

HELLO BUCKSHAW!

Dear Buckshaw Village residents, welcome to the first quarterly RMG newsletter. The main aim of this newsletter is to keep residents up to date with the services that RMG and appointed contractors are currently providing at Buckshaw Village and how we are working with residents, resident groups developers, local councillors, police and local authorities in order to improve these services.

We feel that communication is key to this, which is part of the reason why we are sending this newsletter to all Buckshaw Village residents.

We also want to engage further and be involved with the Buckshaw community, hence you will find contributions from, the local authorities, youth groups along with more general information about Buckshaw Village, RMG staff and some Frequently Asked Questions.

“We want to engage further and be involved with the Buckshaw Community.”



You may already be aware that RMG recently created a twitter account ([@RMGbuckshaw](https://twitter.com/RMGbuckshaw)) and we recently ran a live Twitter Q&A session and a number of Buckshaw Village residents logged on to speak to us.

We felt that this was a good

model of communication for informing residents about the services provided and we will be holding similar sessions in future.

We also recently held our first ‘open-day’ at the community centre giving residents the chance to come in and meet the team and discuss any concerns they may have.

More details of our future communication plans can be found throughout this newsletter.

We hope that you find this newsletter useful and informative and we would welcome any feedback, suggestions or even contributions that you may have.

Please look out for the next newsletter due in Summer this year. Thank you from RMG.

ACCESS YOUR RMG ACCOUNT ONLINE



Residential Management Group have teamed up with Barclaycard to provide our customers with the convenience of paying online.

Through the rmgliving.co.uk website, you can make service charge and ground rent payments.

Accessing your account online also gives you the opportunity to make great savings on a range of products with RMG Rewards.


You can also view a statement of your account online, raise an issue with your Property Manager and gain access to a range of other useful advice. Log on to rmgliving.co.uk now!

GET IN TOUCH WITH RMG

If you are an existing customer, why not give us a call, or email our Customer Services team.

 **0345 002 4444**
(Mon-Fri, 8am-6pm)

 **customerservice@rmg.gb.com**

 Visit rmgliving.co.uk and talk to one of our advisors through our chat service.



MEET THE RMG TEAM



PAUL HITCHEN
Regional Manager

Firstly thank you for taking the time to read this newsletter, the first of what we hope will be many.

I would like to take this opportunity to introduce myself, I am the Regional Manager for Lancashire and Cumbria which of course includes Buckshaw Village.

I have been working for RMG since December 2007 and before that I was a leading member within the Customer Service department of a large insurance company.

During my time with RMG I have worked as a Property Manager managing a large portfolio predominately within the Greater Manchester area.

I was appointed the Regional Manager in 2014 resuming the responsibilities for the region vacated by Paul Sanderson.

In respect of Buckshaw Village my duties include managing and assisting both the Estate

Manager, **Simon Pearson**, and Property Manager, **Matthew Reynolds**.

The management includes ensuring that our pre-agreed Service Level's are met on all occasions and that the communication between the staff and residents is of the highest standard and again within the agreed time scales.

It is clear that we must continually look to improve communication. My key task is to ensure that there is a plan put in place to improve on communication across Buckshaw. This has already started with the launch of the Buckshaw Twitter account (**@RMGBuckshaw**), this newsletter and along with lots of new ideas including a site plan that will highlight which areas of the development are managed by RMG.

From a personal point of view I would like to ensure all readers that Buckshaw Village is a flagship development under RMG management and as such we will ensure that the best possible service is being provided. I welcome residents who have any concerns to contact me directly through any of RMG's communications channels and will be happy to listen to your concerns and act on feedback provided.

I look forward to working with you all to provide the best possible community for you to live in.



MATTHEW REYNOLDS
Property Manager

As the newest member of the dedicated RMG team at Buckshaw Village, I would like to take this opportunity to thank all the people at Buckshaw I have come into contact with so far in assisting me with understanding the dynamics and complexities of such a unique place.

I personally have over ten years experience in the housing sector, starting out working for Riverside Housing for 4 years. I was then employed by Regenda Homes for just over 7 years, where I managed leasehold and shared ownership properties across the Northwest region.

My keys tasks include working alongside Simon, dealing with customer enquiries, ensuring the site inspections across the apartments take place as efficiently and as detailed as possible as well as reviewing contractor performance levels.

I look forward to being involved in the exciting times ahead and please don't hesitate to contact me if you wish to discuss any aspect of RMG services being provided at Buckshaw.



SIMON PEARSON
Estate Manager

Hello Buckshaw residents. It is great to be working as the Buckshaw Estate manager for RMG and I must say how grateful I am for all the support and how helpful all the residents I have met have been and I am looking forward to working with you all.

I would also like to take this opportunity to thank all the contributors at Buckshaw for their input into this first edition of the Buckshaw newsletter.

Over the next few months you will see an increase in RMG presence within social networking for Buckshaw, a village map will be regularly updated for residents (highlighting areas of Buckshaw RMG maintain as part of the Estate Charge).

I work from the community centre here at Buckshaw 3 days a week (Monday's Wednesday's & Friday's between 8am & 4pm). If you wish to pop in and see me, get in touch with our contact centre and we can arrange a time to suit including out of working hours, thanks.

BUCKSHAW YOUTH ASSOCIATION

Formed in 2009, the group provides places to go and things to do for 8-17 year olds of Buckshaw Village and the surrounding area.

The group is run by volunteer trustees and provide Friday evening activities at the community centre between 8pm and 10pm. More details can be found on our website: buckshawyouth.wordpress.com/

THE LOCAL CONSTABULARY

Hello Buckshaw Village! My name is **PC Mick Payne** & I work on Astley & Buckshaw.

I work along side **PCSO Chris O'Loone** and **PCSO Vicki Green**. Buckshaw Village overall has a low crime rate and reports of Anti Social behaviour has reduced over the past few months.

I want to make sure residents take reasonable steps to prevent becoming a victim of crime, simple crime prevention can make all the difference.

Car crime is often thought to be committed by sophisticated high-tech criminals. In reality most of these crimes are opportunistic. The thieves simply wander around looking for any item left on show or vehicle that's been left unlocked.

- Always keep your vehicle locked (including closing windows) even if you only leave it for a few minutes.
- If you can, take your belongings with you rather than leaving them in the car.

- Don't leave keys in a coat pocket and don't leave the coat unattended. And be aware of dropping keys into bags or briefcases where they might remain visible.
- Most importantly - **LOCK YOUR VEHICLE!** Double check it if your unsure.

Lancashire Police offer a free crime alert messaging service. If you would like to receive these free crime alerts you can do so by filling in some basic details at www.stayintheknow.co.uk

The SPIRIT OF BUCKSHAW



The Spirit of Buckshaw is a collaborative project with Croston artist Martin O' Connor, residents, schools and local groups to reconnect people to the heritage of Buckshaw.

The project is being supported by Chorley Council and RMG. Once the site of the world's largest purpose built munitions filling factory in the world, Buckshaw Village is now home to a thriving new community.

We want to delve into the rich heritage of ROF (Royal Ordnance Factory) Chorley to

reveal the hidden histories and stories of the area and reconnect people to the continuing story of Buckshaw.

If I say Buckshaw what would you say? Do you remember life at ROF Chorley? Maybe you performed on the canteen stage...whatever your story we would like to hear from you.

On Wednesday the 18th May, (1-5pm) at Buckshaw Community Centre the project will launch with an afternoon of creative discovery, talk by historian Jack Smith, (tea & cake is available).

The event is held during Dementia week (18th- 24th May). In the UK, there are over 800,000 people with dementia.

To mark this week local residents of all age groups will be encouraged to share memorabilia, photographs and stories at our 1940's Pop Up Memory Booth at Buckshaw Community Centre on Wednesday 18th May.

Paramount for people with dementia and the associated problems of social isolation is the need for cultural activities to be meaningful and relevant to their personalities and everyday life experiences.

For more information about how to get involved email: **Louisa Mor**, Community Development Support Officer: louisa.mor@chorley.gov.uk

Follow us on Twitter via: **@SpiritofBuckshaw** and join our Facebook page: **'Spirit of Buckshaw'**.

Telephone: **01257 515151**

RMG COMPETITION

To mark the launch of 'The Spirit of Buckshaw' project, we would like residents of Buckshaw to come up with a logo design to coincide with the project.

The competition is open to ALL ages and you can provide your entry either by email digitally or hand drawn.

The winner will be picked at random at the launch of the project on Wednesday 18th May at Buckshaw Community Centre.

The winner will receive an iPad courtesy of RMG.

Please email your entry to **louisa.mor@chorley.gov.uk** or post to: **Buckshaw Community Centre, Unity Place, Buckshaw Village, Chorley PR7 7HZ. Good luck!**

FEEDBACK

If you have any comments or feedback about this newsletter, then let us know. Details of how to get in touch with RMG are at the bottom of the page.

PICK UP AFTER YOUR PET!

Tammy Finlayson, from Chorley Council looks at the issue of Dog Fouling at Buckshaw

Dog owners in Buckshaw Village are being urged to pick up after their pet following an increase in the number of complaints about dog fouling.

Chorley Council is taking a proactive approach to the problem by stepping up patrols and monitoring areas, such as Village Way, Old Worden Avenue and the green adjacent to the community centre, along with RMG & PCSOs.

Not cleaning up after your pet carries an on the spot fine of £75 and those who don't pay this within 14 days may face prosecution with a maximum penalty of £1,000 plus court costs and you'll get a criminal record.

We are all fed up of the mess and nuisance caused by dog fouling in the area and you can help

by contacting the council if you witness the offence. It can be reported in confidence on-line at **chorley.gov.uk/dogfouling** or by phoning **01257 515151** giving details of the date and time of the offence, where it happened and a description of the dog and offender if possible.

DOGS IN THE CHILDREN'S PLAYGROUND

It has also come to Chorley Council's attention that some people are walking their dog in the children's play area adjacent to the Buckshaw Village Community Centre. It has been reported that either people are allowing their dog in the play area, as their children play on the play equipment or using the play area as a walk through.

It is an offence to do this and



Buckshaw Play areas

carries an on the spot fine of £75. We want children to be able to play safely and likewise if you spot anyone letting their dogs in play areas report it to Chorley Council in confidence at **chorley.gov.uk/dogfouling** or by phoning **01257 515151** giving details of the date and time of the offence, where it happened and a description of the dog and offender if possible.

BUCKSHAW SCOUTS!

Buckshaw Scout Group offers fun and adventure to boys and girls aged 6-14. We have activities from craft to climbing, camping to photography, kayaking to dance all year round to local residents.

We also welcome adult members to join the adventure, and can help older children complete their Duke of Edinburgh awards with our young leader programme.

If you want to learn more about our available places, put your child's name down for when they turn 6 or just to see what we do check us out at **buckshawscouts.org.uk** or on Facebook and twitter.



BUCKSHAW VILLAGE CHURCH (BVC)

We are a family friendly church that meet in the community centre on the village and we try to exist not just for those who are part of the church family but also for those who are not.

Our priority is of course to worship and learn about God together (and to have as much fun as possible in the process), but also to serve and love the wider community of Buckshaw. We don't just meet on a Sunday! We also run a wonderfully fun toddler group on Tuesday's called Semi-Quavers.

If you'd like to know more about anything we do please contact the Minister **James Gwyn-Thomas** via email: **James.gt@buckshawvillagechurch.org.uk** or through the church Facebook page (**Buckshaw Village Church**).

ASTLEY & BUCKSHAW JUNIOR FOOTBALL CLUB



Local club regularly hires and uses the sports facilities on the village, offers a Saturday morning's community coaching session, became an FA Charter Standard Club. The club also runs popular school holiday activities and recently became Rock FM Shine Award winner and Chorley Council's Community Club of the 2014 as well as the Lancashire FA Charter Standard Club of 2014.

The club has team up with RMG and obtained a lease to use one of the grass pitches on the village, that Environ-care Ltd manage along with the pitches it leases from Chorley Council in Astley Village. Everything is run by the parent volunteers even their website which can be found at www.abjfc.co.uk

FREQUENTLY ASKED QUESTIONS

Q. What is the 'Estate Charge'?

A. This the charge that all residents of Buckshaw pay annually. We can confirm the charge is to remain at £150 for this coming financial year.

Q. Explain the £150 charge?

A. The charge includes (but not exclusive too)

- Grounds maintenance. (including planting etc).
- Electrical repairs.
- Playground maintenance.

Should anyone wish to walk round the Estate with the Estate Manager, please get in touch.

Q. Why do you want another community centre? Who is going to pay for it? Have you actually asked the residents?

A. Proposals for the additional community centre are made by Chorley Borough Council and do not form part of any initiatives made by the Developers or RMG. We recommend residents contact Chorley Borough Council.

Q. Who is responsible for Roads and street Lighting?

A. Roads and Lights are



predominately the responsibility of the developer until adoption has been completed.

At this point the lights become the responsibility of the local council/highways. There are exceptions to this for some car parks and green corridor lighting. If you have any issues, please contact RMG and we will ensure the information is passed to the relevant developer.

We will be publishing our first map of Buckshaw defining the areas we maintain as part of the 'Estate Charge.' This will be updated from time to time as Buckshaw continues to develop.

Is this all of this type of verge or just this area?

A. We don't maintain the grass verges of Old Worden/Village Way/Buckshaw Ave/Central ave at Buckshaw. Some of these roads have been adopted and they are now (including the verges) the responsibility of the highways/council to maintain.

Any roads that have not been adopted (ie: Village Way) please contact the developers at present.

Should you need any clarification as to the areas we do maintain, the opportunity is there if you wish to walk round the village, with The Estate Manager.

Get in touch with RMG and we can arrange this, thank you!

BUCKSHAW VILLAGE FACILITIES



The Floodlit Astro turf Pitch

Buckshaw Village has several facilities on site managed by RMG, including a community centre. The facility contains a large hall with a seating capacity for up to 200 people, a meeting room which seats approximately 24 people and other facilities including a large kitchen area.

The large hall has a raised stage area and the facility has sports

equipment including tennis tables and moveable basketball hoops. The community centre is home to the local veterinary surgery at Buckshaw Village.

SPORTS FACILITIES

Buckshaw is also home to state-of-the art sporting facilities outside. There is a floodlit astro turf pitch and a basketball court as

well as a full-sized football pitch. The pitch sizes which are agreed to FA standards are used regularly by many of the local sports clubs including Euxton girls and Brinscall Village among the many who use the facility.

The pitches are also fully marked for other sports including tennis and netball.

NEXT ISSUE

If you would like to contribute to the next edition of 'BUCKSHAW VILLAGE' get in touch with RMG or pop into the community centre and speak to the Estate Manager, Simon, thank you!

DISCLAIMER: Although some articles are written by RMG, we accept no responsibility for external contributions and information provided by those parties.