

Minutes of the Annual General Meeting of Moor Park (1958) Ltd

The Exam Hall, Merchant Taylors' School

Thursday 29th May 2025



Question and Answer Session

C Linton – Wolsey Road

I could not see an explanation for the £19K rise in security costs in Nimesh's report on page 11. Could you explain why the Security and Traffic Management costs exceed 25% of the annual operating expenditure of MP58.

***NI** confirmed that the £19K rise is the cost of the 24-hour Response Centre and the increased cost for the new security company, which is not like for like and we receive a far superior service.*

S Williamson – Bedford Road

Why are we allowing building works on public holidays and the weekend out of hours and gardeners working with noisy machinery out of hours?

***NI** confirmed that do not allow building works at these times and we do try to stop them. The security team try their best.*

I Starr – Temple Gardens

I would be interested to know more as to how it is envisaged that the traffic management/ security system could be autonomous and self-policing given the nature of the Estate.

***NI** confirmed that this was referred to in his earlier presentation about the toll system.*

S Regnard-Weinrabe – Wolsey Road

The issue of a new barrier on Wolsey Road was raised a few months ago by our road representative, I would like to know if there are any updates on this?

I was also wondering if all private roads in Moor Park could have a barrier, like the one on Russell Road, to deter rat runners? (i.e. Wolsey Road, Pembroke Road, Sandy Lodge Road)?

***NI** advised that barriers will not stop people coming onto the Estate. Barriers are not the answer, although we are not saying we will not have further barriers but barriers on every single road is unlikely to happen because of the cost.*

M Kariwal – Bedford Road

What are the plans on extending CCTV coverage within the estate for crime prevention?

***NI** confirmed we currently have CCTV and ANPR cameras at each of our entrances as well as around the station and Main Avenue by the shops. Additional cameras may be a possibility. Further investigation is needed to determine the most effective locations. Roll out of any additional cameras will be budget dependent.*

Minutes of the Annual General Meeting of Moor Park (1958) Ltd

The Exam Hall, Merchant Taylors' School

Thursday 29th May 2025



A Cochrane – Pembroke Road

My observation is that the cost of security has increased significantly, however there no longer appears to be a physical presence on the Estate. In previous months the security staff would control traffic flows at the back gate in and out of the estate. This no longer happens.

Question 1: What services should residents receive from the security staff?

Question 2: Who is responsible for monitoring the services provided by the security staff, and ensuring that residents receive value for money?

NI advised that Andy from Knight Protection would be doing a short presentation and will show members what the guards are doing every day. They are tracked, so Knight know where they are at all times.

V Thakkar – Nevil Close

Given recent serious criminal incidents in Moor Park what is the approach to increasing CCTV and other measures at points of vulnerability across the estate?

The public land at the end of Bedford Road / Nevil close continues to be a risk area for the neighbouring / vulnerable residents – what is the process for adding a CCTV camera and signage to monitor the land and the street given its unique usage and position on the estate? And given that individuals have been seen taking pictures of the surrounding properties and loitering in vehicles?

This was answered in a previous question. The Estate has also installed padlocks on the gates to stop unauthorised entry.

I Robinson – Main Avenue

Does the Board fully support the current work on extending the parking restrictions to weekends on Main Ave, North & South Approach? On Main Ave, we have had 3 cars left over the last 3 public holidays from Friday to the following Tuesday with similar over normal weekends. Action is needed.

ST reiterated the parking terms on the private roads and that no notices would be put on vehicles but pictures are taken of cars parked illegally and fines issued. We are doing a poll of members regarding extending the TRO on Main Avenue, North and South Approach to gauge interest but it is not entirely in our hands and we will put the proposition to Hertfordshire County Council with feedback from our residents.

C Linton – Wolsey Road

Resolution 7 to increase frontage charges to £13.20 per foot of frontage. Why is this required? In May 2024 AGM members approved a 10% increase in frontage fees (at the time of the 2024 AGM RPI was 2.3%). The increase came into effect from October 2024 and on a like for like basis would yield an incremental £52K of frontage fee income in 2025. There is no explanation or justification why you are now asking us to approve a further 15% increase in frontage fees (currently RPI is 2.3%).

Minutes of the Annual General Meeting of Moor Park (1958) Ltd

The Exam Hall, Merchant Taylors' School

Thursday 29th May 2025



Again, the increase would come into effect from October 2025 and would yield another incremental £86K of frontage fee income in 2026.

That's a total of £138k additional income (**a 26% rise**) in two years

ST advised that this question has already been answered by Hemant Patel.

C Linton – Wolsey Road

In line with Council Tax will the Board consider **at least** a 25% reduction of frontage fees for single occupancy homes. With only one car or no car the use from single occupancy households is very minimal on roads, compared to some households with 6 cars.

ST confirmed this will be discussed by the Board but is a very unusual proposition. We have many types of occupants on the estate, some single, some couples, some with 1 car, some with 7 cars and historically the fee has always been based on the frontage of the property. There are still about 13 residents who historically don't pay anything. We will see if there is a way of addressing this request.

C Linton – Wolsey Road

At a time when you are asking for more money please give details of the costs involved in the new pillars including design costs, planning and building costs.

ST confirmed that the estimated cost, including builders' costs, planning fees and architect's cost is in the region of £36k.

AT confirmed that if you come through the Estate via the white gates and picket fence, you will see it is in a very poor state with rotten wooden posts as well and we have thought for some time about standardising all entrances into Moor Park. Astons Road looks visually very weak and we want it to match the one in Wolsey Road. We need to replace the gate and fence in Sandy Lodge Lane and standardise the appearance of these areas. It's a decision we have made, it's not a great cost, less than the road repair in Wolsey Road, and needs to be done.

D Thompson – Russell Road

I was advised that following the clearing of tree roots in the road drain outside 35 to 31 Russell Road Drainclear would be carrying out a fibre optic survey of the drains throughout the estate with the view to putting in liners in the drains to prevent future blockages.

Did the survey take place? What were the results? What action is to be taken

BTW This survey has been "talked about for the past 10 years – every time the drains get blocked and water floods garages and gardens.

AT was not aware there was a problem outside No. 33. There are 270 gullies on the estate which are inspected every year and we have a report that 40 of them need repairs due to tree roots. AT has checked the report for 33 Russell Road and it does show roots but was not on the list requiring repair. The cost to repair the gullies is approximately £50k so we'll be looking to do the worst and failing ones first. We have been waiting for heavy rain to be able to do a full visual survey.

Minutes of the Annual General Meeting of Moor Park (1958) Ltd

The Exam Hall, Merchant Taylors' School

Thursday 29th May 2025



When will Russell Road be re-surfaced?

The road is now a patchwork of repairs and not in keeping with a private estate of £2-£5million pound properties.

AT explained that we would wait until all the major works on Russell Road have been completed, otherwise the road will be damaged but we do know the whole road needs to be looked at.

L Williams – Russell Road

Builders are working from 7.30am on the weekends and bank holidays and we get messages from the security team to say they have been to these properties to stop the building works at these times so the builders know what the rules are. When I contacted Security to say builders are still working, they say 'what am I supposed to do about it'. So they just ignore the rules.

Also, there are two houses in Russell Road which I presume are empty and the verges are just growing wild.

EMT advised that residents should report these works to Three Rivers District Council and we need to keep reporting, including sound recordings and photos of these works and they will take serious action against the builders if they receive constant complaints. The permitted rules are actually TRDC rules and are 8am to 5.30pm during the week, 9am to 1pm on Saturdays and no works on Sundays or Bank Holidays. If the Council do nothing, you should speak to your local councillors.

D Thompson – Russell Road

When was the last time we increased the non-refundable charge for damaging road because I suspect it doesn't reflect the amount of damage caused?

AT confirmed we had increased it quite a bit recently and has advised Steve (the Estate Manager) that we should not return refunds until he had personally inspected that everything had been reinstated correctly. He was very concerned that some are blatantly ignoring the rules and very troubled about damage to the verges and roads. This is something he will be looking at further.

ST stated that we needed to be tougher on builders/developments.

Mr Button – Askew Road

I think the number of rat runners has increased in the last 4-5 years but particularly whilst roadworks were taking place on Batchworth Lane, so I'm grateful for the work you are doing but I believe in 1993 tolls were talked about and brought all sorts of legal problems? Have you looked at legal issues if we were to bring in tolls?

ST responded that it is still early days but if you want to use our roads as a cut-through, you should pay. We will look at the legal implications and verify them properly before implementing tolls.

Minutes of the Annual General Meeting of Moor Park (1958) Ltd

The Exam Hall, Merchant Taylors' School

Thursday 29th May 2025



A question was asked that if we try to develop the South Fields land into something for all residents, how do we plan to keep Moor Park a natural area?

ST responded that we will have to come up some ideas and it is very early days, but it is a very large area which is hardly used. One idea was a solar park, maybe we can create something like that.

Sanjay – Wolsey Road

My question relates to single person households. A reflection of a caring and compassionate society is how we look after vulnerable people and a number of residents in Moor Park have lived on the estate for many years, some of whom have lost their spouses, live on their own and are elderly and less likely to use the roads or have parties and events. My feeling is that the caring community of Moor Park can be exemplary in not increasing the frontage by 14% for single person households and my suggestion is that it should be implemented with immediate effect.

ST thanked Sanjay very much for his thoughts and confirmed that the proposal and implications will be taken on board and discussed with the Board.

A question was asked about income from tolls. Assuming 400 cars per day were rat runners and charged £1 per vehicle, that would bring in an income £140,000 per annum. If that income was to come, what would we do with the money?

ST said that was a very good question but that we should wait until we actually get the money in before discussing what we would do with it.

Mr Chaudhari – Russell Road

Will the Estate permit solar panels and do you need planning permission?

EMT confirmed that there are quite a few households with solar panels. You would need to speak to our Planning Consultant but as long as they're not visible, that should be OK. You can get some that look like roof tiles, but it is a bit of a grey area.

M Whalley – Astons Road

When looking at the consultation with Three Rivers regarding parking on Main Avenue, etc., can this be extended to Astons Road? Since it was extended to Main Avenue, parking on Astons Road up to Thornhill Road has become awful.

ST confirmed we will definitely take this on board and we will do a poll among residents to gauge their interest. We have previously done this exercise on Astons Road but there was not enough support to go ahead.

A question was asked about road blocks and has there been any immediate impact or reduction on the number of rat runners or road damage?

ST confirmed that rat runners are a real nuisance for us as they use our estate without paying. We legally can't fine them. The guards now can, on their handheld devices, identify rat runners and stop them, embarrass them and make them turn around and hopefully that will deter them. We are working on it but they've only been taking place over the last month.

Minutes of the Annual General Meeting of Moor Park (1958) Ltd

The Exam Hall, Merchant Taylors' School

Thursday 29th May 2025

Mr Hilary – Sandy Lodge Lane

Can you clarify, if we do apply tolls, will they also apply to those who use the station and schools and how would you identify them and exempt them.

ST – our cameras can now identify those who are going through the estate, in and out without stopping, and they are identified as rat runners as they are not stopping anywhere in between. So, we know who the rat runners are. We can't fine them but in future we can charge them for using the estate as a cut-through, it's a charge for usage, not a fine, and hopefully will stop them if they have to pay. This is what we will be working on. It is early days but we're going in the right direction.

M Mongia – Bedford Road

Lately I have been using Uber and the driver used Waze to drive through the estate, using South Approach and out of the tunnel. I think we should look at this as probably a lot of traffic is using Waze and is being directed through the Estate.

ST thanked Max for bringing this to our attention.

There followed a presentation by Knight Protection for those who wished to stay.

