



NEWSLETTER

Kings Hill Residential Estate Management

The 2025 newsletter includes details on the fee for this year plus articles summarising the questionnaire results and key responsibilities of what we do. We have also included articles on the new bridleway link, updates on Orchard Park and other information for members of Kings Hill Residential Estate Management Company Ltd.



2025 fee for Kings Hill Residential Estate Management Company increased by 2.78% to £370 (plus VAT)

The Directors of Kings Hill Residential Estate Management Company Ltd, including the resident Directors, met at the end of January to agree the annual fee alongside the proposed budget. The 2025 fee is to be increased by £10 from £360 to £370 plus VAT (Total of £444), which is an increase of 2.78%. The

budget pack details how the costs have changed over the last 12 months, and we are continuously seeking cost effective improvements to the services and the team have worked hard to ensure costs have been managed whilst maintaining the quality of the services.

The preferred method of payment is by bank transfer quoting your resident ID (Account Number). The fee can be paid in instalments providing that the fee is paid in full by 31st December. Please let us know if you wish to pay in instalments so the details can be recorded on your account.

2024 Questionnaire Results

The resident Directors were keen to hear from all members of Kings Hill Residential Estate Management Company Ltd and created a questionnaire. On first request we only received 11 responses. On a further request on Facebook by James we received a further 35 responses. To view the results please click on the link: https://www.surveymonkey.com/results/S_M-Wod9toA1wDe26jZm1kpicA_3D_3D/

The majority of responses were positive with on average 90% being either very satisfied or satisfied with the services provided. Main areas of concern were issues outside the remit of this company. We have clarified what KHREMC are responsible for to remind residents of what we do, and the areas that we would like feedback on. One area that is not in our remit, but we have been trying for many years to find a solution to is the poor mobile signal on Kings Hill. There is positive news on this and an update is included in

this newsletter. There were some comments about the central area on Kings Hill and litter. This is not an area maintained by KHREMC but Kings Hill Management are responsible for this area and have increased the litter picking time spent in this area. Unfortunately, it would not be cost effective to have 24hr litter pickers but hopefully you will have noticed an improvement. We appreciate that we now have some new residents that have moved to Kings Hill during last year and therefore included again the bar code and link if you have not completed the survey and would like to do so. We do really appreciate your feedback. Please use the QR code or



link below: <https://www.surveymonkey.com/r/LHML9G3>

Copies of the questionnaire can be provided, upon request. Please call or email the office and a copy will be sent to you.

	VERY SATISFIED	SATISFIED	NOT SATISFIED	TOTAL
Maintenance of open spaces and children's play areas	60.87% 28	34.78% 16	4.35% 2	46
Landscaping (grass verges, roundabouts and shrub planting)	69.57% 32	23.91% 11	6.52% 3	46
Litter picking services and general cleanliness	67.39% 31	28.26% 13	4.35% 2	46
Provision, location and maintenance of dog waste bins	51.11% 23	37.78% 17	11.11% 5	45
Efforts to promote and implement environmentally sustainable practices	23.91% 11	60.87% 28	15.22% 7	46
Overall how satisfied are you in general with living in Kings Hill	69.57% 32	28.26% 13	2.17% 1	46

Kings Hill Residential Estate Management Responsibilities

From some of the responses to the questionnaire it was apparent that some residents are not clear on the responsibility of this company. Below is the list of what the company does. KHREMC do not develop or build houses and are not responsible for the lettings in the retail or commercial areas. This list can also be found in the budget pack annually for clarity.

The key services we cover are:



Providing and maintaining shrubs and trees on communal land



Maintaining and caring for the mature and new landscaped areas



Mowing communal areas of grass



Provision and emptying dog and litter bins and 7 days a week litter picking



Playground equipment maintenance and replacement



Providing and maintaining signage



Winter road treatment for main distributor roads in the residential area

Permissive Bridlepaths

A new combined horse gate with radar key access gate has been installed on the boundary of Kings Hill close to the permissive bridlepath adjacent to Clearheart Lane has been completed. The new gate was required as motorbikes were using

the path to gain access to Kings Hill which was a concern to residents.

If vehicles continue to misuse this bridlepath, we ask you to report this to the police with as many details as possible. This can be completed online or by calling 101.



Lighting upgraded – Laxton Walk

Laxton Walk from Discovery Drive to Milton Lane, is one of the greenways with bollard lighting that leads to Liberty Square. There were issues with several of the bollards which caused the lights to stop working. A tender was prepared and issued to 3 contractors to ensure the most cost-effective solution was procured. Works to upgrade the lights along this greenway started in early January and are now providing an energy efficient LED lighting solution for residents.



Greenways provide safe routes for pedestrians and cyclists to access areas of Kings Hill. Not all routes are illuminated – the design of the paths immediately adjacent to Liberty Square are lit to encourage sustainable travel to Liberty Square. The greenway links in the residential areas closer to the woodland edge or nature conservation areas are not illuminated to reduce light pollution to maintain the natural habitat for local wildlife.

Kings Hill Car Share



Operated by the national Liftshare organisation, Liftshare provides Kings Hill employees and residents with an opportunity to share fuel costs and reduce car usage and so reduce the negative impact on the environment.

Liftshare is the largest car share network in the UK and is a social enterprise, mission driven rather than profit driven. The scheme can help parking issues, saving money and reducing local pollution and congestion. This service forms part of the travel plan and you are encouraged to join – it may help with access to West Malling station or other journeys plus both parties can benefit from the reduction in costs.

For more information visit [Kings-hill.com](https://liftshare.com/uk) website where there is a link or visit <https://liftshare.com/uk>

Public Art

During 2024, Orchard Park became the home of the final piece of public art, "Slices of Peace" by Yinka Ilori, installed by the developers for Kings Hill. The installation team that worked with the artist are still involved in the project as they seek a suitable lighting solution for the artwork.

There are no costs to KHREMCL until the installation has proven that it is fit for purpose.



Coppicing

Kings Hill has several sections of sweet chestnut woodland which have previously been coppiced. The management of this woodland requires coppicing on rotation every 15-20 years. The trees are cut down to just above ground level and the multi-stem tree that regenerates can reach over 2 metres within 6 months of being coppiced. The

sections of woodland that are coppiced are selected to ensure that wildlife corridors are retained for the benefit of the local wildlife. During 2025 a further section of Forest Way and mature trees on Gibson Drive will be coppiced. There are further plans to coppice part of the woodland adjacent to the Ball Park later in the year.



Dog bins

To keep Kings Hill clean and to ensure dog owners dispose of dog waste responsibly, KHREMC provide and maintain 65 "dog bins" for dog owners to use. The waste collected from the dog bins is classified as "offensive waste" which requires a specialist disposal contractor to remove and dispose of. A more sustainable solution has been procured for the disposal of this waste in 2025, and the details of the costs are included in the budget. The amount of waste collected has also increased which contributes to the higher costs.



Thank you to all responsible dog owners who pick up after their dogs and please continue to clear up after your pet for the safety of all residents.

Mobile mast

In October 2024, planning permission was granted for a new 5G lattice tower to be installed on the edge of the woodland in the centre of Kings Hill Golf course. Once completed the installation will accommodate antenna and transmission dishes which should improve the coverage for Kings Hill residents. The works to construct this new facility are expected to start in Spring 2025. Further details on the application can be found on the Tonbridge & Malling website, planning reference (TM/24/01368/PA).

Green waste

During 2024, the endeavours of the landscape team's pruning, mowing and trimming generated 302 tonnes of green waste. All of this was transported to the nearby EnVar facility in the Blaise Farm Quarry, off the A228. The facility processes the green waste and converts the material into nutrient rich, peat free soil improver, mulch or compost for farmers and gardeners to use.

Northern Bridleway

A new combined bridlepath and pedestrian link is now open along the northern edge of Kings Hill linking Glenton Avenue to the Public Right of Way MR144 and the A228. The woodland path is an alternative route to reach the station and West Malling and is lined with

mature sweet chestnut and birch trees. The image (right) shows part of the path which extends from Sandow Place to the A228 and we hope you enjoy exploring this new route. Dog waste and litter bins have been installed to ensure the path is kept clean and pleasant for all to use.



Future development plans

The planning application has been submitted for a skate park facility on Gibson Drive. The plans show the construction of the skate park adjacent to the Nursery on the Hill and the footpath to Warwick Way. Further details of the application can be found on the Tonbridge & Malling planning portal under reference TM/24/01912/PA.

The planning application is due to be determined in early Spring and we hope construction will commence in early Summer 2025.

Resident Directors

Laura and James are the elected Directors for Kings Hill Residential Estate Management and can be contacted with questions about the company at the following email addresses:



Laura Harvey:
laura@khremc.co.uk



James Mackay:
james@khremc.co.uk

Contact Details:

c/o Kings Hill Management Ltd, 5 Liberty Square, Kings Hill, West Malling, Kent ME19 4AU.
Tel: 01732 792048
Email: enquiries@kingshillmanagement.com

Estate Queries:

Emma Cottee: 01732 792356 or Susan Davies: 01732 792340

Resident Directors:

Laura Harvey: laura@khremc.co.uk or James Mackay: james@khremc.co.uk