



**14 December 2023**

Dear CCMC Residents,

As we come to the end of 2023, I wanted to reach out again in respect of the Local Area management situation.

As you know we run the site wide areas at Channels, with the help of Olly Stubbings and the Channels Estate team who also manage your area. We are paid £24,000 per year to do this work.

We now also run the Croudace Residents area, maintaining a separate budget for them which allows individual decisions on their own account, but invoicing residents with just one combined invoice which keeps the administration relatively simple for residents and ourselves. We do not charge the Croudace residents anything for doing this, so their local area service charge has effectively halved in cost since we took over from POD. We also uncovered several errors in the POD management which have been resolved in the residents' favour.

We have also now agreed with Marden that when their development is complete, we will take over the management of their local area in a similar way to the Croudace area. We will not be charging for this work. With Home Group, we expect that they will do the same when the current period ends next year, although there is more work to be done getting their local area up to scratch.

**On this basis, I therefore expect that at some stage in 2024/25 we will be managing the whole of Channels save for the CCMC local area.**

I would therefore like to reiterate our offer to take over the management of the CCMC area so that the whole estate can be managed by one party, with the savings and efficiency gains that will bring. We would not charge you for that management which I guess would save residents about £100 a year each. We would issue one invoice to residents and regular newsletters meetings and other communications. We could combine all the arrangements with the Channels Estate team to have a consistency of approach throughout the estate. I think that each local area would still like to have a budget for discretionary items, but we can maintain that alongside creating a much more efficient structure for everyone.

On the question of resource, as you know I run this myself, with the help of my admin colleagues, and I can confirm that I am very happy to continue to do so, in fact I think I have a responsibility to you all.

Having said that I am exploring whether it would be useful to work with Trustgreen (by all means have a look at their website [www.trustgreen.com](http://www.trustgreen.com)) to do the back office and accounting management – but I would be very happy to remain as one of the directors and the point of day to day liaison even if this were to happen (and I would not work with them unless the residents' directors were happy for me to do so, and would have a trial period to make sure that they do what they are supposed to do).

If you would like to discuss this further, I would be pleased to come and see you to talk through any issues and concerns.

All the best for Christmas and 2024

*Hugo*