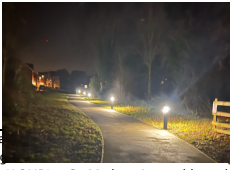


Queries are moved to this sheet after two weeks of being marked as resolved in the tracker.

Topic	Issue	Response	Who is Responsible	First received	Last updated/ reviewed	Status
OST3	OST (Open Space Transfer) 3 Update and S106 Fund process review with Council.	OST3 has now taken place. Some S106 funds will be now be released and will show as a credit in the annual end of year service charge accounts.	Preim	Dec-23	09.07.24	Resolved
Phase 1a layby	Can the pile of plastic barriers & yellow bin be removed from the lay-by	These items related to ongoing works on site, and have now been removed.	St. Modwen Homes	09.05.24	21.06.24	Resolved
Bollards	A traffic bollard should be installed on the link path between Phase 1A and 1B to stop cars driving down the footpath.	This has now been installed	St. Modwen Developments	Dec-23	21.06.24	Resolved
Appletons Open Space	There is a sparse area on Appletons where the hedge and trees seem quite bare. A resident has asked if there are any plans to improve this area.	Some remedial planting has recently taken place, and more can take place in the next planting season if needed. The tree guards are set to be removed to allow the trees to expand.	St. Modwen Homes	07.03.24	13.05.24	Resolved
Drain cover	There is a missing drain cover on Rutherford Road.	This was fixed on 14.05.24, however the barriers will remain up for a short period to allow the concrete to fully set.	St. Modwen Developments	25.04.24	15.05.24	Resolved
Speeding issues	Is it possible to have either speed humps or slow signs at the top and bottom of Seymore Crescent?	Official speed limit signs were installed towards the end of 2023, but the team is investigating the idea of installing community-designed signs. Speed bumps were not in the agreed plans, however could be installed by the council once the roads are adopted.	Cratus/Vale of White Horse District Council	08.05.24	13.05.24	Resolved
s106 funds	Are the s106 funds index linked before and after release?	St. Modwen makes their payments in line with the approved s106 agreement. Allowances have been made for indexation.	St. Modwen Developments /Vale of White Horse District Council	07.05.24	13.05.24	Resolved
Resident Working Group	It is owned by St Modwen and has no basis in the community, with no social housing representation	The Resident Working Group is specifically for those who directly pay service charges to the Management Company, discussing service charges and scrutinising the budget. There are representatives from the social housing teams at these meetings. At this stage, Directors of the Kingsgrove Estate Management Company are representatives from St. Modwen, which is standard practice, however once the development is complete, the Directorships will be taken over by homeowners in Kingsgrove.  This is not the same as a residents group, and if any residents wished to set up their own association or groups, they would be free to do so. There are also opportunities for a Resident Forum, and/or an events committee which the Community Development Officer has been leading on, with a view to the residents running them themselves.	Preim/residents	07.05.24	13.05.24	Resolved
Cycle routes	No cycle links to existing cycle paths	The cycle path design and routes plans were all agreed by the local council and highways team as part of the planning application. The Council could decide in future to connect the cycle paths. It is up to the council to decide and deliver on any additional cycle path connections.	Vale of White Horse District Council	07.05.24	13.05.24	Resolved
Broken curb	A waste lorry reportedly broke the edge of a curb on Cherry Croft Avenue whilst turning around	This is a Bellway responsibility and they have been made aware.	Bellway	23.01.24		Resolved
Conservatory	How to get permission for building a conservatory?	Preim, the management company, would be the best point of contact for changes to housing. You can email them at helpdesk@preim.co.uk.	Preim	29.04.24	29.04.24	Resolved
Road surfacing	When the rest of the road surface on Elder Way and Cherry Croft will be completed.	The road surface will be completed once construction traffic stops passing through that area. This may be not be until late 2025, once the community building is finished.	St. Modwen Developments	26.04.24 04.03.24 13.03.24	06.05.24	Resolved
Allotments	When will they be available and how can people register their interest.	The allotments will be available in 2025 and will be run by Wantage Town Council, so please contact them with any interest.	Wantage Town Council	22.03.24	23.04.24	Resolved
Estate Management Fees	Will the businesses (care home, McCarthy Stone, etc.) contribute to the management costs, and how much per business?	The care home, retirement living units, and local centre occupiers will all contribute to the service charge. The figured will be calculated as a fair percentage in a similar way to the way each home is calculated. This will also therefore reduce the cost per household overall.	Preim/St. Modwen	22.03.24	23.04.24	Resolved
X36 Bus	There has been a report of the bus not stopping at the Kingsgrove stop and not using bus gate to enter or exit the development.	Please report any issues with the X36 bus directly to Oxford Bus Company at info@oxfordbus.co.uk	Oxford Bus Company/Thames Travel	15.02.24	23.04.24	Resolved

Completion Dates	When is the land either side of Wantage Primary Academy due to be complete?	On one side of the school will be the Neighbourhood Centre which is expected to be delivered in Summer 2025, and the other side is assigned to future development which does not currently have a completion date. At the back of WPA, there will be Central Park which is expected to be delivered in Winter 2024.	St. Modwen/Cratus	06.03.24	09.04.24	Resolved
Visitor Bays	Where are visitors allowed to park at Kingsgrove?	Visitors can park in any of the visitor bays across the development regardless of the parcel that they are visiting.	St. Modwen/Cratus	29.03.24	09.04.24	Resolved
Woodland Walk	What is the opening date of the East Woodland Walk?	This part of the Woodland Walk is anticipated to open at the end of April.	St. Modwen/Cratus	Dec-23	09.04.24	Resolved
Rutherford Road Fencing	Is the fencing on Rutherford Road temporary or permanent?	The fencing on Rutherford road is temporary and will be removed mid-August 2024.	St Modwen	22.07.24	22.07.24	Resolved
Rae Crescent roadworks	SMH Customer Services sent a communication to inform residents of roadworks on 11th March for 2 weeks. A resident has asked if the road will be closed.	There will be minimal disruption to residents and there will be no closures.	SMH Customer Service	08.03.24	19.03.24	Resolved
Merger of Encore/Preim	Some residents have been notified by their bank of a direct debit payment being set up to 'Encore Estate Management'	There has been a merger between Encore and Preim, therefore a new bank account has been set up. Preim has written to residents to explain this.	Preim	17.02.24	05.03.24	Resolved
Nursery	A resident has asked when the nursery building will be complete, what the capacity is and the breakdown per age	The nursery is expected to be first opened in September 2025 and it will have a capacity of 100 children. The breakdown of this would be 24 children between 0-2 years, 28 children between 2-3 years, and 48 children between 3-5 years.	St. Modwen/Cratus	23.02.24	05.03.24	Resolved
Road Sign	The road sign by the junction of Elder Way and Primrose Avenue blocks the view of oncoming traffic and needs to be removed as it is dangerous.	This was removed on Tuesday 27th February.	St. Modwen/Cratus	Dec-23	05.03.24	Resolved
Primrose Avenue Path & Layby	The reinstallation of the path on Primrose Avenue.	Unfortunately, due to financial reasons, the path will not be reinstalled. St. Modwen looked into the potential of installing a zebra crossing. However, a road safety audit (RSA) was carried out during the design stage of Rutherford Road which did not require a zebra crossing and received Technical Approval. Unfortunately, St. Modwen does not have the funds to enable construction of a zebra crossing.	St. Modwen/Cratus	Dec-23	05.03.24	Resolved
Pooling by pedestrian crossing	There is significant pooling by newly installed pedestrian crossing on Primrose Avenue, making it difficult to cross	ACS checked the area in question and added an additional gully to prevent the pooling.	St. Modwen/Cratus	09.02.24	20.02.24	Resolved
Loose drain cover	There is a loose drain cover at the top of the link path between Phases 1A and 1B which needs to be fixed	NATTA has confirmed that the loose drain cover was fixed on 7th February.	SMH Customer Service	24.01.24	20.02.24	Resolved
Fallen Tree	There have been reports of a fallen tree by the Central Park on the walkway	The fallen trees have been removed.	Preim	22.01.24	06.02.24	Resolved
Adopted Roads	Which roads will <i>not</i> be adopted by the Council?	Please email <a href="mailto:community@kingsgrovewantage.co.uk">community@kingsgrovewantage.co.uk</a> if you would like the technical plan detailing the SMH roads for adoption. For other phases, please contact your relevant housebuilders email address.	St. Modwen/Cratus	20.01.24	06.02.24	Resolved
Road & Path Maintenance	Residents would like reassurance that St. Modwen will regularly sweep leaves and clean drains.	The first road sweep and gully cleaning took place on 31st January and is scheduled for once a month for phase 1a residents only. The customer service team is looking at this service for Phase 1b. Requests for other residential phases should be picked up with your housebuilder if felt required. Cleaning of drains is with the St. Modwen Homes Customer Service Team. St. Modwen is awaiting feedback	SMH Customer Service	Dec-23	06.02.24	Resolved
Customer Service	Customer service sometimes doesn't respond to residents.	St. Modwen customer service is committed to improving their communications with residents. The main contact is Sam Meaker who can be contacted at <a href="mailto:customerservicesouthwest@stmodwenhomes.co.uk">customerservicesouthwest@stmodwenhomes.co.uk</a> . Please contact <a href="mailto:community@kingsgrovewantage.co.uk">community@kingsgrovewantage.co.uk</a> if you don't receive a reply.	SMH Customer Service	Dec-23	06.02.24	Resolved
Bus Gate	Residents have asked what the reason is for installing a Bus Gate on the development	The planning permission is based around the new WELR route, with the Elder Way entrance temporarily available for use while the road was constructed. The reasoning was to encourage sustainable transport, as well as reduce traffic congestion on the A417 and around Wantage Town Centre.	St. Modwen/Cratus	21.01.24	06.02.24	Resolved

	Residents have received a communication from Oxfordshire County Council to say that the Bus Gate has become operational from 12th January.	St. Modwen was not made aware of the 12th January start date of the Implementation Order until Tuesday 16th January. A communication was distributed a communication to residents as soon as possible. Although the ANPR camera has not yet been installed, St. Modwen posted a letter to all residents on 1st February urging them to begin using the new entrance to avoid any possible fines.	St. Modwen/Cratus	16.01.24	06.02.24	Resolved
	There are concerns that the new Bus Gate signage is directing traffic through Cherry Croft or Appletons and that this may cause them to turn into a rat run.	The signs and routes have been agreed with Oxfordshire County Council to warn drivers not to travel through the Elder Way bus-only entrance. This route will not be efficient for anyone other than residents or their visitors to the roads, and after a short period most vehicles should know not to travel this way to exit the site.	St. Modwen/Cratus	03.01.24	23.01.24	Resolved
	Residents are wondering if blue badge holders are exempt from the Bus Gate	No, as blue badges relate to parking exemptions. According to Oxfordshire County Council, the only exemptions for Bus Gates across the county are as follows: 1. If it is a bus being used for a local service 2. If it is a pedal cycle 3. If it is a taxi 4. For police, fire brigade or ambulance purposes in an emergency 5. For the maintenance, improvement or reconstruction of the road, or the laying, erection, alteration or repair in or near the road of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any telecommunications apparatus 6. To enable the vehicle, if it cannot conveniently be used for such purpose in any other road, to be used in pursuance of statutory powers or duties.	St. Modwen/Cratus	18.01.24	23.01.24	Resolved
	Will service charges go down if the Council now owns the road?	The Council does not own the road at this stage, and St. Modwen is still responsible rather than the management company. Therefore there will be no changes to charges	St. Modwen/Cratus	19.01.24	23.01.24	Resolved
Central Park toilets	What are the potential scenarios for managing the toilets	Scenario 1, which we are currently working towards:  In addition to the pitches, pavilion and MUGA, WTFC take on the management and costs of the toilets. Whilst not finalised, we anticipate the toilets would be open whenever the football club is using the facilities, or the MUGA is in use.  Scenario 2, in the event WTFC step away from the scheme:  2a) The facilities will be transferred to the ManCo. The planning permission would be amended and the toilets removed. This is the more likely scenario 2 option. 2b) An alternative party is found to take on the spaces WTFC were due to take on. They may then wish to take on the running of the toilets for public use.	St. Modwen/Cratus	15.01.24	23.01.24	Resolved
Speed Limit Signage	The speed limit signs on Primrose Avenue are wrong	The wrong speed limit signs have been removed.	St. Modwen/Cratus	Dec-23	23.01.24	Resolved
Estate Agent Signage	The estate agents have been erecting advertising signage across the estate, against the agreed terms	Preim has asked the estate agents in question to remove the prohibited signage.	Preim	Dec-23	23.01.24	Resolved
Lighting	Lighting on link path between Phase 1A and 1B not working.	ESP visited site 20.12.23 to fix the issue in the feeder pillar, who have adopted the network.  	St. Modwen/Cratus	Dec-23	23.01.24	Resolved
White Gravel Path	Residents find the white gravel path running from the A417 to the Cornfield inappropriate for the development.	This was kept in the path in the Natural Beauty (ACNB) so St. Modwen is not able to change this.	St. Modwen/Cratus	Dec-23	23.01.24	Resolved

Pub Plot	What advertising has St. Modwen done to find interested operators in the pub plot?	The campaign to advertise for the pub plot commenced in July 2022. Since then, St. Modwen has had direct contact with major and regional pub operators, as well as Local Centre developers who provided interest in the Retail plots and can discuss with their networks, Estates Gazette sales website, Adverts in Estates Gazette magazine (covering 6 issues), Carter Jonas (SMD Agent) website, and 'For Sale' boards on site fencing. St. Modwen has also met with the Council to discuss the marketing that has completed to date. Vale of White Horse District Council understood the difficult market conditions and the marketing approach completed to date.	St. Modwen/Cratus	Dec-23	23.01.24	Resolved
Gritting	When will the gritting begin?	The gritting service is now active on the development and is triggered by the road surface temperature. The company receives notifications from the Met Office in the morning for that evening's road surface temperature (by postcode). If the road surface is forecast to hit zero degrees or below,	St. Modwen/Cratus	Dec-23	23.01.24	Resolved
Bollards	There is a broken bollard on the footpath linking Scantlebury Way and Rae Crescent.	The bollard 	St. Modwen/Cratus	Dec-23	23.01.24	Resolved
BOAT	What are the plans for the surface of the Crabbill Lane BOAT leading from the end of Charlton Village Road and passing through Kingsgrove? The current surface isn't very suitable in the winter as it can get very muddy.	As part of the new s106 for the recently approved Outline Consent for Kingsgrove, St Modwen is to provide a contribution to Oxfordshire County Council (OCC) for the upgrade of the BOAT between Charlton Village and Rutherford Road, Kingsgrove. That part of the BOAT is not within St Modwen's ownership or control, and will therefore be the responsibility of OCC to upgrade the footpath with the s106 contribution monies.	St. Modwen/Cratus	Dec-23	23.01.24	Resolved
Verges	The "skinny" verges have not been well maintained.	The improvement works, as part of a wider package of works, will be carried out in the next five months. They are required before any adoption would take place. As we are aware of the issue, the skinny verges in particular, St. Modwen is discussing funding Preim separately to maintain them until adoption, I will see if I can find any further updates on these discussions for you.	St Modwen' Customer service	3.07.24	29.07.24	Ongoing
Potholes	There are potholes on the junction of Elder way and Cowslip road. Can someone be sent to fix the road?	The site team will inspect the issue as well as other roads for a health and safety review.	St. Modwen Developments	02.07.24	09.07.24	Ongoing
Benches	Who will be responsible for maintaining the benches along WELR 2?	These will be adopted by Oxfordshire County Council		01.07.24	09.07.24	Resolved
Bus gate	Please can you clarify how the running costs of the bus gate is funded? For example who pays for the electricity supply to the camera? Who funds the calibration and repairs etc?	St. Modwen has paid a commuted sum (a one off payment) to Oxfordshire County Council for the future management and maintenance of the bus gate camera, but it is run by OCC.	Oxfordshire County Council	16.06.24	09.07.24	Resolved
Woodland Walk trees	Hundreds of little caterpillars are eating the trees and weaving webs.	These bugs are Ermine Moth, which should not put the trees at risk, they have now left the trees.  The same bugs were present last year, and all trees impacted have recovered and / or seen further growth this year. It is likely they will reappear annually.	St. Modwen Developments	17.05.24	09.07.24	Resolved
Hemlock	Poisonous hemlock may be growing on the A417 by the main roadside by Charlton cricket pitch.	The landscaping team inspected the plants and confirmed it is hemlock, however none is growing across Kingsgrove itself- the situation will continue to be monitored. The land belongs to Oxfordshire County Council and this has been reported as an urgent matter.	Oxfordshire County Council	31.05.24	09.07.24	Resolved

Parking	Cars are parking on 'No Parking' roads and over cycle lanes	The parking enforcement team at Kingsgrove should be ticketing cars parked over cycle lanes and on roads with No Parking signage and can target specific problematic areas or times and days if made aware. Please contact us at <a href="mailto:community@kingsgrovewantage.co.uk">community@kingsgrovewantage.co.uk</a> if you have any	St. Modwen/Cratus	Dec-23	09.07.24	Ongoing
OST3	OST (Open Space Transfer) 3 Update and S106 Fund process review with Council.	OST3 has now taken place. Some S106 funds will be now be released and will show as a credit in the annual end of year service charge accounts.	Preim	Dec-23	09.07.24	Resolved
Covenant breach	A resident has replaced the grass with gravel and planters, which is out of sync with the estate's landscaping. Additionally, I believe these alterations may violate the estate's covenant, as the land does not appear to be privately owned, raising questions about the legality of the modifications.	Consent is required for any changes to the front garden of the property, and Preim will be speaking to the household about the breach of covenant.	Preim	08.08.24	08.08.24	Resolved
Bus gate signage	It might be helpful to remove the large welcome boards, flags, and banners from the bus gate entrance to make it clearer that the entrance should not be used.	Directional signs have already been removed from the entrance when the bus gate became live. The remaining signage is a key part of the site's marketing strategy, and the bus gate is clearly signposted as such. St. Modwen will ask Oxfordshire County Council if there is the possibility of adding additional signage on their adopted highway to improve clarity.	St Modwen/OCC	07.08.24	08.08.24	Resolved
Bus gate ANPR	Are there cameras at the bus gate entrance, and will vehicles using it receive a fine?	The bus gate is active and the cameras are live, all private vehicles should enter through the new entrance to avoid a fine.  The bus gate and camera are run by Oxfordshire County Council.	Oxfordshire County Council	01.08.24	05.08.24	Resolved
Dogs in the Woodland Walk	Would it be possible to install some signs indicating this is an area where dogs have to be leashed?	It is not a legal requirement for dogs to be on leads in this area, although people should keep them on leads if they are not able to be recalled effectively.  Additionally, there will be signs erected asking dogs to be kept on leads near the ponds during nesting season.	n/a	02.07.24	09.07.24	Resolved
Benches	Who will be responsible for maintaining the benches along WELR 2?	These will be adopted by Oxfordshire County Council		01.07.24	09.07.24	Resolved
Bus gate	Please can you clarify how the running costs of the bus gate is funded? For example who pays for the electricity supply to the camera? Who funds the calibration and repairs etc?	St. Modwen has paid a commuted sum (a one off payment) to Oxfordshire County Council for the future management and maintenance of the bus gate camera, but it is run by OCC.	Oxfordshire County Council	16.06.24	09.07.24	Resolved
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Hemlock	Poisonous hemlock may be growing on the A417 by the main roadside by Charlton cricket pitch.	The landscaping team inspected the plants and confirmed it is hemlock, however none is growing across Kingsgrove itself - the situation will continue to be monitored. The land belongs to Oxfordshire County Council and this has been reported as an urgent matter.	Oxfordshire County Council	31.05.24	09.07.24	Resolved