

Alexander Saxton

Sat, Dec 3,
10:55 AM

Dear Mike,

Re: Oakfield Park & Russell Armer / Genesis Homes

Thank you for visiting Oakfield Park and giving up your time to discuss the matter. Apologies for the delay in replying in advance of your forthcoming Kirkby Lonsdale Town Council meeting.

As previously discussed. In summary, Oakfield Park residents who have had dealings with Russell Armer Homes have noted a considerable decline in their governance since the acquisition by Genesis Homes of Penrith (2021). In summary:

1. Duty of care, including the standard of service and their customer care.
2. Collaboration including residents of any status (owned, shared and council tenants) and dialogue with local schools, doctors surgery and transport providers.
3. Communication, both in general awareness, frequency and in response to direct resident correspondence. For example I have waited over 6 weeks for a full response to my most recent letter of concern, and a number of other residents have had no, slow or un-informative replies.
4. Blight in the communal open areas, with waste management and site offices left unkept.
5. Processes and liabilities, including a lack of any direct dialogue with their interim management agents (LSL Management of Carlisle) and record of maintenance regarding the pumping station.
6. The above does not bode well with many residents, and is of concern in SLDC advancing their building application to build some 24 new houses in place of an artisan industrial area at the front of the development.

For your reference, Oakfield Park does have an active user group on Facebook, with 79 resident members. The above areas remain a hot topic on the forum.

All of my previous correspondence with Russell Armer has been shared on the forum, with support and direct contributions from others. At present the Builders apparent lack of urgency and, in some respects, quick-fix efforts to complete the site to meet the expected high standards is extremely disappointing for all of us.

I believe that Kirkby Lonsdale is an extremely well regarded community, and the Oakfield Park development should continue to be an example of a developer working well with all aspects of the local community. The majority of residents would request Russell Armer/Genesis Homes meet our expectations.

On behalf of my Oakfield Park neighbours, I would value the continued support of the Kirkby Lonsdale Town Council.

Kind regards,
Alex