

# NANSLEDAN

## Frequently Asked Questions

*Updated February 2025*

---

This document is updated regularly to try and answer the most commonly asked questions about Nansledan.

To start with some of the common terms and definitions that are widely used:

- **DoC:** The Duchy of Cornwall, the private estate of HRH The Prince of Wales and Duke of Cornwall
- **Developers:** CG Fry, Morrish Homes & Wain Homes. These are the three developers who work alongside the DoC to build different parts of the Nansledan Estate. You will have purchased your home from one of these Developers directly, who purchase the land in phases from the DoC
- **Management Companies:**
  - North Management Company (previously known as Kosti Veur) – Nansledan North Management Company Limited. Responsible for the communal areas within this part of the estate, known as a ‘Quarter’
  - Soth Management Company (previously known as Trewolek) – Nansledan Soth Management Company Limited (‘Soth’ Cornish for South, is not a spelling mistake!). Responsible for the communal areas within this part of the estate, known as a ‘Quarter’
  - Estate Management Company – The Nansledan Estate Management Company Limited. Responsible for the wider green spaces across the estate, including Trewollack Meadows (Pras Trewolek / the SANG), footpaths and other green spaces
  - Arlington & Barrington Buildings, 1-6 Chi Esels & 1-6 Chi Myghtern Arthur – Arlington & Barrington (Trewolek) Management Company Limited. Responsible for the communal areas of the buildings themselves and bin / bike stores
  - The Watergate Building, 1-14 Chi Myghtern Lewdh – The Watergate Building (Trewolek) Management Company Limited. Responsible for the communal areas of the building itself and bin stores
  - Other Management Companies for buildings across the Nansledan Estate are managed by a range of Housing Associations / Managing Agents and should be approached directly for questions regarding their communal areas
  - Kew an Lergh, Stret Myghtern Arthur – The Office Building and the Hub Building comprises of Commercial Units, there is no Management Company associated to these. FirstPort manage these on behalf of the DoC. The Nursery Building is a self managing unit

- **Managing Agent:** FirstPort (previously known as Blenheims), appointed by Management Companies to act on their behalf
- **Newquay Community Orchard:** A multi-functional community space on Duchy land, which is leased by Urban Biodiversity (a Community Interest Company), who have part of the landscaping contract responsibilities for Nansledan
- **NCA (Nansledan Community Association):** A group of homeowners/residents and businesses who work to promote the community spirit at Nansledan, holding events and activities and supporting residents and businesses
- **Stret:** Cornish for Street, the main roads up and down the Nansledan estate
- **Bownder:** Cornish for Lane, the smaller joining roads across the Nansledan estate
- **Garth:** Cornish for a courtyard section, usually for parking allocated to individual homes, surrounded by home
- **Sector:** A specific area, usually comprised of a single Garth and its surrounding Strets / Bownders, completed by Developers
- **Quarter:** Sectors of the Estate that are linked to either Nansledan North or Nansledan Soth. There were originally going to be more Quarters but it was subsequently agreed to limit the development to two only, the dividing line between North and Soth being Stret Euther Penndragon
- **Nansledan Design and Community Code:** A document produced and owned by the DoC that is shared with all owners when they buy their home, with related Estate Stipulations to govern adherence to the Design and Community Code and other requirements. The Estate Stipulations cover issues such as parking, holiday lettings and so on
- **SANG (Suitable Alternative Natural Greenspace):** This is a planning term for Trewollack Meadows (Pras Trewolek), which is a 50+ acre area of wildflower grasslands and wildlife habitats, available to residents and members of the public (see later on for further information on the SANG)

### **Can you provide more detail about our Management Companies?**

Upon purchasing a property at Nansledan, each property owner will become a member of the “Quarter” management company that is relevant to their individual property and the “Estate” management company.

There are two “Quarter” management companies, Nansledan North Management Company Limited and Nansledan Soth Management Company Limited. These manage and maintain the courtyards, trees and parks in the two “Quarters” of the development.

The “Estate” management company is called Nansledan Management Company Limited. It manages and maintains all other communal estate areas, footpaths, trees and green spaces such as the SANG.

Resident Directors are appointed to the “Estate” management company.

For as long as there is an ‘A Member’ (His Royal Highness) for each management company, no resolution can be passed at a General Meeting of the Company or by the management companies more generally unless the A Member has voted in favour of the resolution.

FirstPort is appointed as Managing Agent on behalf of the management companies and currently fulfil the role of Company Secretary and Registered Office to the Company. The Company is limited by Guarantee.

All residents will pay a “Quarter” service charge and “Estate” service charge. These service charges are administered by FirstPort. Further details are set out below.

### **Property Handover and Service Charges**

All property owners have responsibility for their “Estate” and “Quarter” service charges from their completion date to the end of the first financial year (the Nansledan financial year is 1st October to 30th September) and every financial year thereafter (until a respective sale).

As with any new development, managed areas/communal areas come across to the management companies at different times during the year and timing is not always exact. The extent of the maintained areas will vary from year-to-year and until the development is complete.

Subsequently, the management companies prepare an Estimated Cost of Services at the start of each financial year, which are issued with the service charge invoices.

A financial report is then produced and issued after the year-end, before balancing charges/reconciliation take place to reflect the actual costs incurred during the financial year. Credits or debits are raised against each property owners’ service charge accounts once the financial reports have been processed.

The management companies have the ability to vary services as may be required during the year, conducive with the needs of the community.

Due to the phased nature of the development, FirstPort liaise with the respective developers to undertake handovers of the maintained areas as they are completed.

### **Nansledan Management Company Limited – “Estate” Service Charge**

Upon completion, each property owner is required to pay the “Estate” service charge in full.

FirstPort are then provided with a completion certificate by the parties’ lawyers, setting out the completion date and confirming the “Estate” service that has been received on completion. This is credited to a property owners’ “Estate” service charge account.

The “Estate” service charge is then calculated from the completion date to the end of the financial year (30th September), on a pro-rata basis.

Property owners are then provided with an invoice/credit.

**Example:**

Plot "x" completes on 22 June

Nansledan "Estate" service charge paid on completion = £90

Annual "Estate" service charge = £90

22 June to 30 September = 101 days

$£90/365 = £0.247$

$101 \text{ days} \times £0.247 = £24.95$  to 30 September

£90 paid upon completion less £24.95 estate service charge due = -£65.05 (credit)

This credit is carried forward to the next charging date of 1<sup>st</sup> October

The "Estate" service charge can be updated periodically by the management company, based on an RPI mechanism and limited by a maximum sum. See the Estate Deed for further information.

**Nansledan North and Nansledan South Management Company Limited – "Quarter" Service Charges**

Upon completion, each property owner is also required to pay the "Quarter" service charge in full.

FirstPort are then provided with a completion certificate by the parties' lawyers, setting out the completion date and confirming the "Quarter" service that has been received on completion. This is credited to a property owners' "Quarter" service charge account.

The "Quarter" service charge is then calculated from the completion date to the end of the financial year (30th September), on a pro-rata basis.

Property owners are then provided with an invoice/credit.

The "Quarter" service charge can be updated periodically by the management company, based on an RPI mechanism and limited by a maximum sum. See the Estate Deed for further information.

**What is included in my Service Charge Payments?**

Please find detailed below a brief description of the costs included in a typical annual Estimated Cost of Services at Nansledan:

- ***Utilities and Energy:***

The un-adopted estate communal areas are served by estate lighting. Provision is made for the electricity supply to this lighting.

- ***Maintenance and Services:***

Communal Parks, Footpaths and Green Spaces:

1. The appointed contractors visit these areas to a pre-agreed schedule throughout the growing and non-growing seasons, subject to weather conditions, to mow, strim, trim, cut, weed manage and maintain. The growing season is from 1st March to 31st October. The non-growing season is from 1st November to 28th February
2. Works may vary according to seasonal demands
3. The communal areas are litter picked and litter is then collected and removed during each site visit
4. Grassed areas are cut as appropriate during the growing season, subject to seasonal demands.  
Typically this is fortnightly
5. Selective weed treatment is undertaken on grassed areas to control weeds such as common ragwort, thistles, docks, Japanese knotweed, giant hogweed and Himalayan balsam
6. Shrub beds are weeded as necessary during the growing season and thinned out during the non-growing season. Individual species are pruned as necessary to promote healthy growth
7. Dead, diseased or damaged plants are removed and replaced as necessary
8. Shrubs are pruned as necessary and according to individual requirements, to maintain a natural shape and promote healthy growth
9. Hedges are maintained to safeguard their nature conservation value
10. Scrubs are managed and cut back to reduce encroachment
11. Stakes and ties are adjusted according to the requirements of each tree specimen
12. Any trees which die, become seriously damaged or diseased are replaced, as necessary and as part of wider planting programmes
13. All necessary plant, machinery and tools are provided by the specialist contractors
14. Where weed treatments are applied, suitably qualified and certificated contractors are used
15. Paths and access ways are kept free of litter and leaves and the surface maintained
16. Surface water drains, accos and gullies are kept free of debris as necessary
17. Dog waste is collected and removed from the development

- ***Drainage:***

A specialist contractor is employed to check other surface water drains, accos and attenuation tank silt traps following adverse rainfall and on a periodic basis throughout the year, across all other parts of the development. Provision is made for jet washing and or tinkering, as required.

- ***Fibre Optic TV Equipment:***

The development is currently served by a communal fibre optic television system. This is maintained under a central contract operating the communal system to each home. Property owners are then responsible for the maintenance of their individual installation, cables and equipment at their home. In addition, property owners are responsible for their own television package, for example, Sky.

- ***General:***

Specialist and appropriately qualified contractors undertake all day-to-day Estate repairs to the common parts, under the control of FirstPort and direction of the management companies.

- ***Lighting:***

A specialist contractor is employed to maintain the communal courtyard lighting, maintaining the fittings, cleaning shades and replacing bulbs as necessary.

- ***Accountancy:***

An appropriately qualified and certified Accountant is employed to prepare the Financial Report for each management company.

Upon completion of the Financial Report and following approval by the Directors of the respective management company, a copy of the Financial Report is issued by FirstPort to all members following the end of each financial year.

Service charge accounts and then updated by FirstPort and credits/debits are dealt with by a supplementary demand.

The costs of these financial and administrative steps forms part of the relevant service charges.

- ***Company Secretarial:***

The Company is registered at Companies House. Companies House charge a filing fee for completion of the Annual Return and time is incurred in the completion and filing of the Annual Return.

- ***Health and Safety:***

A general risk assessment has to be undertaken for the common parts, in accordance with the Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999.

Other Health and Safety costs include annual ROSPA inspections and monthly checks of play areas, as well as periodic inspections of the trees on site to ensure they are not creating significant hazards. These costs form part of the respective service charges.

- ***Insurance - Directors and Officers:***

Directors' and Officers' of the management companies must carry Indemnity Insurance, currently to a sum insured of £1 million.

- ***Insurance - Public Liability:***

A Public Liability Policy has to be in place to cover the common parts that have been completed and are managed by the management companies.

A copy of the Insurance Policy and Schedule is available to owners upon request.

- ***Legal and Professional Fees:***

Provision is made for any ad-hoc Land Registry searches, legal enquiries or legal matters that have to be taken forward by the management companies in any one year.

- ***FirstPort Management Fee:***

FirstPort, in their capacity as Managing Agents, Company Secretary and Registered Office, charge an annual management fee for all of the above services (and any other not covered in this document), all in accordance with their Terms of Business with the management companies.

- ***Reserve Fund:***

A provision can be made during each year for longer term maintenance.

*General Note:* The Estimated Cost of Services represents an estimated cost of services for the financial period. The full costs of the services will not be known until receipt of the financial report for the year and may be subject to a balancing charge.

### **Will my Service Charges go up each year?**

Your Title Deeds make it clear that the Service Charges can be increased to a sum that is linked to RPI inflation, back to a base date. Increases are capped.

### **Can I see what is planned to be spent and what was actually spent each year?**

FirstPort must act prudently and prove value for money in the provision of Estate Management Services.

You will be sent a statement of Anticipated Service Charges every year, for each Management Company. This contains a summary of what is budgeted for that respective year.

At the end of a financial year, FirstPort will verify actual spend against budget and these accounts will then be shared with residents.

At this point, FirstPort may either:

- Credit back to your FirstPort account any money you have paid towards your Service Charge that was not spent within the financial year
- Ask for an additional contribution towards your Service Charge if we have overspent

### **Why do I pay my Service Charges or Building Service Charge against an estimate each year?**

This money is required in advance because it is used to pay for essential services throughout the year. Without this a lack of cash flow would not enable us to pay for these services. The terms of your Deeds (either your Transfer or Lease) require all owners to pay their annual fees in advance.

### **What is the Reserve Fund in my Service Charges used for?**

Each Service Charge budget includes a Reserve Fund.

Any Service Charge underspend will usually result in a credit to residents. However, the only exception to this is the Reserve Fund, which is held on trust on residents' behalf, in a designated bank account to accumulate interest.

The Reserve Fund is used for long term cyclical repairs and maintenance on the estate or your respective building.

Examples might include the redecoration of walls or replacement of fire systems within specific buildings or replacements of the communal digital systems or replacement of play equipment across the wider estate.

### **Why do I have a Service Charge on top of my "Estate" and "Quarter" Service Charges?**

The Watgate, Arlington & Barrington and Kew an Lergh buildings are also managed by FirstPort under separate contracts with the relevant Management Companies.

When a Leaseholder buys a flat or Commercial Unit in one of these buildings, they are required to pay an annual Service Charge contribution towards the upkeep of the building's communal areas.

This includes Buildings Insurance, Cleaning, Health and Safety / Fire Risk Assessments and Fire System Maintenance contracts (including Emergency Lights, Fire Alarms and Automatic Opening Vents).

### **Payment of Service Charges:**

The Nansledan Estate, Nansledan North, Nansledan South and Arlington & Barrington all have a financial year of 1st October – 30th September. The Watgate Building has a financial year of 1st September – 31st August. The Kew an Lergh buildings have a financial year of 29th September – 28th September.

Non-receipt of payment may incur interest charges, legal and administration fee in accordance with the TP1 or lease. Property Owners can make payment by Direct Debit or by using FirstPort online web portal payment service known as My Home by visiting [www.myhome.firstport.co.uk](http://www.myhome.firstport.co.uk).

### **Why do I pay my Service Charges or Building Service Charge against an estimate each year?**

This money is required in advance because it is used to pay for essential services throughout the year. Without this a lack of cash flow would not enable us to pay for these services. The terms of your Deeds (either your Transfer or Lease) require all owners to pay their annual fees in advance.

### **Can I pay my Service Charges in instalments?**

This is considered on a case by case basis, please reach out to us at [estateshelp@firstport.co.uk](mailto:estateshelp@firstport.co.uk) to see if you can set up quarterly or monthly Direct Debits.

### **What is the relationship between DoC, FirstPort, the Developers and the 'Management Companies'? When should I go to each?**

The DoC are the Land Steward and Master Developer, acting on behalf of HRH to deliver the vision for Nansledan as a thriving, mixed use, sustainable community.

## **NANSLEDAN**



The DoC created and are the owners of the Design and Community Code, which includes the Estate Stipulations that each homeowner and business has signed up to. Therefore, home alteration requests that relate to these documents should be made directly to the DoC.

However, ultimately the land is sold to each of the Developers in phases and your home is therefore built and sold to you by the respective Developer. Therefore, your Developer/the seller of your property is responsible for any issues or defects you have within your individual home.

FirstPort are a Managing Agent, responsible in general terms for the communal areas of the estate. Blenheims is the name of your previous Managing Agent. Blenheims was incorporated into FirstPort in 2022.

If you are unsure who you should approach, please contact FirstPort in the first instance and they will help direct your query to the appropriate person/party.

### **What work does FirstPort do in return for charging its Management Fee?**

At any one time FirstPort can have up to 8 people working on your account in various ways in return for the Management Fee we collect.

FirstPort is appointed by your respective Management Companies to carry out a number of responsibilities which all form part of the Service Charges. This includes:

- Preparing estimates for future Service Charges prior to each financial year and administering a long-term reserve fund to pay for larger cyclical works
- Administering a separate client bank account for all funds held on behalf of Management Companies
- Keeping proper accounts and records of income and expenditure
- Acting as Company Secretary, which includes the duties of all statutory filing in accordance with the Companies Acts
- Preparing budgets in advance of each financial year and using these to send 'Applications for Payment' from homeowners. This ensures money is available to pay for contracts and services throughout the year
- Certifying the Service Charge expenditure each year and notifying owners/lessees of any balancing charges or credits
- Entering into and administering Maintenance Contracts for the supply of services required on the maintained parts of Nansledan on behalf of the Management Company
- Promptly repairing or renewing any part(s) of the maintained areas of the estate
- Paying contractors for works carried out and services provided
- Visiting the estate as necessary to ensure that the estate (and buildings in the case of the Watergate, Arlington & Barrington and the Kew an Lergh buildings) are properly maintained and kept in good order
- Serving any notices that may be required by law in respect of the estate or under the terms of the transfer or lease, of any dwelling
- Dealing with enquiries from property owners/lessees regarding routine management matters
- Collecting Service Charges in advance of a financial year and ensuring that applications for these charges are accompanied by the appropriate notices, as required by statute
- Taking steps to recover Service Charge arrears and taking legal action when required (when instructed by the Management Company to do so)
- Advising the Management Company if any lessee or owner of home is not complying with the terms of their Transfer or Lease

- Attending monthly Consortium Meetings with the Developers/DoC to keep updated on Nansledan issues and affairs
- Arranging and administering renewals of the Buildings, Estate, Terrorism and Public Liability insurance policies and managing any insurance claims that may arise under the Policy in so far as they relate to the Management Company

### **What do you mean by 'Maintenance Contracts'?**

These include:

- Monthly Health and Safety checks on play areas
- Fortnightly grounds maintenance, carried out by Urban Biodiversity/K Hill Partnership
- Maintenance of your communal aerial systems around Nansledan by Digital Direct

### **Appointment of Contractors?**

- The management companies employ suitably qualified specialist contractors in order to fulfil the management obligations
- Each specialist contractor is required to comply with their statutory obligations and either employ or sub-contract suitably qualified professionals and trades.
- Each are expected to hold Public Liability Insurance to a minimum sum insured of £5,000,000 and to join the HSE recognised Safecontractor Scheme if not already accredited.

### **Who manages the roads and pavements at Nansledan?**

The main roads and pavements across Nansledan are to be adopted by the County Council / Highways Authority.

Until legal adoption occurs, they remain under the management of the appropriate Developer responsible for each respective part of the Estate or the DoC.

### **When will roads and pavements be adopted by the council?**

The DoC and Developers continue to work with Cornwall Council over Section 38 (of the Highways Act 1980) agreements for each respective part of the development, in order that roads and pavements can be adopted at the appropriate time.

Nansledan is a continually growing and fast-moving development and accurate predictions on specific roads and pavements are not always possible.

### **What about maintaining the trees and grass areas on the pavements?**

The trees on the pavements along Strets and Bownders are managed by the DoC's specialist contractors for 1 year following planting.

After that, they are then handed over to the Management Companies' appointed landscape contractor – Urban Biodiversity.

Grass verges at the base of trees along the main Strets (e.g. Euther Penndragon), as well as all the trees and planting areas within communal 'Garth' areas across the estate, are handed to the relevant Management Company on completion of each individual Sector. These are then maintained by Urban Biodiversity.

**The trees on my Garth / Stret / Bownder are not planted yet, when will this happen?**

The DoC use trees from the Duchy Nurseries to plant across the whole of Nansledan.

When trees need planting or replacing, this is undertaken in an appropriate planting season, from Autumn to Spring in each year.

Accurate predictions on specific trees or planting areas is not always possible.

**Who carries out ground's maintenance?**

During the initial establishment of a green space, the DoC and the Developers use their own internal contractors.

Once established, FirstPort assigned contractors then carry out all landscape maintenance, on behalf of the relevant Management Company.

Current contractors include Urban Biodiversity and K. Hill. K. Hill cut all grass areas in the maintained areas.

FirstPort are able to share management reports and details upon request.

**Can I see a map of areas that are maintained and areas that are not?**

If you wish to see a map of the areas that are managed by the management companies, please contact FirstPort.

**Who inspects and maintains the play areas?**

The relevant Developer/DoC will continue to manage these areas for 1 year after opening, after which management responsibility is passed across to the relevant Management Company.

FirstPort take over management of parks (on behalf of the relevant Management Company) once a satisfactory ROSPA report has been completed and the grounds are deemed to be in a maintainable state.

FirstPort then arrange for annual ROSPA reports and fortnightly servicing visits on all play equipment, addressing any issues that are reported.

**How can I learn more about the Biodiversity around Nansledan?**

The overall strategy for Biodiversity Net Gain (BNG) at Nansledan is set out in the Green Infrastructure Strategy, which formed part of the Local Development Order (LDO) approval process and is therefore publicly available on Cornwall Council's planning portal.

The DoC will provide updates on other biodiversity initiatives at Annual General Meetings and other resident events.

Urban Biodiversity have also committed to providing 4 workshops per year to Nansledan residents, covering topics such as landscaping and biodiversity enhancement. Details will be shared with residents as courses are arranged.

### **What happens if someone parks inappropriately near my home?**

In accordance with the Estate Stipulations, residents and commercial leaseholders must prioritise the use of their allocated parking spaces over any other parking area across Nansledan.

When the Strets, Bownders and pavements are adopted by the County Council, parking will be managed by Cornwall Council. Until then, these areas are managed by the appropriate Developer/DoC.

FirstPort are appointed to manage parking issues within the Garth areas of the estate.

For all parking disputes, residents and commercial leaseholders are encouraged to resolve things privately where at all possible. However, if this is not effective, inappropriate parking should be reported to FirstPort, who will either do what they can to assist or will notify the appropriate Developer/DoC.

Initially, FirstPort will try and also address parking issues informally with residents and commercial leaseholders.

If this is ineffective, FirstPort will consult with the Directors of the appropriate Management Company regarding any further action that is necessary and proportionate.

If the owner of a vehicle cannot be identified, formal confirmation is required before any further action can be taken. This is first done via parking stickers, requesting the owner to make contact with FirstPort. If this is ineffective, an application has to be submitted to the DVLA.

### **Who maintains the lights around the estate?**

Lights on the communal areas of the Garths are maintained by FirstPort, on behalf of the relevant Management Company.

Lights on the Bownders and Strets are maintained by the Developers/DoC until they are adopted. Once adopted, they are maintained by Cornwall Council/Highways Authority.

Please report lighting faults to FirstPort in the first instance and if necessary, they will inform the appropriate Developer/DoC.

### **What do I do if I see a repair that is needed on the estate?**

Report any repair and maintenance issues to FirstPort in the first instance and if necessary, they will inform the appropriate Developer/DoC.

### **Are repairs on my home included in the management of the estate?**

No, all maintenance or defect issues within your home should either be dealt with yourself or raised with the relevant Developer under your respective warranties.

If you are unsure about areas of responsibility for the communal areas around your home, please contact FirstPort in the first instance.

### **Tell me about Digital Direct and our TV aerial systems**

A single aerial system is currently installed and maintained across Nansledan by Digital Direct. This means that you do not need to fit any aerials or dishes to your home.

The cost of the Service is included in your annual Service Charges.

If you have a problem with TV reception in your home, call Digital Direct on 0800 311 8478 or email them on [info@ddaerials.com](mailto:info@ddaerials.com). If you email them, please include your name, full address and post code.

### **What Communications and Meetings take place regarding management the Nansledan Estate?**

Regular meetings are held with Resident Directors, property owners, existing businesses and the three house builders (CG Fry, Morrish Homes and Wain Homes) to discuss management and maintenance matters.

As well as an annual General Meeting (which is available to all property owners), other resident updates are held each year and FirstPort hold monthly drop-in sessions via Zoom. This provides an ongoing forum for questions to be raised and updates to be given on upcoming phases and projects

Other information is available via the Nansledan FAQs and on the Nansledan website <https://nansledan.com/>.

### **How do I contact FirstPort?**

The best starting point is [estateshelp@firstport.co.uk](mailto:estateshelp@firstport.co.uk).

Our telephone number is 0333 321 4021.

We may point you to somewhere else depending on your question or we may deal with your question ourselves if it falls within our remit or we are simply able to help then we gladly will.

### **How do I contact the DoC?**

For an alteration request to your home or other forms of consent such as erecting solar panels or amending / adding an outbuilding under the Design and Community Code, please call 01637 695005 or go to: <https://nansledan.com/contact/>.

### **How do I contact my Developer?**

CG Fry – [customercare@cgfry.co.uk](mailto:customercare@cgfry.co.uk) or 01308 482 000

Morrish Homes – [developments@morrishhomes.co.uk](mailto:developments@morrishhomes.co.uk) or 01202 623 420

Wain Homes – [customercareSW@wainhomes.net](mailto:customercareSW@wainhomes.net) or 01392 448 900

### **Who is involved in my Management Company?**

FirstPort are appointed as Managing Agent on behalf of each Management Company.

The Directors of your Management Companies comprise employees from each of the Developers and members of the DoC.

The Nansledan Estate Management Company now also has three Homeowner Directors, each of whom lives at Nansledan and has equal responsibility to make decisions in the best interest of Nansledan.

### **How do I contact my Management Company?**

Please approach FirstPort in the first instance.

### **How do the covenants in my Lease or Transfer (deeds) get enforced?**

FirstPort are responsible for managing these covenants on behalf of the Management Companies.

FirstPort will always try and work alongside owners and residents to find a pragmatic solution before legal action is taken.

If legal action is required, the cost of any proceedings will be allocated to an individual homeowner, where they are found to be in breach of covenant. This is to ensure other owners do not pay for other people's breach of covenant.

### **What is the Design and Community Code?**

A document produced and owned by the DoC that is shared with all owners when they buy their home. It contains Estate Stipulations which are the obligations that each homeowner and business signs up when they buy their home/premises in Nansledan.

It also provides guidance around building alterations and design and summarises the philosophy for Sustainability and Community, which lie at the heart of the vision for Nansledan.

### **What do I do if I see someone causing a nuisance around Nansledan?**

If you see a crime or anti-social behaviour, please contact the Police.

FirstPort are not a public enforcement agency, although they will try to help you respond to these types of issues. Therefore, do please inform FirstPort of the issue also, such that they can manage wider communication with homeowners and businesses and matters relating to potential covenant breach.

### **Can I Holiday Let my home?**

Nansledan is intended to be a vibrant community of homeowners who live on the estate and contribute to the community and its businesses.

Therefore, holiday lettings are not permitted for a whole home. However, individual rooms may be used for holiday letting on the following basis:

- a) The house itself remains occupied by a long-term tenant or homeowner for the duration of the holiday let
- b) All residents, both short-term and long-term must abide by the Community Code
- c) Prior consent must be obtained from the DoC

Your Title Deeds state that your home may only be used '*as a single private dwelling for the occupation of one household save that it may be used for business purposes on the following terms:*

- a) *The business use must be ancillary to the principal use of the Unit as a single private dwelling*
- b) *The prior consent of His Royal Highness must be obtained'*

You will have received all relevant documents when purchasing your home.

If you intend to let a single room of your home for holiday use, in accordance with the above conditions, please contact FirstPort in the first instance.

### **Can I make changes to my home and how do I go about this?**

Please refer to the Design and Community Code for how to approach this directly with the DoC.

### **How do I find out more about progress of development at Nansledan?**

The DoC aims to send out periodic updates about the development of Nansledan via the Nansledan website, the NCA, Annual General Meetings and public consultation events on individual projects.

### **What is happening about recreational areas for children (both older and younger) at Nansledan?**

The children's park at the bottom of Stret Kosti Veur is available for everyone up to 8 years of age.

The children's park next to Plas Lethesow was completed in September 2022 and is available for use.

The play and skate park behind the school was opened in September 2024.

### **What is the intended use for Parc Mengleudh?**

Parc Mengleudh was designed as an urban park, for use by residents and for occasional public events.

The park continues to be managed by the DoC, such that any final planting and structures can be put in place prior to the management being passed over to the respective Management Company.

### **Tell me about the allotments at Nansledan?**

Some final steps are being implemented by the DoC around the existing parks to ensure that the various planting areas can be taken over by a proposed allotments group.

If you are interested in becoming part of an allotments group or in taking on allotments yourself, please contact [nansledanallotments@gmail.com](mailto:nansledanallotments@gmail.com)



### **Why do we have to pay towards the maintenance of the SANG, even though it is used by the wider public?**

Pras Trewolek (the “SANG”) formed a fundamental part of the Local Development Order (LDO) for Nansledan and the Section 106 Agreement agreed with Cornwall Council.

It delivers both public access and environmental benefits/Biodiversity Net Gain (BNG) for the overall project and was primarily requested by Cornwall Council to attract the public (walkers/dog walkers etc) away from Penhale Dunes, one of Cornwall’s Designated Special Areas of Conservation (SAC) and Sites of Specific Scientific Interest (SSSI). The condition of this environmentally sensitive SAC/SSSI was of increasing concern to environmentalists and the creation of the SANG formed part of a wider improvement plan for Penhale Dunes.

Whilst the SANG does therefore offer wider benefits for Cornwall Council and indeed the environment, no funding has been available from Cornwall Council for the ongoing management and maintenance of the land itself, other than the annual monitoring and surveying of visitors and the site’s environmental condition. On this basis, it was always anticipated that the costs would form part of the Nansledan Estate Service Charge and following a period of establishment, these costs do now form part of the forward budgets.

Due to its original purpose of attracting visitors away from Penhale Dunes, it has not been deemed possible to restrict members of the wider public from using the SANG at this stage (e.g. via parking restrictions). This would contradict with the Nansledan S106 Agreement and LDO. However, ongoing conversations will be held with Cornwall Council regarding this and any other grant funding that could be made available for the ongoing management of the site, in case there is an opportunity in the future to bring down the overall costs for residents.

It is understood that it may feel like Nansledan residents are paying for the management of an area that many other non-Nansledan residents are able to use. However, it is worth noting that the same is true of all of the various parks/green spaces/play areas across Nansledan, which are available to the wider public as well. This would be the same on almost all housing developments across the UK, unless there is privatisation of particular spaces (which is very rare indeed).

In contrast to the relative costs of management of the SANG is of course the benefit to Nansledan residents of having such a large area of green space available to them, which is a fairly unique situation relative to many other new build housing developments across the UK, unless they are positioned near existing publicly accessible green spaces.

As a general note, the DoC have an agreement with a local farmer, who cuts the grass within the SANG for free and in return uses the cuttings to produce their own hay.

As the number of Nansledan houses increases over time, the management costs of these green spaces will of course be split across a wider number of residents.

### **Who are the Nansledan Community Association (NCA)?**

The NCA are the Committee formed in 2018 of residents and businesses to help bring the community together for social events and fundraising for the benefit of the Community. There is a unit in the office building of the Kew an Lergh building that is the hub for the NCA. They are not responsible for estate management matters which fall to the Management Companies and FirstPort, acting as the Management Companies’ agent. If you have any queries relating to the administration of the estate management services, the estate charge or related matters please contact FirstPort in the first instance.



The NCA work hard behind the scenes to organise events for everyone to enjoy and build the Community spirit. They charge a very small nominal fee to go into the fund to support the events they run. All other funds they gather are through sponsorship. So please support the Nansledan Community Association where possible.

The Committee would like to make it clear that it has never had any affiliation or formal role in the other Nansledan Facebook groups. Their main means of communication is through the Nansledan Community Association Facebook page, the Notice Board on Parc Mengleudh and the NCA Website when that has been revamped and relaunched (ETA 2023)

The NCA will of course post information about events they are planning on some other groups, such as the Nansledan Residents Community Facebook and FUN (Friends Unite Nansledan) Facebook groups which are well-established and a good form of communication.