

Who looks after what

Legal Disclaimer: *This guide should not be regarded as a legal right or entitlement and you should seek professional advice if you are in any doubt. For the avoidance of doubt, nothing in this document should be taken as fact. E&OE.*

We receive a fair few queries that often come down to "**who is responsible for what parts of the village**". This usually stems from a complaint or issue and this document is designed to help you understand who looks after what, who and when you should complain to and what your rights and responsibilities are.

This is a working document, so shouldn't be taken as fact or a legal guide, it is designed to help you remedy issues. It also covers the role of the FHVRA and where they can help, and where you can help us.

The Basics

Fountainhead Village, in common with lots of new-build developments is mostly privately owned. The site was bought in its entirety by house developers and unless your deeds say you own a portion of land then it will be most likely owned by someone else. It is, therefore, important to have a copy of your deeds to hand - you can find them in the pack when you bought your house or you can buy a copy online for £3 by going [here](#).

If the issue is related to an item on your land then generally you are responsible for it. But rectification may come via the [NHBC 10 warranty](#) process, the builder's warranty/insurance, your insurance company, or all three.

If the issue is **not on your land or another householder**, then it will likely fall into one of the following (but there are exceptions).

Barratt / David Wilson Homes

By default, if you live in the Barratts or David Wilson part of the village then the responsibility will lie with them (BDWH) unless the land has been adopted by the council (see below) or falls under the scope of land management by Meadfleet (see below).

You can contact New Homes Customer Care West Yorkshire on phone 0113 307 6926 and email at yorkshirewest@newhomecare.co.uk. We recommend using email and keeping an email trail of communications as occasionally they get things wrong and sometimes we can help clear the way. They should respond promptly, and certainly if it's an emergency.

Meadfleet

Part of the open spaces has been handed over to Meadfleet for maintenance. This includes:

- The upper park
- The green at the top of Maltings Road
- The area behind the postbox on OWR
- The grassed areas between Cask Court and Fountainhead Road and Draymans Court.
- Some little areas in and around the village, you can usually tell which areas are attended by Meadfleet as they are normally kept neat and tidy and look as if work is done to keep them that way.
- **None of the paths, roads, drystone walls or parking areas is handed over.** These, with the exception of OWR, are still maintained by BDWH and you should direct your query to them.

Meadfleet charge every householder a proportion of the cost of maintenance plus a fixed overhead charge in two bills split bi-annually - you can request to pay monthly).

If you have an issue that you think falls within Meadfleet then you can contact them at customercare@meadfleet.co.uk or call 01438 746990. Again, our recommendation is to use email and keep a trail of communication. The FHVRA have an excellent working relationship with Meadfleet and may be able to help you out if you get stuck.

Bills, query and payment. Most of us have a covenant in our deeds that allows/forces us to use and pay Meadfleet for this service so unless you have an issue or a query we would recommend that you settle your bills promptly. The FHVRA gets sight of these bills slightly in advance of the residents and if anything is not quite right we will raise that with them directly on behalf of the whole village.

There is a longer-term plan that involves BDWH handing over more of the village to Meadfleet for management, but no hard and fast dates yet - these are referred to as "Phase 2" and "Phase 3". This will likely happen in phases and will likely entail an increase in the management charge as Meadfleet will need to do more work.

Renting vs owning vs landlord

In our eyes, there is no difference if you rent, own, or have a mortgage on your property as long as your abode is your primary place of residence in the village then we will support you where we can. However, it should be noted that if you rent you may need to liaise with your landlord prior to consulting any of the suppliers on here, especially if you don't directly pay a management charge.

NOTE for NON-RESIDENT HOUSE OWNERS: If you own a dwelling in the village and Fountainhead is NOT your primary place of residence in the village you may contact us directly if any of the other methods here fail.

Council

Much of the development is yet to be handed over to the council, we are working to speed that up (see below) but at the moment the council is only responsible for Ovenden Wood Road (OWR) and the immediate paths, lighting, drainage, and road clearance surrounding OWR.

You can report any issue and defects by visiting their [web page here](#).

However, the FHVRA has built a good working relationship with the council and its councillors and we regularly meet up directly and through the NE Halifax Ward Forum so can raise issues easily and quickly so you may want to consider getting us involved if you are getting nowhere.

Retaining Walls

Around the village there are lots of "retaining walls". We are told that MF is seeking "engineers reports". But for those on private land, it's the responsibility of those who are "upslope". We were advised that there was an insurance policy in place but no one has seen proof of that.

Signal View Management

We haven't yet established a working relationship with the provider of housing and it's associated management in this area. We'd like very much for a resident in this part of the village to help us better understand how that area is managed, billed and looked after - and how we can potentially help.

Fountainhead Village Residents Association

The FHVRA is a legally incorporated association with a constitution, bank account, and a committee that is voted in every year in January. Legally established in 2018, we represent your interests, are all unpaid volunteers, and meet once a month to help to make the village and nicer, safer place to live. We organise a number of events on an annual basis.

Our constitution is here <https://public.3.basecamp.com/p/HwUZXRuaWVjiiutByy2dAd1i>
Our website is <https://www.fhvra.org/> and we publish our meeting notes here <https://www.fhvra.org/meetings/>

We are **not** here to deal with householder disputes, covenant violations, nor execute what would be regarded as householder responsibilities. We can help to unblock problems, and we try where possible to manage the relationships with the various bodies required to make the village operate as smoothly as possible.

We don't operate the Village facebook page at <https://www.facebook.com/groups/16275720832138/> for legal reasons, but most of us participate and it is often used to communicate what we are doing and to announce events.

We carry a little bit of authority, in the sense that most of our suppliers and partners would listen more intently to the measured needs of the village that are delivered via the FHVRA rather than individuals, per se - but we don't take over that direct relationship which you should have with the service suppliers.

The committee members are all unpaid volunteers and can be contacted by email on FHVRAmail@gmail.com.

