



RMG

Residential Management Group

Twitter: @RMGBuckshaw

Online at: rmgldt.co.uk

BUCKSHAW VILLAGE

6-page special!

Your managing agents RMG with a quarterly newsletter for Buckshaw residents

Issue TWO • Summer 2015

BUCKSHAW FACILITIES

Welcome to the Summer edition of the RMG Buckshaw Village Newsletter which includes updates from the local authorities, events in and around Buckshaw, results from RMG's recent Q&A survey and details of some of Buckshaw's facilities.

There are several facilities at the village that RMG are proud to manage including the Community Centre, based at Unity Place.

The centre contains a large hall with a seating capacity for up to 200 people as well as a raised stage area for local productions and has sporting equipment to allow for games such as Basketball, Table Tennis and other amenities.

There are a variety of different groups and classes available to suit all tastes including:

TUESDAYS, 10:30AM SEMI QUAVERS GROUP

This is a vibrant and fun place to be with your baby and toddler every week. Craft activities, baby and toddler singing sessions, snack

time and lots of toys. You can search for them under facebook - 'semiquaversbuckshawvillage' or just come along and join the fun!

WEDNESDAY MORNINGS, 9AM, SLIMMING WORLD

Get in touch with the team now on **07877 498568** or search Slimming World under facebook.

WEDNESDAY EVENINGS WEIGHT WATCHERS

Search 'Buckshaw Weight Watchers' on facebook.

THURSDAY MORNINGS THE BIG-O'S

One of the most popular and fun events at the centre for Mum's and Toddlers. This is a fabulously well organised weekly event and a great crowd of passionate and friendly people who always make everyone feel so welcome. Check them out on facebook under 'Big-Os' and also visit netmums.com for more details.

FRIDAY LUNCHTIME TAI CHI

Come and join-in this popular activity with Chen Style Tai Chi & Qigong Master Jason. More details can be found by



The Big-O's

contacting Jason online - www.healthtaichi.info

SATURDAYS ZOYA DANCE

This is a dance school at the Community Centre offering classes in Ballet, Tap and Modern Jazz. It's a very friendly environment and classes are offered for ages 2 and upwards. Visit the group's website zoyadance.net for more details.

SUNDAYS, 10:30AM BUCKSHAW VILLAGE CHURCH

A lively mix of adults and children meet at the centre every week. Visit buckshawvillagechurch.org.uk for more details.

OTHER GOINGS-ON

There are a host of other groups and activities at the community centre on a regular basis including Buckshaw Scout Group (buckshawscouts.org.uk)

the popular Buckshaw Youth Association (which is a trustee run voluntary organisation) from 8pm-10pm on Friday's starting again from the 4th September, Zumba classes and also one off events such as the BVCA organised Christmas and Halloween events are held here.

You can find out what's on by visiting the community centre details on the front of the community centre or by emailing our facilities team via **01772 623969** or customerservice@envirocarems.co.uk where you can also book rooms and find out further details on the centre.

The centre is also home to the local veterinary surgery at Buckshaw Village.

You can find out more on the clinic's opening times by telephoning **01257 262448** or by visiting hillcrestvets.com



Buckshaw Youth Group



INSIDE ISSUE TWO: RMG SURVEY RESULTS PAGE 3,
THE TEAMS ON THE GROUND PAGE 4, BLASTS FROM THE PAST PAGE 5



BUCKSHAW SPORTS



BESIDES THE FACILITIES AT THE COMMUNITY CENTRE, BUCKSHAW IS ALSO HOME TO SUBSTANTIAL OUTDOOR SPORTING FACILITIES.

many of the local sports clubs, Euxton Girls FC and Brinscall Village FC to name a couple of the clubs that regularly use the facilities.

There are a number of mixed size football pitches, including a full size Astroturf pitch.

There is an additional Multi-Use Games Area which offers a number of other sports including tennis, netball and Basketball.

The pitch sizes, which are to FA standards, are used regularly by

The centre offers excellent car



Astroturf Facilities

DON'T FORGET - IF YOU ARE A RESIDENT ON BUCKSHAW AND YOU WISH TO USE THE SPORTS FACILITIES, YOU ARE ENTITLED TO A DISCOUNT. GET IN TOUCH NOW!



Football Pitch

parking facilities which allows surrounding communities to utilise the facilities and space.

friends and build an active and healthy community.

These parking facilities are due to be upgraded to incorporate individual parking spaces and assigned spaces for disabled users in the near future.

The facilities also offer changing rooms and shower facilities with another capacity to hold a home and away team for sports such as Football and Hockey.

We aim to continue to ensure the sporting areas are maintained to high standards to hopefully encourage local residents to use them and in turn helping residents to socialise, make new

Residents of Buckshaw will receive a preferential rate when hiring any of the sporting facilities here. Get in touch with Envirocare on **01772 623969** or online via the website at bookbuckshaw.com

DEFIBS AT BUCKSHAW FACILITIES

The local community and RMG working together to achieve potentially life saving equipment at Buckshaw

Over the past few weeks RMG have been working with the local community of Buckshaw Village and are delighted to announce that both the Sports Facilities and Community Centre now have been fitted with defibrillators.

We would like to say thank you to Jamie McGregor at The Buckshaw Business Hub, for all his passion & hard work on the project, Cheryl and her colleagues at the Northwest Ambulance service and everyone else who has contributed from beginning to end on helping get the defibs.

entrances of both The Community Centre & Sports Pitches. Should, on the very rare occurrence they should be needed there are instructions on the front of the unit. Here is a summary of how they operate, as follows:



The unit outside The Sports Pitches on Old Worden Avenue



The unit outside The Community Centre at Unity Place

WHAT IS DEFIBRILLATION?

This is a common treatment for life-threatening cardiac dysrhythmias and ventricular fibrillation. Defibrillation consists of delivering a therapeutic dose of electrical energy to the heart with a device called a defibrillator.

The new defib's are at the front

1 RING 999. The emergency service will supply a code.

2 Key in the code on the defibrillator unit and it will open up and the defib will be released from below.

3 Open the defib and follow the instructions which are told to you by the machine.

The details of the defibs have already been given to the

emergency services so when you dial 999 they will have the code to hand and be able to assist.

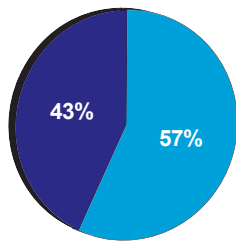
We have had quite a lot of interest from residents of Buckshaw about training and there will be sessions available at the community centre - a date of which will follow soon.

RMG COMMUNICATION SURVEY

WHAT YOU WOULD LIKE FROM YOUR MANAGING AGENTS AT BUCKSHAW

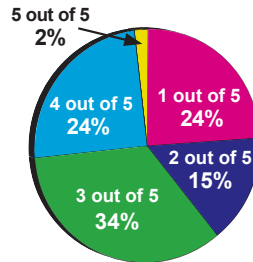
THE RESULTS!

Are you happy with the level of communication that RMG currently provide?



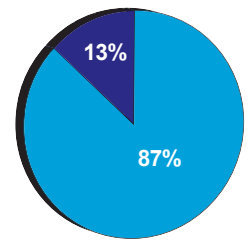
57% were not happy with the current level of communication.

How do you rate your overall experience with RMG?



60% of Buckshaw rated RMG 3 out of 5 or higher as a Managing Agent.

How would you like to receive invoices?



87% want their invoices sending via Email.



We recently sent you a survey to ask about how RMG communicates with you and how you want to communicate with RMG.

We wanted to take this opportunity to say thank you, not only for taking the time to complete the survey but for joining RMG on this journey to provide you with the communication methods you want.

We have compiled the results, listened and taken on board the methods you wanted to use. From these RMG have created a strategy to be able to provide the services you have requested.

On the right are a selection of these actions and completion dates for these.

Please note, the survey was issued only to residents whom we have their email addresses on file.

The four top communication methods you wanted to use when discussing your queries with us are:

- Email
- Online Account
- App
- Web Chat

What you said

87% of customers want their Invoices issued via Email.

92% of customers want Payment Reminders via Email.

91% of customers want to receive meeting reminders via email.

60% of customers want an RMG App to be able to Report & Track Repairs.

46% of customers want to be able to access Invoices or Payment Notifications via an RMG App.

63% of customers want to utilise your Online Account for Customer Support and accessing your information.

35% increase in customers that want to use RMG's Online Chat for Customer Support.

93% of customers want to receive a Business / Development Newsletter via email.

What RMG will do

Launch our Paperless Service in October 2015.

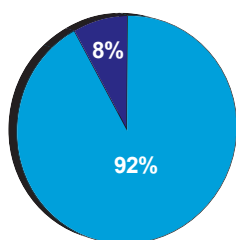
Launch an RMG App in April 2016.

Improve & Re-launch RMG Living in April 2016.

Increase RMG's Online Chat service to a 24/7 Service in July 2015.

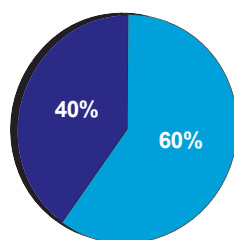
Issue out Development / Business Newsletter via email.

How would you like to receive payment reminders?



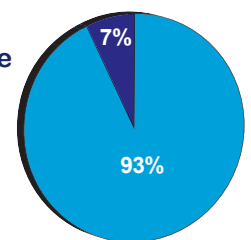
92% want their payment reminders via email.

How would you like to report & track repairs?



60% of customers want an RMG App to be able to Report & Track Repairs.

How do you want to receive a Newsletter from RMG?



93% of customers want to receive a newsletter via email.



Telephone: 0345 002 4444 (Mon-Fri, 8am-6pm) Email: customerservice@rmg.gb.com
Chat online at: rmgliving.co.uk and talk to one of our advisors through our chat service



THE TEAMS ON THE GROUND

RMG's contractors at Buckshaw are not only local, they are experienced professionals. Buckshaw are also in the fortunate position that we have a team of people that have been working on the development for sometime already and know the areas very well. In Envirocare & Rowlands Maintenance, we have two contractors who deliver on time and exceed expectations. You can find out more from the two teams below, and can also follow some of the on going maintenance on twitter - @RMGBuckshaw where we provide regular updates on our maintenance of the estate, apartments and of course the facilities.

envirocare

Working at the Heart of Your Community

ENVIROCARE ARE ONE OF THE LEADING GROUNDS MAINTENANCE COMPANIES IN THE UK AND SINCE JANUARY 2008 HAS BEEN CARING FOR THE VAST COMMUNAL GROUNDS AT BUCKSHAW VILLAGE.

Maintenance is quite a task, with Buckshaw boasting acres of grassed and lawned areas, play-grounds, water-ways, hedges, flower and shrub borders and sport pitches – both grass and artificial.

Over the last 7 years Envirocare,

(whose national Head Office is on Dawson Lane), has been working closely with both residents and RMG to offer the kind of well maintained grounds you rightly expect.

Dave Yates, Managing Director of Envirocare explains: "We are keen to continually demonstrate our commitment to high service standards and customer satisfaction.

As well as caring for the grounds maintenance of the Village, we also look after the community centre, as well as managing & taking bookings for the sports pitches.

In addition to our regular grounds maintenance works we also



undertake specialist tasks, following requests from your local Property Manager. To ensure consistency of service across the village we regularly carry out thorough site inspection visits.

You will always find a member of the Envirocare team working in the village, collecting litter, tidying the bin stores, cutting the grass or ensuring the play areas are clean and safe.

We are proud to play a major

role in the appearance of Buckshaw Village and hope to be part of your community for many years to come".



Rowland Maintenance

Delivering high quality maintenance services throughout Buckshaw Village

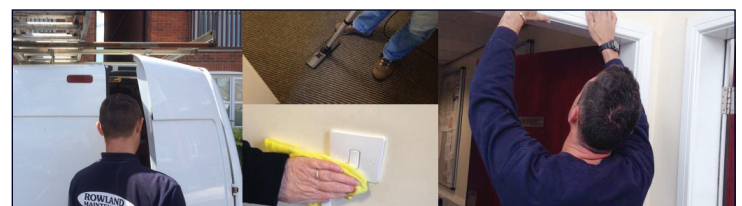
ROWLANDS ARE AN ESTABLISHED LOCAL BUSINESS WHO PROVIDE DIFFERENT AREAS OF MAINTENANCE ACROSS MANY AREAS OF BUCKSHAW VILLAGE.

Rob Critchley Operations Director at Rowlands, explains: "Our business has been established over 15 years, based at nearby Coppull in Lancashire.

We provide a wide range of services across the village for the residents of Buckshaw.

This includes cleaning of all the apartment blocks communal areas (excluding the window cleaning), regular cleaning of the community centre and general maintenance of areas such as lighting internally and issues such as roofing, guttering and other externals where the managing agents are responsible.

We also provide repairs of all the external lighting across the green corridors of Buckshaw.



We pride ourselves on being reactive to problems should they arise across Buckshaw, recently this includes the speedy turnaround of a broken window at the community centre, clearing several issues of graffiti around the village and several large amounts of fly tipping.

Of course speed is of the essence, but accuracy and high standards of work are what everyone is looking for.

We hold regular meetings on

site at Buckshaw with RMG to ensure all jobs are always at that level and prioritised accordingly.

We also provides updates on present works and any details that can be shared including pictures of work that can be then be distributed across RMG's communication channels".



BLASTS FROM THE PAST

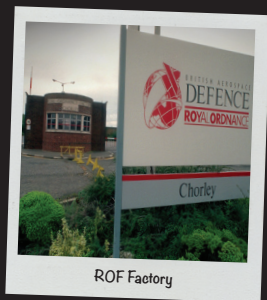
RMG have teamed up with local historian **Stuart Clewlow** to produce a new, regular feature detailing interesting facts about Buckshaw village.

For centuries the site of what is now Buckshaw Village was made up of the estates of Buckshaw Hall and Old Worden Hall and a number of farmsteads.

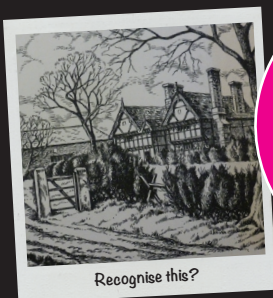
However in the mid 1930's an area of nearly 1,000 acres was compulsorily purchased by the Government to build a large purpose built Ordnance Factory, and it became known as ROF Chorley. Construction began in 1936 and the factory was opened and in production from 1939 until 2007.

ROF Chorley in numbers:

- The whole factory site cost £12 million to build, at the time the average house cost £400.
- 20 million bricks were used.
- 1 million cubic yards of concrete was used.
- The concrete was poured from an on site and purpose built mixer which was then the largest in the world at 120 feet tall and cost £30,000 to construct.
- The factories contained 300,000 square yards of glass
- Within the perimeter fencing of 6 miles was 50 miles of roads and pathways and 25 miles of railway track.
- The site contained 2,000 lamp posts.
- During World War Two around 40,000 people were employed at the Ordnance Factory.

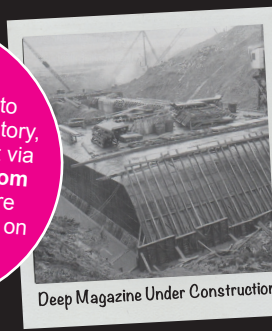


ROF Factory



Recognise this?

If you would like to know more information relating to Buckshaw Village's history, get in touch with Stuart via saclewlow@yahoo.com You can also find more information about ROF on Facebook: 'ROF Chorley'.



Deep Magazine Under Construction

PCSO VICKY COLLINS

I am the PCSO for Astley Village and Buckshaw Village. I have recently returned from maternity leave so had been off the Neighbourhood policing team for 18 months, but it's great to be back!

In my first few weeks back I've been liaising with my colleagues **PC Mike Payne** and **PCSO Chris O' Lone** and have been speaking to the local school, youth club, businesses & residents to get a feel of how your community is getting on. Buckshaw is a safe place to live and work but it's our job to use our time effectively to provide crime prevention advice, prevent anti social behaviour and engage with as many of our residents to keep people updated.

There are plenty of events during the coming months that I'll be attending to inform you about "in the know" a new text and email alert service to keep you informed about what's going on in the area. Check out stayintheknow.co.uk and see what its about, or contact us and well get you signed up.

HELLO FROM THE TEAM AT SOUTH RIBBLE

Buckshaw Village straddles the boundary between South Ribble Borough Council and Chorley Borough Council, which does cause some confusion.

A new South Ribble boundary sign will be erected shortly on Central Avenue. Our vision is to provide a clean, green and safe environment for all. Residents can do their bit by cleaning up after their dogs and not dropping litter.

South Ribble and Chorley have dedicated Neighbourhood Officers operating on Buckshaw with very similar roles, which

includes patrolling the area (independently and jointly) enforcing laws relating to dog fouling and littering.

However the fines are slightly higher in South Ribble!! Residents can contact South Ribble Borough Council on **01772 625625** or info@southribble.gov.uk

South Ribble run a series of walks and activities throughout the year and across the Borough. Further details of all our events can be found in our bi-annual events programme available from local libraries or

Buckshaw Community Centre / The Hub.

DATES FOR YOUR DIARY

 **Thursday 16th July, 1pm**
Health Walk from Bobbin Mill Pub (taking approx. 1hr) **FREE, Everyone welcome.**

 **Tuesday 21st July, 11am – 3pm**
FREE Microchipping event
Worden Park, Leyland
In conjunction with the Dogs Trust

SCHOOL CROSSING

Councillor Mark Perks reports on a much-needed addition to the village:

"After a long campaign which involved many conversations with officials discussing a school crossing patrol for Trinity CoE / Methodist Primary School, subject to someone applying and being appointed, a school crossing patrol has been agreed by LCC, which will start from September and be located on Village Way.

Operation times will be **Mon-Fri 8.30-9am & 3.10-3.40pm** Even though Village Way has still not been adopted by LCC at this present date I must say a big thank you to all the parents and school who were instrumental in helping with the campaign and to LCC for recognising the situation and agreeing to it being approved".

AWARD FOR LOCAL BUSINESS WOMAN

Amelia Worrall, Managing Director of local marketing and PR firm Aware Communications, won the Creative and Digital Award at the Lancashire Business View Young 'Uns Awards last week. (12th June 2015)

Shortlisted finalists gathered

at a prestigious black tie ceremony at Blackpool's Winter Gardens where Buckshaw Village resident, Amelia, was unveiled as the winner.

Read more about Amelia in the Autumn edition of this newsletter.



LOCAL BUSINESS & SERVICES DIRECTORY

Please find some useful contacts & information on local businesses/ services at Buckshaw Village:

CAKES & CONFECTIONARY

www.tillyscakes.co.uk
Tilly@tillyscakes.co.uk

COFFEE MORNINGS

Last Monday of every month
Buckshaw Community Centre
10.30am-12noon
Over 55s, anyone welcome

ELECTRICAL SERVICES

Fishers Electrical Services Ltd
fisherselectricalservices@hotmail.com
fisherselectricalservices.co.uk
fishersfirealarms.co.uk
01772 435165 / 07701084932

HEATING & PLUMBING

SJL Heating
www.sjlheating.co.uk
01772 433030 / 07976 624935

SLIMMING GROUP

Slimming World
Buckshaw Community Centre -
Wednesday's 9am, Call: 07877
498568 / also on Facebook

HARRY DELIVERS ACROSS BUCKSHAW



BUCKSHAW LAD HARRY LONGWORTH'S LOCAL BUSINESS CONTINUES TO DELIVER IN THE VILLAGE



Young Harry established a new business nearly two years ago offering a delivery service to local trades, shops and businesses.

I still have demands with my education as well so I have to balance the two, but I am already thinking ahead.

Now a couple of year on and 16, Harry delivers approximately 20,000 leaflets and flyers to 3,000 plus homes across Buckshaw and beyond each month. Harry explained that with the village continuing to expand there is more and more of a need to get information out there as quick as possible.

"After I finish college I'd like to expand my leaflet business and maybe start a local magazine of my own" - Harry

Ideally, after I finish at college, I'd like to expand my leaflet business and maybe start a local magazine of my own.

Harry's parents are delighted with their young son's achievements with his Mum Dawn saying "We are delighted with what's happening. The family helps but Harry is very focused on his business."

You can find out more about young Harry on facebook.com/Leaflets or follow him on Twitter @BuckshawLeaflet

SEMI-QUAVERS!

Semiquavers is a vibrant and fun place to be with your baby or toddler every Tuesday morning. We have two different craft activities, messy play, baby and toddler singing sessions, snack time and toys toys! There really is only one place to be at 10:30 every Tuesday in term time. Come and join the fun!

CRAFT FAIRS

Sun 26th July, 1.30pm-5.30pm
& Sun 23rd August, 1.30pm-5.30pm

Buckshaw Summer Arts and Crafts Fair, Buckshaw Community Centre, Buckshaw Village,

Come along and join us at our Buckshaw Summer Arts and Crafts Fair with local stall holders. Come and see for yourself the wonderful talents of local people and treat yourself. Bring the family for a great day out! Contact Caroline on 07594 014406 for more details, it is FREE ENTRY to both events.

GoJu Ryu KARATE

Tuesday's at the Community Centre. 7-7.50pm for children & 8-9pm for adults. The class is run by Sensei Tony Bewley 6th Dan British Karate Association - 35 years experience. Friendly atmosphere. First session is free and £3 per session for children and £4 for adults on a pay as you go basis. Contact Tony on 07812 111145 or go to buckshawkarate.com

RECYCLING CHANGES

News & Information provided by Chorley Borough Council

RESIDENTS WHO WANT TO DISPOSE OF CONSTRUCTION AND DEMOLITION WASTE FOR FREE AT LANCASHIRE COUNTY COUNCIL'S RECYCLING CENTRES NOW NEED TO APPLY FOR A PERMIT.

LCC brought in a permit system on 1 June 2015, to limit how much construction and demolition waste people can dispose of for free at Household Waste Recycling Centres, with charges being applied for any extra.



The free permit allows people to dispose of up to ten 25kg bags of construction and demolition waste a year without charge.

A charge of £3.50 per 25kg

bag or equivalent item will be applied for any further waste, or for any waste delivered without a permit. Permits are valid for a calendar year, or until the free allowance has been used.

"Lancashire County Council needs to save costs of £315 million by April 2018."

This new system does not affect recycling and the disposal of normal household waste which can be taken to HWRCs as usual without the need for a permit, but it will help to reduce the £750,000 annual cost of dealing with 'inert' waste such as soil, rubble, ceramics such as toilets and sinks, and plasterboard. LCC needs to save £315m by April 2018.

You can find out more or apply for a permit at lancashire.gov.uk/waste or by calling 0300 123 6781.

The SPIRIT OF BUCKSHAW UPDATE

Thank you to everyone who attended our event at the Community Centre.

Runshaw College students have been busy developing ideas that begin to tell the continuing story of Buckshaw. We are also looking for volunteers with craft skills in knitting or textiles to help us create the finished woven tapestry which will be exhibited at Astley Farmhouse gallery later in 2015.

If you have a memory you would like to share with us or would like to help us make the tapestry please contact: louisa.mor@chorley.gov.uk Twitter: 'Spirit of Buckshaw'.

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 & speak to us - thank you!

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