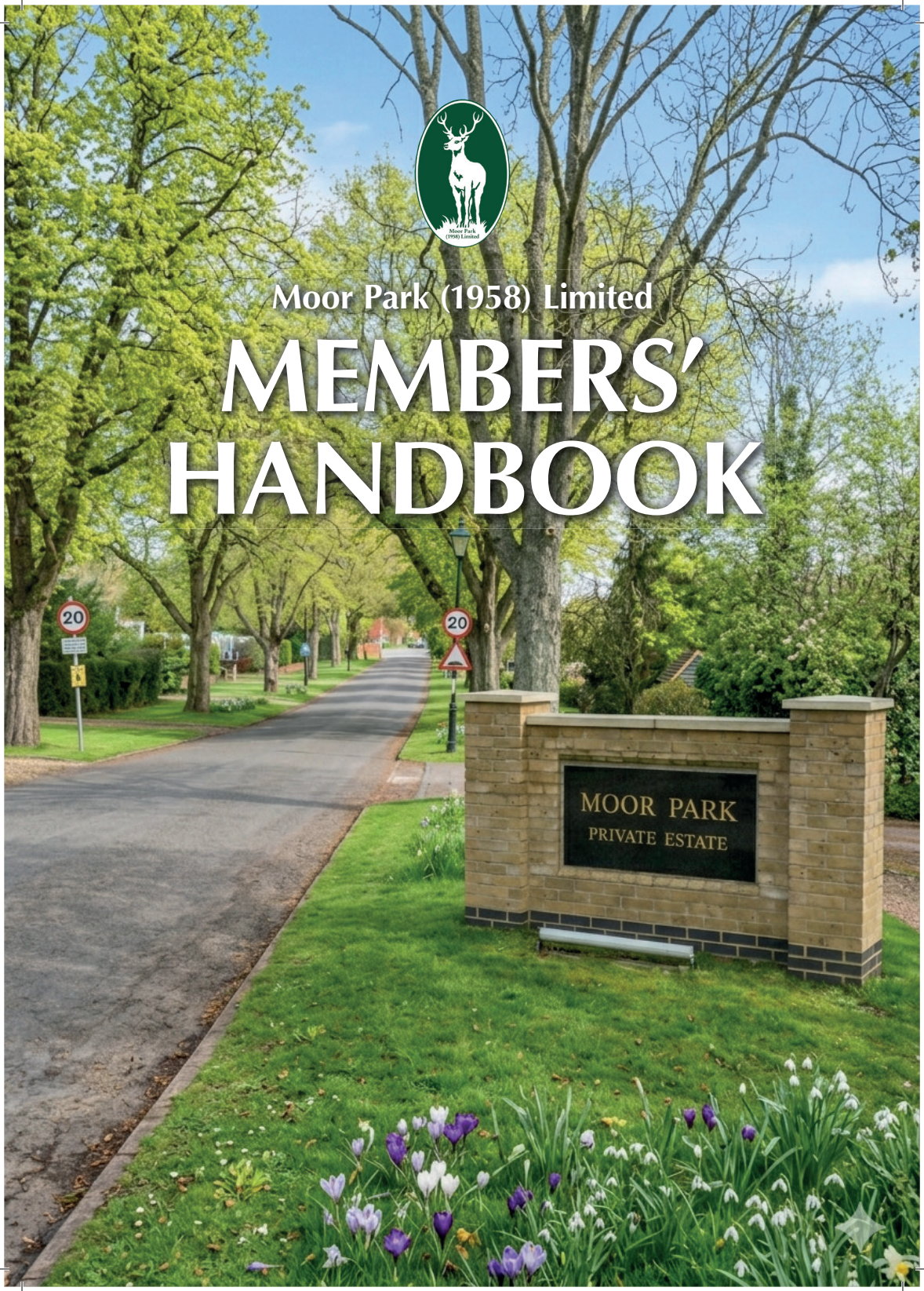
Moor Park (1958) Limited
MEMBERS' HANDBOOK
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PRIVATE ESTATE


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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.

1
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 one of North London's premier private estates. 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 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 regular newsletters, which are issued by e-mail. Our website: www.moorpark1958.co.uk also includes updated content from the Members' Handbook and articles on the history of Moor Park.

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 9.00am to 5.30pm Monday to Thursday and 9.00am to 5.00pm on Fridays.

2
The history of the Moor Park Estate

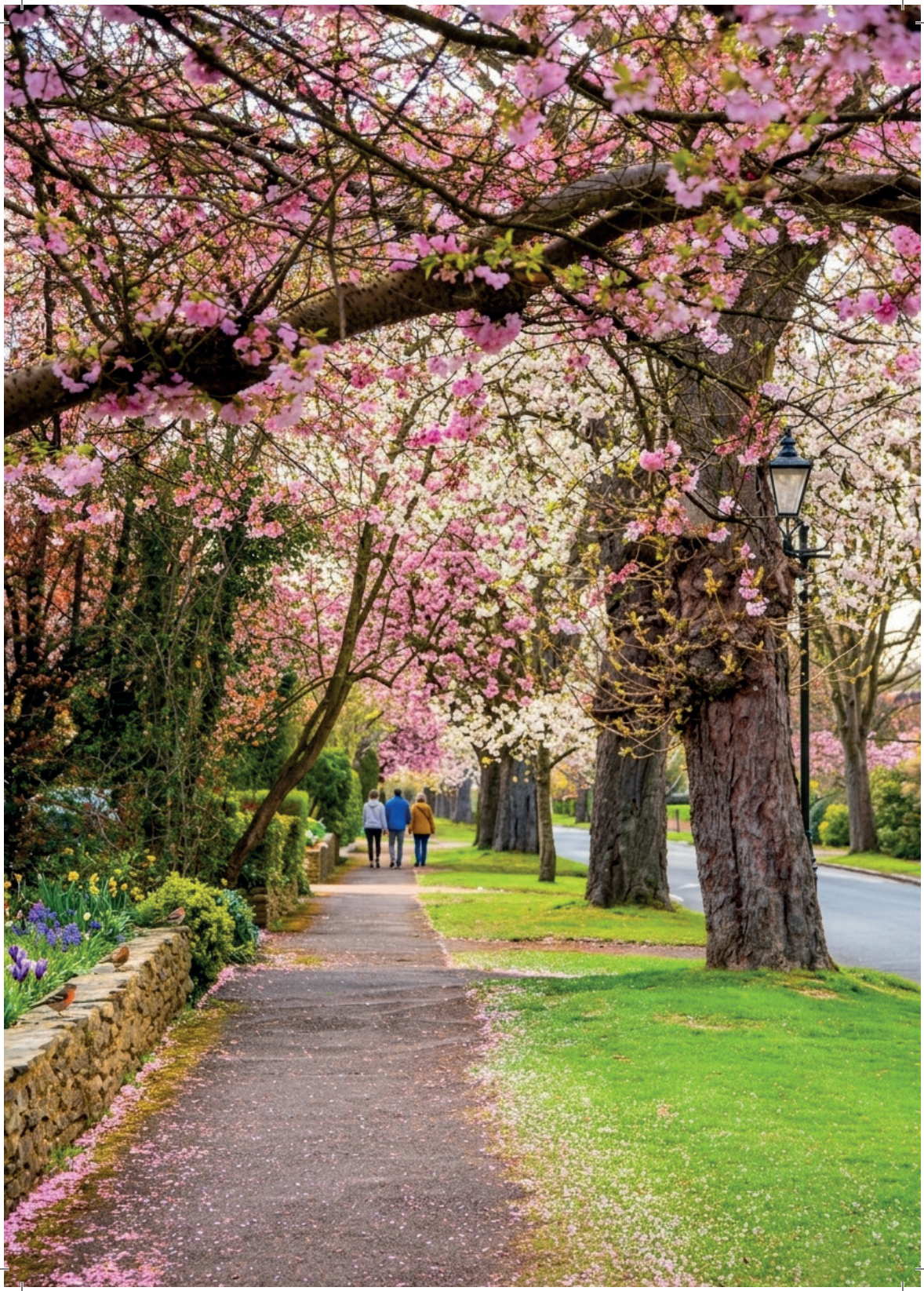
The area we know as Moor Park was part of a much larger private Estate, including the area that is Moor Park Golf Club, Moor Park Mansion (the golf clubhouse), Sandy Lodge Golf Club and Merchant Taylors' School. It was purchased by Lord Leverhulme in 1919, one of the brothers who founded the global company Lever Brothers, which became Unilever and is one of the biggest companies in the FTSE.

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 by 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.



3
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.

4
Moor Park (1958) Limited

Copies of the 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 on the Estate 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. The director's term is 3 years and at the end of that time, they must retire but can offer themselves for re-election.

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 Special Resolution at a General Meeting.

5
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 on the Company's website but a paper booklet is available from the office should you require one.

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 Company employs two office staff who interact directly with Members, handle planning applications and provide day-to-day oversight for the delivery of all the services. Expenditure includes:

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

- The large stock of over 7,200 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 works as required.

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.

6
What you should do if you sell your house

Membership of the Company is linked to the 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 the new owner, you will remain a Member of the Company and continue to be liable to pay the annual frontage charge even if you have left the area, as per Article 12 of the Company's Articles of Association. It is important that you instruct and ensure your solicitor takes the actions required so that your membership is properly passed to the new owner.

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.

7
What you should do if you rent out your house

If you decide to rent out your house, please ensure that you inform the Company office with your contact details so that you still receive any correspondence relevant to Members of the Company. Please also let us know the name of the new occupier 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 living at the address, you are still the Member of Moor Park (1958) Limited and are still responsible for ensuring that the frontage contributions are paid.

8
The Moor Park Residents Association

The Residents Association was formed in 1942 and is separate from Moor Park (1958) Ltd.

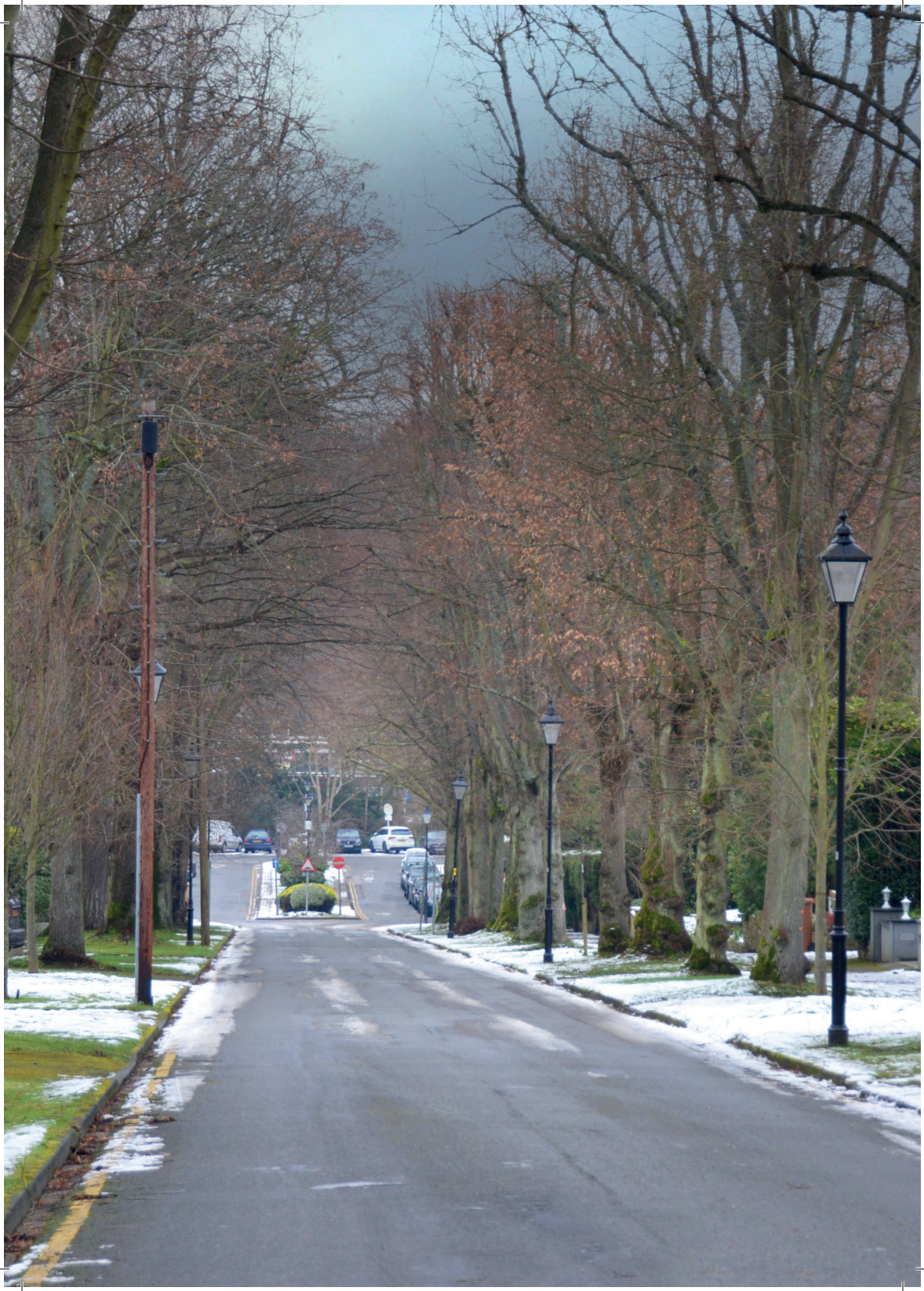
Whilst the Company has specific responsibilities for the maintenance and operation of the Estate, the Residents Association has a special interest in more personal and social aspects. The two organisations work closely together and complement each other's activities.

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 flowerbeds near the shops.

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.

The Association provides the 'Friend of Moor Park' scheme which is free to join for all residents, with access to the Community WhatsApp Group.

Information is available on their website, **www.moorparkresidents.co.uk**.



9
Security

Moor Park continues to have a lower incidence of crime than the surrounding neighbourhoods, making it one of the safest areas in the local community. Maintaining this high standard of safety is a shared responsibility between residents, the Company and the Police.

Residents are encouraged to follow police guidance on securing their homes and vehicles. Further information on crime prevention is available from the MP1958 office. The Company contracts a professional security provider to support the safety of the Estate. Their responsibilities include:

- Restricting access to the Estate to individuals with legitimate business.
- Managing Traffic and enforcing parking regulations on Estate roads.
- Conducting regular patrols throughout Moor Park.
- On-site and remote monitoring of entrances and exits using CCTV and ANPR systems.

An Automatic Number Plate Recognition (ANPR) system operates at all Estate entrances. This system records vehicles entering and leaving Moor Park and provides a live CCTV feed to support the monitoring of suspicious activity. The technology also tracks average dwell time and assists security staff in identifying vehicles that may not have legitimate business within the Estate or are exceeding speed limits. All systems are monitored remotely, 24 hours a day.

Residents with security concerns should contact the police via 101 (non-emergency) or 999 (emergency) and inform the MP1958 office at the same time.

The Company works closely with Hertfordshire Constabulary, with regular meetings held with officers responsible for Moor Park and Eastbury. The police encourage residents to report any suspicious activity using the non-emergency number (101). In an emergency, residents should always call 999.

The police advise that the Estate's camera systems, security patrols and entrance signage act as a strong deterrent to criminal activity. Where necessary, our security contractor provides ANPR and CCTV footage to the police to support investigations. Data from these systems may be used to identify and prosecute individuals involved in criminal activity on the Estate.

The Company provides periodic updates on security and crime statistics and maintains working groups to ensure the continued safety and security of all residents.

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 across the Estate. In some areas nearer the station there are yellow lines to draw attention to the existence of 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. This is for the duration of the building programme and permission is limited to two vehicles subject to such vehicles not causing any material inconvenience to the residents of the Estate. The judgment of inconvenience to other residents will be at our sole discretion.

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 may receive a warning before they are ticketed, although where parking is particularly inconsiderate, immediate ticketing may occur.

Residents should inform the Estate office in advance if hosting a party to avoid parking tickets being issued.

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 a third party appointed by 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.

11
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 and provide access to the station and the shops.

The Company undertakes a regular programme of maintenance and resurfacing. The Company's policy is to extend the lifespan of the roads, balancing longevity against cost whilst seeking to maintain the standards expected by residents, and we adopt a surface dressing programme or alternatively, planing with replacement wearing course on more severely damaged roads.

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, pedestrians 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.The Company's policy is to reduce unregistered and unauthorised vehicles from cutting through the Estate. There are 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 for no reason other than as a shortcut and without any legitimate business.

The upkeep of the private roads is one of the largest items in the Company's budget. Estate roads are not built to the same standards as major highways so heavy lorries do cause significant and sometimes severe damage which has to be rectified as part of our 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 the problems are reviewed and repairs can be scheduled. Most repairs will be carried out during the spring months after the worst of the winter weather, and often have to be scheduled during school holidays. The inspections and repairs are an ongoing procedure. 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 (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 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 your registration number together with the vehicle make, model and colour. We may also 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 old 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 that 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.

Regular visitors such as gardeners, cleaners and services providers should register their vehicles with the office and obtain a specific emblem.



13
Conservation Area status and planning approvals

Moor Park was designated a Conservation Area on the 18th May 1995. In 2004, in recognition of threats to the character of the area, an Article 4 Direction withdrawing permitted development rights in respect of means of enclosure, hardstanding and rooflights, was made by the Council and approved by the Secretary of State in January 2005.

The Company and Three Rivers District Council have worked together to produce the Moor Park Conservation Area Appraisal 2006 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 and means you will require planning permission from Three Rivers District Council for developments that in other areas could proceed without requiring planning permission.

The Article 4 Direction does not remove all Permitted Development Rights set out in the Town and Country Planning (General Permitted Development) (England) Order 2015 (subsequently amended) but we advise that checks are made to make sure that any proposed works do comply with the criteria set out in the General Permitted Development Order. In particular, this applies to Part 14, Renewable Energy including amendments made for the installation or alteration etc. of solar equipment on domestic premises on the 27th August 2026. If there are any doubts as to whether works you wish to carry out require planning permission or fall under the General Permitted Development Order, we would advise that you submit an Application for a Certificate of Lawful Development to Three Rivers District Council, setting out the nature of the works you propose, and they will provide a determination as to whether or not permission is required.

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 Appraisal can be viewed on the Moor Park website or obtained from Three Rivers District Council. If you would like to receive a copy by e-mail, please contact the Company office.

A list of all planning applications in respect of proposed developments on the Estate can be seen on the Three Rivers District Council's website.

14
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.

The Company's policy is to maintain the maximum build to the develop area ratio to 15% with a maximum of 20% of the site frontage to be kept clear of development along the entire flank elevations, with a distance of 1.5m kept clear between the flank walls and plot boundaries.

15
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: **https://www.threerivers.gov.uk/services/planning/pre-application-advice**

The Board strongly encourages residents who are considering works to engage with our Planning Consultant at an early stage, subject to a standard charge, prior to submission of a formal planning application. Early consultation can often assist residents and their appointed advisors in understanding the requirements of the Conservation Area, reduce the likelihood of objections or delays and help applicants prepare proposals that are more likely to comply with planning guidance and conservation policies.

At the time of the submission of your planning application to Three Rivers District Council, Moor Park 1958 Ltd will be notified of your application by Three Rivers District Council. The plans will be viewed by the Planning Consultant and the Company's Directors 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.

You will receive an invoice for a viewing fee from 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.

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.

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 consent in principle 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. 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 in principle to the development and the final conditions and requirements related to the conduct of building operations.

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 two years from the date of the approval letter and within six months of the works being completed. After these dates any deposit balances are forfeited.

You will also be provided with a final consent approval letter at this time. You should keep the final approval letter for future reference as you may need to give it to any future purchasers of your property.

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 roads on the estate. PV panels on roofs detrimentally impact the appearance of the Conservation Area and accordingly, the Street Scene will be detrimentally affected if the PV panels are visible. Some installation of PV panels fall under Permitted Development Rights, but not all, and anyone wishing to install PV panels should check with Three Rivers District Council as to whether the proposed installation falls within Permitted Development Rights or requires planning permission. Air source heat pumps and air conditioning units also benefit from certain Permitted Development Rights but, again, these are limited and the size of air source heat pumps required for properties of the size on the estate tend to require planning permission. Anyone wishing to install air source heat pumps or air conditioning units should check with Three Rivers District Council and either obtain confirmation that planning permission is not required for the size and location of the plant being proposed, or obtain the necessary planning consent. These should be located so as not to cause any detrimental impact to the character of the Conservation Area or to neighbours.

Satellite Dishes and Television Aerials

The requirement for satellite dishes has declined with more modern technology but if required satellite dishes and television aerials should be situated in an unobtrusive manner on the property so as to maintain the character of the Conservation Area and the Estate and to avoid unsightly intrusion. Again, it is advised that you check with Three Rivers District Council as to whether the proposed installation complies with the requirements of the General Permitted Development Order and does not require planning permission.



16
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 limited to two vehicles subject to such vehicles not causing any material inconvenience to the residents of the Estate. The judgment of inconvenience to other residents will be at our sole discretion.

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 verges 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 acceptable 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 sewer drainage pipes are the responsibility of Thames Water. Affinity Water manages the public mains and external supply infrastructure.

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 favourably commented on by visitors and residents. The Company looks after over 7200 trees. 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 has settled down into a regular cycle of pruning, felling and 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. Some trees have additional protection from Tree Preservation Orders. As a result of these protections, permission is needed to prune, 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, 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.


UNDERGROUND
MOOR PARK
Beaute
Salne

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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 the Residents' Association, is to encourage the retention of the retail shops. Please help us to retain our shops by using them whenever you can.

Gardeners, Garden Waste and Litter

Most residents employ gardeners. Please 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. 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.

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 regarding general bonfires , 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. Bonfires are not permitted on building sites.

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 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. 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 situations which are causing inconvenience to other residents, it will not involve itself in neighbour disputes and you should speak directly to your neighbours to resolve any 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 and Safety of Pedestrians

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

Pedestrians walking within the Estate should, as far as possible, use footpaths and verges. Notices have been placed on some Estate roads warning pedestrians of dangers to their personal safety. Please keep dogs on leads and avoid wearing dark clothing.

Communications to Members

Formal communication of Annual General Meetings and other statutory business is done by email. To assist us, 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.

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Useful Contacts

Fire, Police and Ambulance **999**
In case of emergencies

Police **101**
For all non-emergency concerns
(such as if you see anyone acting suspiciously)
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.

Neighbourhood Alert (Herts Connected) *formerly Neighbourhood Watch*
Neighbourhood Alert provides information on criminal activity and safety advice. To sign up for updates visit: **www.hertsconnected.co.uk**. Herts Connected is a free interactive service provided by Hertfordshire Constabulary.

Security
To contact our private security contractor, please visit our website:
www.moorpark1958.co.uk

Health, accident and emergency
Watford General (full A & E service), NHS **01923 244 366**
Mount Vernon NHS **01923 826 111**

Schools
Merchant Taylors' School **01923 820 644**
www.mtsn.org.uk

Merchant Taylors' Preparatory School **01923 825648**
www.mtpn.org.uk

Moor Park Residents Association
www.moorparkresidents.co.uk

Three Rivers District Council* **01923 776611**
www.threerivers.gov.uk

*All enquiries including out-of-hours emergencies.
All calls are routed through the Council's main enquiry number. This gives access to planning, noise complaints and building work outside permitted hours, etc.

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