

Good homes charter

What we expect from developers



The following charter sets out what Rushmoor Borough Council expects from developers of mixed tenure homes, through good practice and our planning requirements.

Its aim is to make sure that any residents buying in such developments are fully aware of the arrangements surrounding the management of the collective property, and have a say in the future management.

The council approved this charter in June 2015 following consultation with the industry and residents in 2014.

Rushmoor Good Homes Charter For Mixed Tenure Dwellings

In Rushmoor, we believe homebuilders should aspire to provide good quality homes to our residents. As such, the council has the following expectations of good practice and requirements for new developments.

Good practice

- Residents buying properties need impartial advice, to ensure they are not mis-sold. As such, developers should make clear that residents have free selection of conveyancing solicitors and make them aware of independent local solicitors.
- All residents should be provided with a free copy of the lease, services charges and details of the Resident Management Company (RMC). Leases should make specific mention of the RMC and formally acknowledge their role in supporting residents. The RMC should be a party to the lease, ie three party leases should be used.

- Large developments (over 100 dwellings) should include a bespoke RMC strategy that includes protocols for working with all stakeholders, including housing associations.
- To help familiarise residents, the developers should provide clear information on the bodies, obligations and practicalities of living in a mixed tenure dwelling. This would include local contact details of independent sources of advice, including contact details for local RMCs.
- RMC articles must require that an Annual General Meeting (AGM) is held annually, with clear and encouraged opportunities for residents to participate as soon as is possible.
- All dwelling owners should be entitled to be members of the RMC on completion of purchase. This will be a condition of sale and stated in the bespoke RMC strategy or the RMC Articles of Association.
- Residents should be represented on the RMC from the outset at the least not later than the first AGM and a clear plan should be included for transition to full resident control.
- Managing agents will be selected competitively and local managing agents will be given a fair opportunity to tender. All managing agents will be members of the Association of Residential Managing Agents (ARMA) or the Royal Institution of Chartered Surveyors (RICS) and the ARMA Management Agency Agreement will be used. Within two years of first occupancy, the managing agent arrangements should be reviewed by residents.
- At project handover, the RMC will be formally issued with operational and maintenance/as built documentation in both electronic and paper format.



Requirements which will be reflected in our planning rules

- Clear parking policy on unallocated spaces, including disabled and visitor parking. Shared disabled/visitor car park spaces will be discouraged.
- Travel plans must be reviewed two years after first occupancy, in consultation with residents. Timescales for completion of such plans should take into account occupation levels and not terminate until two years after full occupancy.
- Waste management will be clearly addressed and described in the final planning submission, including allocation of bin storage. This equally applies to cycle storage/ mobility scooter housing and provision for electric car charging points.



For more information on the charter, please visit
www.rushmoor.gov.uk/advicefordevelopers,
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