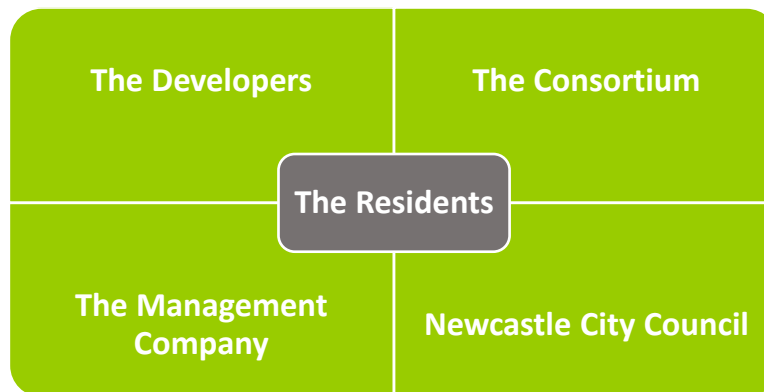


## Residents Guide to Key Contacts on Great Park

This guide is aimed at supporting residents to have a clearer understanding of who the key people and organisations are currently on Great Park and what they are responsible for. As Great Park is still developing, there will be continued influence from the developers, growing responsibility and estate adoption for the Management Company and Newcastle City Council as the years pass and work gets completed.

We hope this guide will help those that require support for queries and will be able to use this as a reference.



### The Developers:

Both developers have a shared stake in the development of Great Park. The below table sets out which developer is responsible for which Cell:

Development Name	Development Cell	Developer
Elwood Park Court / View / Gardens / Green	Cell C	Persimmon Homes & Charles Church
Brunton West	Cell D	Taylor Wimpey
Brunton Meadows	Cell D	Persimmon Homes
West Heath	Cell D	Taylor Wimpey
The Oaklands	Cell D	Charles Church
Bruton Green / Grange (Phase 3)	Cell E	Taylor Wimpey & Persimmon Homes
Town Centre Flats	Cell F	Bernicia, Taylor Wimpey & Persimmon Homes
East Moor Village	Cell F	Taylor Wimpey
Brunton Village / Grange (Phase 1)	Cell F	Taylor Wimpey & Persimmon Homes
Brunton Grange (Phase 2)	Cell F	Taylor Wimpey & Persimmon Homes
Greenside	Cell G	Taylor Wimpey & Persimmon Homes
Warkworth Woods	Cell H	Taylor Wimpey & Persimmon Homes
Melbury	Cell I	Taylor Wimpey & Persimmon Homes

You can contact the developers using the following methods:

### **Taylor Wimpey Customer Services**

Email: [northeastcustomerservices@taylorwimpey.com](mailto:northeastcustomerservices@taylorwimpey.com)

Tel: 0191 516 5429

### **Persimmons & Charles Church Customer Care**

Tel: 0191 238 9950

Website: [www.persimmonhomes.com/north-east/contact-customer-care](http://www.persimmonhomes.com/north-east/contact-customer-care)

### **Bernicia**

Email: [contact@bernicia.com](mailto:contact@bernicia.com)

Tel: 0344 800 3800

The developers have individual responsibility within each of the Cells for:

- Planning applications and related compliance.
- Health, Safety, and insurance relating to their cells.
- Development and completion of local open space (such as a play parks) linked to that cell.
- Completion and inspection of work before its adopted by the Management Company.
- Any maintenance or repairs to the Parks infrastructure prior to adoption.
- Management and maintenance of the Park in accordance with the Estates Management Plan.
- All resident queries for cells that are not adopted.

### **The Consortium**

This is the collective name for the joint approach to Great Park development by Taylor Wimpey and Persimmon. The consortium exists because of the amount of shared space and responsibility that lies within the Park. Their responsibilities are:

- All areas of design, planning and compliance of joint infrastructure.
- Travel Plans. The Consortium uses transport planners, TPS, to support them to deliver the Travel Plan. The Travel Plan is the formal document that commits the Consortium to minimising the impact through the delivery of infrastructure (cycle lanes, bus stops and priority measures), financial support for bus services, information (local guides and maps), community engagement and lots more.
- Public Transport Strategy. The management of public transport strategy is again delivered via TPS. The consortium will fund, secure, and manage the bus services, ensuring its future viability.
- Management of Park and Ride. The Park and ride is owned by the consortium but is operated by Newcastle City Council.
- All maintenance and repairs to street lighting, roads, traffic lights and residential paths and walkways until these are adopted by Newcastle City Council.
- Marketing, sales and/or leases to all commercial land including the town centre.
- Management and maintenance of Strategic open spaces and Urban Drainage systems

## The Management Company

The company was set up to support the consortium/developers with the management and adoption of the various spaces and infrastructure that exists and continues to grow in the Park. Because of the continued ongoing work, it continues to have directorship from the developers but has independence to manage adopted space and contracts associated with site management. It has a variety of similar responsibilities which often make it confusing. The main thing to remember is that if it's not adopted yet, the developers will continue organise and pay for maintenance.

Operationally, the management company responsibilities are:

- The inspection, maintenance, and general management of the adopted sites within the park.
- The management of maintenance contracts for above work.
- The forecast and distribution of the service charges and therefore the company budget.
- The NGP Website.
- Management of the town centre.
- Residential engagement/queries.

You can contact the Management Company using the following methods:

Tel: 0191 217 3861 (operating hours Monday to Friday 8am-4.30pm)

[ngpwebsite@newcastlegreatpark.com](mailto:ngpwebsite@newcastlegreatpark.com)

<https://www.newcastlegreatpark.com/contact>

### Land currently adopted by the Management Company:



## **Newcastle City Council's role in Newcastle Great Park**

Newcastle City Council are the Highway Authority and are responsible for ensuring that the roads and footpaths are constructed to the correct specification before completing the adoption process. Where it is necessary to legally divert public rights of way, we ensure this is done correctly.

The Strategic Land Release Manager leads a team of planning officers who deal with all the major planning applications within the Great Park. The planning enforcement team work to resolve breaches of planning control which includes failing to comply with planning conditions. Urban Design Team provide comment on the suitability of layouts and designs as planning proposals come in.

The Landscape and Ecology Team are responsible for advising on landscape design and delivery and biodiversity issues within the Great Park. The Flood Management team acts as Lead Local Flood Authority with responsibility for advising on flooding issues from surface water, ordinary watercourses, and groundwater. The team provides comments on planning applications pertaining to flood risk and water quality.

Education are responsible for meeting the statutory local authority requirements relating to Education at NGP, including sufficiency of school places, services linked to special educational needs and disability, and support for school leaders.

The Newcastle Council Communities Officers role involves carrying out a range of engagement activities on the Newcastle Great Park. The current Community Officer for NGP is Sue Wannop who can be contacted by emailing: [sue.wannop@newcastle.gov.uk](mailto:sue.wannop@newcastle.gov.uk).