

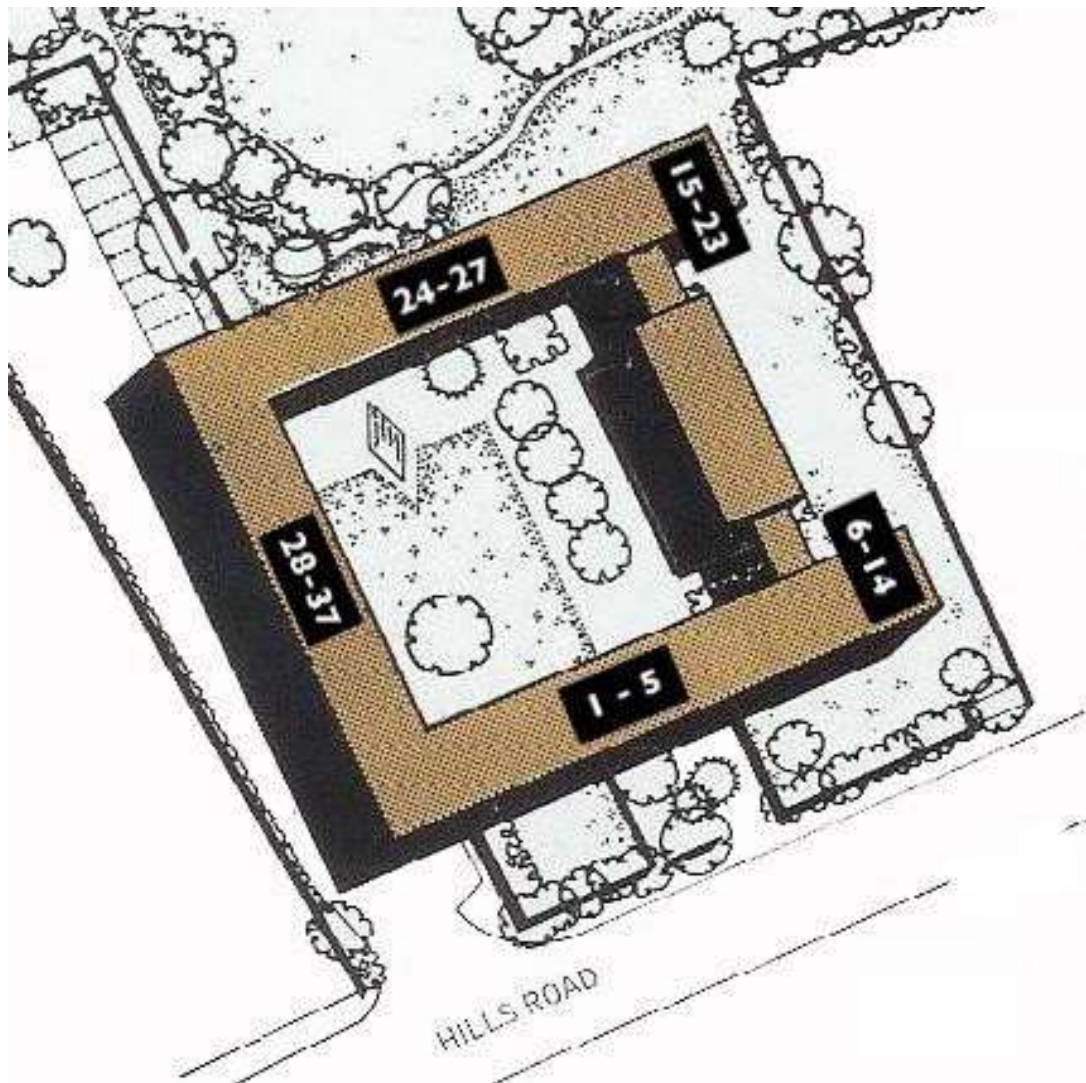
# HIGHSETT

RESIDENTS' SOCIETY

## WELCOME TO HIGHSETT

Highsett is an exclusive award-winning development set in beautifully landscaped private gardens right in the heart of the city. It benefits greatly from its location south of the centre of Cambridge, its proximity to the train station and botanic garden and from the existing mature landscape; providing a peaceful green oasis.

We're pleased to welcome you as new neighbours. We believe that Highsett is a very special place and we hope you'll enjoy living here. We look forward to meeting you at our summer and winter social events and at our AGM which is also a social time when residents can get together. We have produced this information to give you some background to the concept of Span Estates such as Highsett and also some practical up-to-date information that we hope you will find useful.



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## **HISTORY**

Nikolaus Pevsner pronounced Highsett: “The best private housing group in Cambridge”. It was seen as representing a new model for urban living, based on two separate English traditions: terraced housing and picturesque gardens. The architect Eric Lyons also described his designs as an “oasis” in the city.

Highsett is one of 30 housing estates of varying sizes built by Span developments from 1948 until 1984. Early on it won a RIBA housing award, and in 1998 became one of only 5 that were listed (Grade II).

Residents who have been here a number of years are invaluable in holding the history of Highsett. Others stay less time but bring a wealth of ideas and innovations to ensure that we move with the times, whilst holding on to our essential roots.

## **HIGHSETT WEBSITE**

You will also find useful background information, further details on Span developments and Residents’ Society documents on our website: [www.highsett-cambridge.uk](http://www.highsett-cambridge.uk)

## **SOCIAL EVENTS AND COMMITTEE**

We have two social events in the year: a summer garden party for all residents of Highsett and carol singing with mulled wine and mince pies around the Christmas tree. A small collection goes to a local charity.

We have a notice board, by the pedestrian gate at Hills Road, for information such as window cleaning dates, residents’ and community events. We produce a newsletter periodically. If you’d like something to be included, please contact a Committee member or email to [highsettresidentsociety@gmail.com](mailto:highsettresidentsociety@gmail.com) .

Over the years we have been very fortunate that residents have been happy to take their turn on the Committee in managing the estate. We now do this with the help of Encore Estate Management. We are keen for newcomers to become involved in this way and we are very encouraging. Often people feel they should not volunteer until they’ve been here a while but we’re always happy to receive offers and it is a good way to get involved.

The Committee members usually take a turn of 3 years and decide on their Chairperson and Vice Chair each year. The Annual General Meeting in March/April is an important opportunity for residents to authorise and vote on significant new ideas, changes, costs, and elect the Secretary and Treasurer.

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## **GARDENS & POND**

We have delightful gardens for residents to enjoy. We have recently undertaken a major replanting of the courtyard beds based on the original plans and this is now beginning to really take shape.

There are a few chairs, deck chairs and benches for everyone to use. We do ask that you do not take the chairs too far away so that they are 'lost'.

Please take care around the pond situated within the quadrangle and ensure that any children or residents' visitors are supervised at all times.

We have a Gardening subgroup on the Committee and they are always interested in talking about ideas, etc. with other residents. Please do contact the Committee should getting involved interest you.

## **ELECTRONIC GATES**

The existing vehicle and pedestrian gates at the Hills Road end of Highsett were automated in 2006. You should have been provided with a key fob by the previous owner for both the vehicle and pedestrian gate for personal use and also given the access codes for both gates.

If you need to purchase a second fob or attain codes, then please contact Encore directly.

Whenever possible please use the telephone access system and communicate the codes only to those that require regular access. To get your telephone number(s) entered into the system, please contact Encore. Emergency services all have the code.

## **PARKING**

We politely request that residents and visitors park in designated spaces and do not leave cars on the hatched area near the gate as it is for emergency vehicles.

If you have visitors parking in the car park (including tradespersons) we ask that they display a note inside their windscreen stating which flat they are visiting and a contact number.

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## **MAINTENANCE CHARGE**

The Maintenance Charge covers the running of the Estate including insurance of the building. Occasionally we have had to raise a levy for particularly large expenditure, for example a new roof in 2004. Individual owners jointly purchased the Freehold in 2005.

The Maintenance Charge is to be paid in advance either monthly or quarterly and is due on the 1<sup>st</sup> day of the month. A Standing Order or Direct Debit form should be set up at your bank to cover these costs upon purchase to avoid arrears. Please note you will not be invoiced for your maintenance charge.

Current bank details for maintenance charge as follows:

Name of Bank: Barclays Bank Plc

Name of Account: CPM clients A/c re Highsett

Account Number: 33826104

Sort Code: 20-17-35

Reference: 360/0xx (This is your customer reference, shown on correspondence from Encore) (Please include your flat number preceded by 360/0 on your direct debit application form for our easy reference and accountancy).

## **MAINTENANCE ISSUES/REPAIRS**

Any maintenance issues or repairs should be reported to our Estate Manager at Encore Management on 01223 866980.

## **WINDOWS & CLEANING OF COMMON AREAS**

Windows are cleaned quarterly and a regular cleaning of the common areas is undertaken. There should be a notice of the scheduled dates on the notice board.

Although it is stated that landings should be left free, many residents do enjoy having colour near their front doors: for everyone's safety, please do not leave items (bicycles, etc.) that may impede access in common areas or on landings. All plants must be cared for by the owner.

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## **REFUSE COLLECTIONS & RECYCLING**

Please note that we have only Refuse (the equivalent of black bins) and Recycling (blue) bins. Refuse bins are emptied each week. Recycling bins can be found in the storerooms near Flat No.1 and near the vehicle gate, next door to Garage No.12 - The doors have a Digilock code: **C1275Z**. Please make sure all rubbish is placed inside the bins, otherwise it will not be collected. Please see Highsett Guidelines section below for further details.

## **COMPOST BINS**

We have 2 compost bins located in the gardens on the south-eastern edge of the flats. Please note that cooked food should not go into the compost bin. Non cooked vegetables can be disposed wrapped in paper or paper bags. Unfortunately, biodegradable plastic bags do not degrade quickly enough for effective composting. Information on what can go in the compost bins is available at <https://www.cambridge.gov.uk/reduce-food-waste>.

## **BUILDING WORKS**

Please note that before any work can be carried out on your property, you must notify the Highsett Residents' Society Committee and request permission to carry out your planned update. It's important to make sure that you understand The Construction Policy before you begin to plan. *A copy of this policy is available on the Highsett website or available upon request from Encore.*

Highsett Flats is a Grade II listed building and you will also be required to provide any listed building regulatory office approval paperwork indicating that the work may be carried out on your property.

## **FINALLY**

We hope that you will enjoy being part of the Highsett community and, if there is anything else you need to know or have any queries, the contact details for Committee members are below. We have a list of residents' names and phone numbers (with their permission) for circulation to other residents. We also invite you to supply contact details in case of emergencies. Any contact details are held securely in the office and have proved very useful on occasion.

## **CONTACTS**

Highsett Resident Society Committee  
Email: [highsettresidentssociety@gmail.com](mailto:highsettresidentssociety@gmail.com)

Encore Estate Management  
Cameron Clarke  
Highsett Estate Manager  
Tel: 01223 866980  
Email: [info@encoreestates.co.uk](mailto:info@encoreestates.co.uk)

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## HIGHSETT GUIDELINES

We are delighted to welcome you to Highsett. Please be considerate to your fellow neighbours & the communal property to ensure all residents enjoy harmonious living.

### **Please keep the bin stores tidy**

- Please place your rubbish in the bins provided. There are separate stores for recycling and general waste (see above). Please make sure all rubbish is placed inside the bins, otherwise it will not be collected.
- Ensure your domestic rubbish is wrapped/bagged securely. Ensure all rubbish is placed in the bin (not on the floor).
- We encourage recycling. Please follow the recycling instructions issued by the local Council. Further information can be found on the city council website: <https://www.cambridge.gov.uk/node/9892>
- Please flatten plastic bottles and cardboard to allow more room.
- As bin space is limited, residents must take large cardboard items to the tip.
- Do not leave large items (e.g. Mattresses, furniture) in the bin storage areas as these will not be collected. Please contact the local Council to arrange collection.
- Ensure the communal areas remain free from refuse & junk mail at all times.

### **Keep the corridors clean & empty**

- Do not block landings, hallways or communal areas with bicycles, prams, toys or rubbish bags.

### **Be security conscious**

- Do not let anyone in through the pedestrian gate or vehicle gate if you do not know them.
- Please be careful about who is given the access codes and restrict this information as much as possible.

### **Take care when you are moving in & out**

- Be careful to not mark the walls and doors of the communal areas as they will need to be repaired by incumbent residents. It is not fair to oblige others to pay for damage you cause.

### **Store your bicycles correctly**

- Bicycles must be stored in the designated bicycle storage areas, not in the communal hallways. Please ensure the storeroom doors are kept locked at all times to maintain security, but also ensure your bike is secured to the stand using a good lock.

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## **Drains**

- Please be careful about what is put down the drain. Do not pour oils or fats into the sink, and ensure no cleaning wipes/towels or nappies are put into the toilet. These blockages are costly to resolve.

## **No smoking**

- Do not smoke within the communal areas of Highsett.

## **Gardens**

- The gardens of Highsett are a particular architectural feature of the Estate. They are currently maintained on a weekly basis by an external company called Hardy Landscapes.
- The gardens are to be used by all. Please take good care not to damage them.
- Please take particular care around the pond, ensuring children are supervised at all times.

## **Vehicles & Parking**

- Please contact Encore if you require any additional entry fob for the vehicle gate.
- Parking is very limited at Highsett. Please advise Encore if you intend on keeping a vehicle in the car park and provide details of the make, model and registration number.
- Spaces are not allocated and are on a first-come first-served basis.
- The parking spaces in front of the gate (outside) are available for use by residents.

## **Notice Board**

- A notice board is located inside Highsett near the pedestrian gate. This often contains useful information or notices from other residents.
- Window Cleaning occurs on a quarterly basis - the date will be shown on the notice board approximately one week in advance.

## **Winter Weather**

- Salt is kept in grit bins under the stairs near flats No's 1 and 28. If the snow is deep, please contact Encore for assistance.

## **Maintenance Issues**

- If you see any issues in the communal areas, gardens, car park or to do with the entry gates, please advise Encore by emailing [info@encoreestates.co.uk](mailto:info@encoreestates.co.uk) or calling 01223 866980.

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## Pets

- No pet dogs are allowed in Highsett Flats.
- Only assistance dogs will be permitted following successful application to the Committee. No requests to have an assistance dog will be considered without proper application to the Committee and without there being clear medical evidence that it is required under the terms of the Equality Act 2010.
- Assistance dogs must ALWAYS be kept on the lead within Highsett grounds.
- No dog fouling (faeces and urine) is allowed within Highsett grounds.
- All dog's toys and other related items must be stored immediately after use.
- Be mindful of dog barking.