Council (01923 776611): the call will be diverted to a call centre for attention. The local police may also intervene if they consider excessive noise is a breach of the peace.

Neighbour disputes

Although the Company is happy to draw Members' attention to areas where they are causing inconvenience to other residents, it will not involve itself in neighbour disputes and you should speak directly to your neighbours to resolve problems that might arise.

Salt boxes and snow clearance

There are several salt boxes adjacent to Estate roads for use by residents in icy conditions. The salt is solely for use on Estate roads and crossovers. Please buy your own salt for use on your driveways. In addition, the Company has a contract to provide gritting on roads when it snows.

Filming and commercial photography

Filming or commercial photography of any kind is not permitted on any of the private roads of the Estate.

Permission from Three Rivers District Council is required to film or commercially photograph on Astons Road and upper Main Avenue.

Speed limits on the Estate

Please remember that there is a 20 mph speed limit all over the Estate and we ask that you kindly respect this restriction for greater safety and less noise.

Communications to Members

While formal communication of Annual General Meetings and other statutory business is done in printed form, the Company also communicates with Members by e-mail and in printed newsletters. If you do not receive newsletters, please provide your e-mail address to the Company office. The use of e-mails both saves on postage costs and reduces wasted time by the office staff.

Useful Contacts

Fire, Police and Ambulance	In case of emergencies	999
Police	For all non-emergency concerns (such as if you see anyone acting suspiciously)	101
From most Moor Park numbers, 101 will automatically connect you to the Metropolitan police. You will need to select option 1 at the first prompt to be re-directed to Hertfordshire police.		
Crimestoppers	(to report crime anonymously)	0800 555111
		www.crimestoppers-uk.org/hertfordshire
Owl Messaging Service		threeriversowl@herts.pnn.police.uk
To obtain information on local crime		
Security		
Problems should be notified to the police and to the Moor Park (1958) Ltd office.		
Health, accident and emergency		
Watford General	(full A & E service), NHS	01923 244366
Mount Vernon	(minor injuries unit (9am to 8pm daily), NHS)	01923 844201
Spire Bushey	, private	0208 950 9090
Clementine Churchill	(emergency care centre), private	0208 872 3872
Schools		
Merchant Taylors' School	www.mtsn.org.uk	01923 820644
Merchant Taylors' Preparatory School	www.mtpn.org.uk	01923 825648
Three Rivers District Council	www.threerivers.org.uk	01923 776611
All inquiries including out-of-hours emergencies. All calls are routed through the Council's main inquiry number. This gives access to planning, noise complaints, building work outside permitted hours etc.		
Moor Park and Sandy Lodge Residents' Association		
www.moorparkres.org.uk		
Moor Park (1958) Limited	www.moorpark1958.co.uk	01923 835535
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