



# PLAS PANTEIDAL

## ESTATE MANAGEMENT

### PPEML Newsletter August 2022

It was great to see so many people join our virtual meeting in June – thanks to all for your participation. Working together we can make Plas Panteidal a wonderful place to be – for living, working and holidays. Thank you for your continued support and patience. We hope you enjoy this update on the progress we are making.

#### Virtual Meeting

About 35 owners joined the online meeting on 25<sup>th</sup> June to get updates from the PPEML board and meet the newest members of the team. Sonia Roberts joined the board in May; and Lucy Frank, our book-keeper, has taken on extra hours to support with the administration of the company.

We had a packed agenda, starting with a quick update on what we have achieved so far – including estimates for the major works, which you can read more about below.

We reviewed the budget and how the rate of inflation is impacting the figures, before breaking out into three groups to consider ways in which we could generate more income, the pros and cons of land sales, and communications. It was great to get owners' feedback on these complex topics, all of which has been taken forward for consideration. We also had a chance for a Q&A at the end. Thanks to all who took part and for your ongoing support.

#### Finances

The first set of accounts should be available in December and will cover the period up to March 2022. We have received 95% of the service charge payments. A huge thankyou to those who paid on time. Those that are still outstanding are being pursued via Small Claims.

#### Direct Debit

We are pleased to say that PPEML can now collect payment from owners by Direct Debit. This is something a number of people have been asking for. The system is called GoCardless and allows you to set up direct debit payments for all your invoices from PPEML. If you receive your bills by email, click on the link to 'view your bill online' and follow the instructions from there. Why not sign up! It is easier for you and reduces admin and costs for us.

#### Loan

PPEML approached Robert Owen Community Banking for a loan to help cover the costs needed to bring the site up to scratch. We made a strong pitch for why they should lend to a new company and are delighted that our proposal has been agreed in principle by their board. More on this soon.

#### Road

We had to wait a while for written quotes for the work necessary to improve the road, in part because contractors were struggling to get acceptable prices for raw materials in the current financial climate. We now have two quotes and have gone with the lower one of approximately £150,000 to resurface the uphill section of the access road.

We have put up new signage as you access the site. We were advised by our insurers that we need signs to warn owners and visitors about the condition of the road, so you will see signs for a 5mph speed limit, uneven road, and skid hazard.



#### Electricity

Thank you to the owners who have submitted their meter readings and paid their electricity bills. As PPEML has to make a forward payment to the supplier before invoices are raised with owners, your prompt payment is very much appreciated.

We do still have a few owners who have not supplied readings. They will be issued with estimated bills based on expected usage. When we receive actual readings their next bills will be adjusted accordingly.

From 24 April we moved to British Gas and a more favourable tariff. It's nice to see something is getting cheaper!

## Site Rules

Thanks again to everyone who contributed to the round table discussion at the owners' meeting at Easter on site rules. There was a consensus that we should have rules in place for the good management of the site and the benefit of all who use it. We have taken your views on board and drafted a set of rules that reiterate and supplement those laid down in your covenants. These will be tidied up and circulated.

The rules are designed to ensure that all owners and visitors may live peacefully in beautiful surroundings, and have not been compiled to place unnecessary restrictions on people. We are sure that, provided the rules are accepted in the right spirit, our park will continue to be a happy and environmentally sound community.

## Queries

As the only director living permanently on-site, Jon Starbuck has been getting concerns from owners who have been contacting him at his chalet. Jon is fully committed in his role as a director and gives a huge amount of time voluntarily. It is only fair in return that Jon's privacy is respected by owners. If you have concerns relating to the site please address them via email to [plaspanteidal@gmail.com](mailto:plaspanteidal@gmail.com). If you have an emergency you should contact the appropriate emergency service. If you have a concern with your neighbour, speak to them in the first instance.

## Website Update

We are continuing to develop and update the website. For instance we recently added a 'jobs' tab and advertised the vacancy for a Site Manager. We plan to use the website to hold general documents like the site rules and covenants in due course. For now it has basic information and FAQs: <https://www.plaspanteidal.org.uk/>

## PPEML Membership

We have been asked about wider membership to PPEML. Membership as laid out in the company Articles of Association needs to follow an application and approval process and will require time and resources. The most urgent matters for the board at present are getting funding and addressing the maintenance of the site. We intend to deal with these first and then move on to membership and other internal administration.

## Site Manager

After advertising for a site manager (part-time self-employed) we are pleased to say that a suitable applicant has been appointed and will start work in September. The site manager will run the practical side of the business, ensuring health and safety, carrying out regular tasks such as checking water tanks, maintaining drains, hands-on repairs, and dealing with issues raised by chalet owners. They will also oversee work done by contractors.

## Water

Our current supply of spring water is brought to the site through farmland in plastic pipes that lie above ground making them prone to damage. Last month cows trod on the pipes which subsequently broke. Simon, Shane and Jon replaced the broken pipes and substantially improved the water collection area. A group of volunteers continue to make daily checks of the water system.



Works are about to begin by a water company to drill a borehole and replace the tanks, which should greatly improve the quality of our water. In the meantime, please make sure that anyone using your property knows the water is currently unsafe to consume, and unsafe for bathing open wounds. The law says you must make this clear in writing before their stay and display notices inside the property.

## Insurance

We would like to remind owners of their responsibility to have insurance cover for their chalet. Owners must keep the chalet insured with an organisation that is registered with the Financial Services Authority against loss or damage by fire and liabilities to other people and property.

## Rubbish & Vermin

In late May, Gwynedd Council replaced the large bins on site with individual bins for domestic properties. Owners with commercial properties pay for a contract with either the council or another firm.

Chalet owners are responsible for ensuring there are rubbish and recycling bins at their property and leaving instructions for guests and cleaners. Rubbish must not be left out in bags or with recycling, as it won't be collected and may attract vermin.

Following reports of rats close to chalets, PPEML arranged for a consultative visit by a local pest control expert. He advised to remove all sources of food including, for the time being, bird-food. The rats will then go elsewhere. Bait is not advised.

## Sewage

Following problems on site with sewage, contractors were brought in to make repairs. Drains have been cleared and pumps fixed. We hope this has solved the issues some chalet owners were experiencing. As with everything on site, we have inherited longstanding problems and we thank you all for your patience as we begin putting them right.

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