

THE TRUST GAZETTE

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SEPTEMBER 2020

New Chief Executive

In January we said goodbye to Nick Packard after almost eleven years at the Trust.

An estate agent by background, Nick first joined the Trust as Estate Manager to Jane Blackburn in 2009. He succeeded Jane as Trust Manager in 2014 and worked under three successive chairmen to make a considerable contribution to the Trust's work.

Among his many achievements are the successful repair and reconstruction of some of the Trust's private roads; the purchase of Suburb flats as investments to support the Trust's own funds; the widening of the Trust's public

outreach in talks and tours; and the improvement of managerial and financial processes that underpin the Trust's work.

Nick has now joined the Crown Estate Paving Commission to manage the roads, pavements and gardens around Regents Park and Regent Street. We all wish him well in his new role.

In the brief period between Nick's departure and the search for his successor, the staff rallied together to help cover roles essential to the Trust's operations. This adaptability and resilience was to prove a vital asset for the pending events of 2020.

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Nick Packard

The Hampstead Garden Suburb Trust Annual General Meeting

**7pm for a 7.30pm start Wednesday 30 September
To be held online via Zoom**

Trust AGMs have traditionally been held in the Henrietta Barnett School Main Hall on Central Square. However, the safety concerns raised by the Covid-19 pandemic have presented the opportunity to hold this year's AGM virtually. Joining is easy, and Members will be able to attend from the safety and comfort of their own homes. We therefore expect a higher than usual number of Members to be able to join us on the day.

Formal business will commence at 7.30pm but the virtual 'doors' will be open from 7.00pm, allowing members attending to ensure that they have a good connection. Members unable to access Zoom should also be able to dial-in by phone.

**CONTACT MAIL@HGSTRUST.ORG FOR JOINING INSTRUCTIONS
NO LATER THAN 5PM ON TUESDAY 29 SEPTEMBER**

New Chief Executive (continued)



Simon Henderson

Simon Henderson joined the Trust in March as its first Chief Executive Officer, two weeks before the Covid-19 pandemic imposed a general lockdown on office-based work and converted the Trust into a home-based operation. Thankfully, the office is progressively reopening and Simon can meet with his colleagues face-to-face, rather than through a screen.

Simon came to the Trust from Macmillan Cancer Support, where he successively led the charity's cancer care buildings programme and its quality standards & improvement programme. An architect and planner by profession, Simon cut his teeth on the Suburb thirty years ago, when he worked for David Baker Architects and learned the do's and don'ts of dormer windows, brick pointing and all the other minutiae that give the Suburb's buildings their unique quality.

Simon's career has been driven by a lifelong passion for the 'spirit of place' and the contribution of the

built and natural environment to personal and societal wellbeing. The Suburb was founded on these principles by far-sighted people, and he believes the Trust has a noble duty to preserve – and if necessary fight for – the essence of their creation.

He tells us: *"My first few months have shown me that the qualities that make the Suburb special are greatly prized by residents, but that there are natural tensions between preserving these qualities and accommodating the accoutrements of modern life. The trust has to steer a narrow course between these sometimes conflicting positions, and on occasion this has to be tested through the Courts."*

Simon therefore wants to take a proactive approach to the evolving future needs of the Suburb, insofar as they lie within the Trust's powers.

To support this aim he will be developing the Trust's thinking over the next year around a number of overarching themes, including communications, environmental sustainability, Suburb amenity, and effective management. Through this, he hopes to plot a course for the Trust that does indeed "maintain and preserve the character and amenities of the Suburb", while supporting the actions needed to create a secure and

resilient future for the Suburb as a good place to live.

Other staff changes

The past year has seen the departure and arrival of some other members of the team.

Earlier in 2019 Georgina Malcolm left after many years' service, and having worn many hats at the Trust. Georgina's knowledge of the Suburb's roads, trees, history and residents must be amongst the most widespread, and she was always happy to share this knowledge with her colleagues.

Later in the year, Trust Manager's Assistant Daniel Formston moved on from a year in that role to take up a scholarship at Cambridge. Daniel's role has been filled by Dawn Looker, who many residents will be familiar with as one of the voices at the end of the office telephone.

And the Planning team said goodbye to Charlotte Curtis after three years as she left the Trust to start a new position in a large construction firm. Having cut her teeth on the Suburb's heritage architecture, she is now involved in the restoration of Bristol's Colston Hall. The vacant role of Assistant Architectural Adviser has been filled by James Phillips.



Dawn Looker



James Phillips

New Guidance Documents Available



The illustrated Design Guidance and supplementary guides

To assist residents and their contractors and agents in making adjustments to their Suburb property, the Trust publishes guidance on a variety of alterations.

The main Design Guidance applies to a wide range of Suburb properties and possible alterations, and this document is supplemented by a number of other brief guidance documents on areas such as hardstandings and basements.

More recently we have produced guidance on the following subjects:

Hedge guidance

When it becomes necessary to replace hedge plants – which can only be done with the explicit consent of the Trust – it is important to ensure a good match to the original species. This guide aims to give advice on suitable replacements for Suburb hedges, although recommendations will be given on an individual basis..

Electric vehicle charging guidance

As electric vehicles become more popular, Suburb residents may wish to add a charging point to their property. This constitutes an external alteration which requires prior written consent from the Trust. This guide aims to show examples of what might be possible.

Security guidance

Produced in collaboration with the Metropolitan Police, this guide offers advice on ways Suburb residents can secure their home without affecting the appearance of their house.

We will shortly be publishing further guidance on improving the thermal efficiency of your Suburb home.

Digital Consents

The restrictions imposed by working in lockdown during 2020 have given us the opportunity to test some of the practicalities of taking applications electronically and issuing digital consents.

The Planning team has successfully issued more than fifty consents electronically for the first time this year. Although this has not been a permanent move to handling all future applications digitally, it has been a very effective trial-run and will help to inform possible alterations to our processes.

The Trust During Coronavirus

In common with organisations across the country, the Trust had to act quickly when the government imposed a lockdown on most places of work in late March, and working from home become the new normal.

Home working took many forms, not just in terms of work but also 'home', expanding the Trust office's boundaries to include Worcestershire and County Clare. Unable to meet in person, we relied on technology to keep the wheels turning. Trustee meetings moved seamlessly onto Zoom, a WhatsApp group replaced face-to-face team talk, and TeamViewer licences allowed all staff to access their office PCs remotely and securely. The artificiality of two-dimensional Zoom meetings soon wore off and keeping in regular contact meant that remote working did not mean working in isolation.

Technology allowed us to maintain most of the Trust's core services through lockdown. However, overriding safety concerns meant that we had to curtail activities that might put staff or residents in danger. Site and tree inspections were temporarily halted, as was garden maintenance, and the tennis courts had to be placed out of bounds for a while. Frustrating as this undoubtedly was, it kept everyone safe, and we have now been able to remove these restrictions.

Despite these restrictions, Trust staff remained on-hand – albeit remotely – to advise on planning queries, and to give consents for essential tree works. While the latter are normally done with the help of a site visit by the Trust's arboricultural consultant, we have been able to issue more than a hundred tree consents where suitable

photographs and descriptions of intended tree works could be obtained without the need for a site visit.

Improvements often come out of adversity, and lockdown has driven some useful efficiencies in our working practice. Zoom avoids staff and trustees having to travel to the office for evening meetings and has proved unsurprisingly popular. Planning applications and consents can now be made and issued electronically, and record-keeping is increasingly paperless.

While much of this is invisible to most residents, we hope that our very first Zoom AGM will allow Trust Members to join us from the safety and comfort of their own homes. We thought long and hard before moving the AGM on-line, recognising that this is a once-a-year opportunity for trustees, staff and Members to meet each other. Safety considerations had to come first, however, and it is reassuring to see the number of other organisations taking the same view. All things being well, we plan to hold a Members Day in Spring, to replace the social element of the AGM – watch out for details.

One area that technology could not help with (at least in the short term) was our considerable paper records, many of which are of some age. Core property details are held electronically but older planning correspondence often only exists in paper form, and it is needed when residents or prospective purchasers wish to know the planning history of a property. Until funds are available to digitise this enormous archive we must rely on paper, and our most local member of staff regularly worked in the office alone throughout lockdown, providing a valuable link to anything that wasn't digital.

Where possible, we have continued to send out essential notices and correspondence by post, and we do not have any immediate plans to deviate from this. However, we are making increased use of email where we can: this saves postage costs, which we can pass to residents, and we are also finding it more reliable at present. We have sent a small number of email newsletters out in the past year to various subsets of Suburb residents: Trust Members for general news and events; tennis court users for information on their booking and availability; and a planning notice to those who have asked to be notified of applications subject to our wider consultation policy. Please do let us know if you would like to receive your essential correspondence from the Trust by email in future.

Most staff have now returned to the Trust Office under the Government's Covid-Secure conditions, including desk screens and directional arrows in busy areas. We still can't invite visitors in for the present, but the Trust phone lines are back in use and you can now contact us direct again. Covid-19 has changed the way we all work, but we hope that some good will come from the experience, to further improve the way the Trust manages its work and engages with residents.

If you would like to check that we have your up to date contact information, or check the status of your Trust Membership, please email mail@hgstrust.org. And if you would like to become a Member, please see the form on the back page.

Disruptions to planned collaborations

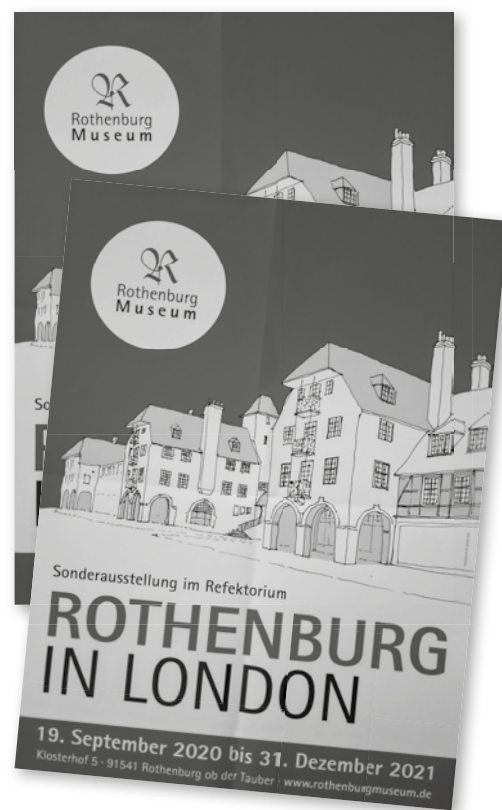
The disruptions to work normally done by the Trust extended beyond our core functions. Walks and talks which Trust staff ordinarily put on in support of the Proms at St Jude's were postponed. We also saw an inevitable downturn in requests from parties of students, town planners and architects wishing to visit the Suburb and learn from how things are done here, although we were able to accommodate a semi-regular visit from students of the Liverpool School of Architecture back in October.

An exhibition of biographies of key Suburb architects, in collaboration with Suburb Archives, was due to run during the month of May at Fellowship House. This has also been postponed to a later date.

Meanwhile, we continue to work alongside our friends at Rothenburg ob der Tauber, the Bavarian town which provided so much inspiration to Barry Parker and Raymond Unwin in inspiring elements of the Suburb.

Rothenburg is running a multi-year platform of events broadly themed around 'the picturesque', with David Davidson speaking at a conference there last year about the Suburb. This year a small exhibition is due to open in the town museum in September (having been postponed from May) with the title *Rothenburg in London*, further underlining the links between these two places.

Despite lockdown restrictions, Trust staff have been able to contribute digital images for use in the exhibition, as well as helping to proof-read and edit exhibition text.



"Rothenburg in London" exhibition at the Rothenburg Museum

Winter Lecture



Jessica Douglas-Home delivering her presentation at the Trust Winter Lecture

Amongst those events which took place before Covid-related restrictions changed everything was our annual winter lecture, at the Henrietta Barnett School on 4 November.

Author Jessica Douglas-Home delivered a charming lecture to an audience of Trust Members on the subject of William Simmonds, the so-called 'silent heart of the Arts and Crafts movement'. Simmonds was a Cotswolds-based master craftsman and puppeteer, and Jessica's vivid descriptions – aided by fascinating photographs – brought the man and his creations to life.

Trust-Owned Spaces and Other Suburb Places

Woven into the fabric of the Suburb are countless pockets of land large and small, some in pride of place for all to see, and others tucked at the end of narrow hedge-lined twittens.

These green spaces serve a number of functions, and were included in the laying out of Hampstead Garden Suburb from its very origins, with planner and Suburb mastermind Raymond Unwin putting otherwise ‘dead’ space between roads to great use as allotments, tennis courts and other shared-use spaces.

The use of these spaces by a variety of Suburb residents was another crucial element of Dame Henrietta Barnett’s vision for a community that mixed backgrounds and classes and provided opportunities to live and learn together.

Today, this collection of spaces, public and semi-private, is owned and maintained by a small number of bodies – one of which is the Trust. Most – though not all – of the Suburb’s allotments, for example, are owned

and maintained by the Trust. These special places are amongst the Suburb’s hidden gems, small oases tucked away behind houses.

Other Trust-owned spaces form crucial focal points which showcase the architectural and town planning vision for which the Suburb is internationally known; Lucas Crescent on Willifield Way is a small pocket of mature, pre-Suburb oak trees surrounded by Parker and Unwin cottages, while nearby on Hampstead Way are a clutch of more formal squares with central lawns. This theme continues at sites like the Corringham Road squares, where ownership and grounds maintenance is undertaken by the Trust and its contractors, with owners of the attached properties contributing towards these costs.

Meanwhile there are other public spaces on the Suburb for which the responsibility lies with the London Borough of Barnet. A chief example would be Willifield Green, opposite Fellowship House. Both Big Wood and

Little Wood are also owned and managed by Barnet.

The line between the Trust and Barnet is blurred a little at Central Square, as described on the opposite page.

Meanwhile, Sunshine Corner – at the foot of Heathgate where the Suburb meets the Heath Extension is Trust land, while the Heath beyond is owned and maintained by the City of London Corporation.

One final area where there is no particular rule of thumb are the Suburb’s many twittens – those tree- and hedge-lined footpaths mentioned above. Some are owned by Barnet (these are often those which are open at both ends), while others may be the responsibility of the Trust (these tend to be those which lead to other Trust land such as allotments) or adjacent properties.

If you’re ever unsure about the ownership of some public Suburb land, Trust staff may be able to advise. Please contact us via the usual means.

Sunshine Corner



Flowerbeds at Sunshine Corner

The flowerbeds at Sunshine Corner are an important feature demarking one of the gateways onto the Suburb and we continue to receive positive comments on their appearance.

We plan to enhance the beds this year by planting some bulbs in late autumn, which will provide some much needed colour in the grey winter and early spring months.

Central Square Update

The Trust-maintained flowerbeds at Central Square continue to flourish and we receive positive comments on their appearance throughout the year.

A schedule of regular inspections and maintenance, along with plant replacement as necessary, means that we are able to keep these looking their best for as much of the year as possible.

Many residents will know that the Trust is hoping to take on a long term lease of Central Square from the London Borough of Barnet and this process is ongoing, though progress has inevitably slowed due to recent working restrictions. It is hoped the transfer will be completed this year to



Flowerbeds at Central Square

enable the Trust to build on the successes of the flower bed restoration and the tennis courts in Central

Square to holistically manage Henrietta Barnett's centrepiece of the Suburb.

Central Square Tennis Courts

The Trust's two tennis courts at Central Square continue to be well-used.

In line with government advice earlier this year, this facility had to be closed

for a while but since bookings reopened, residents have been using the courts more than ever.

Our online booking system continues to work well for the vast majority of

users, and this efficient, automated system allows us to make the courts available to Suburb residents at no up-front cost and with little impact on staff time.



The two tennis courts at Central Square

The Scheme of Management Charge

The Management Charge for 2020/2021 has been estimated at £187.24.

The Trust operates the Scheme at cost; a surplus in the Scheme is the property of the charge-payers and is returned to them as a rebate in the following year. Similarly a deficit would be charged in the following year. The regulations do not allow a sinking fund, so the estimated charge can vary substantially from year to year.

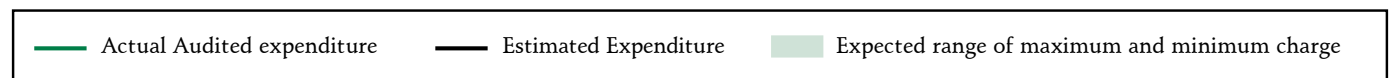
For 2019/2020, there is a rebate of £18.24 against each Management Charge. The rebate is reduced for any property that became freehold after 5 April 2019. This rebate is offset against the Charge for the current year 2020/2021 so that for most properties **the net amount payable in September 2020 is £169.00.**

Scheme of Management Operating Expenses

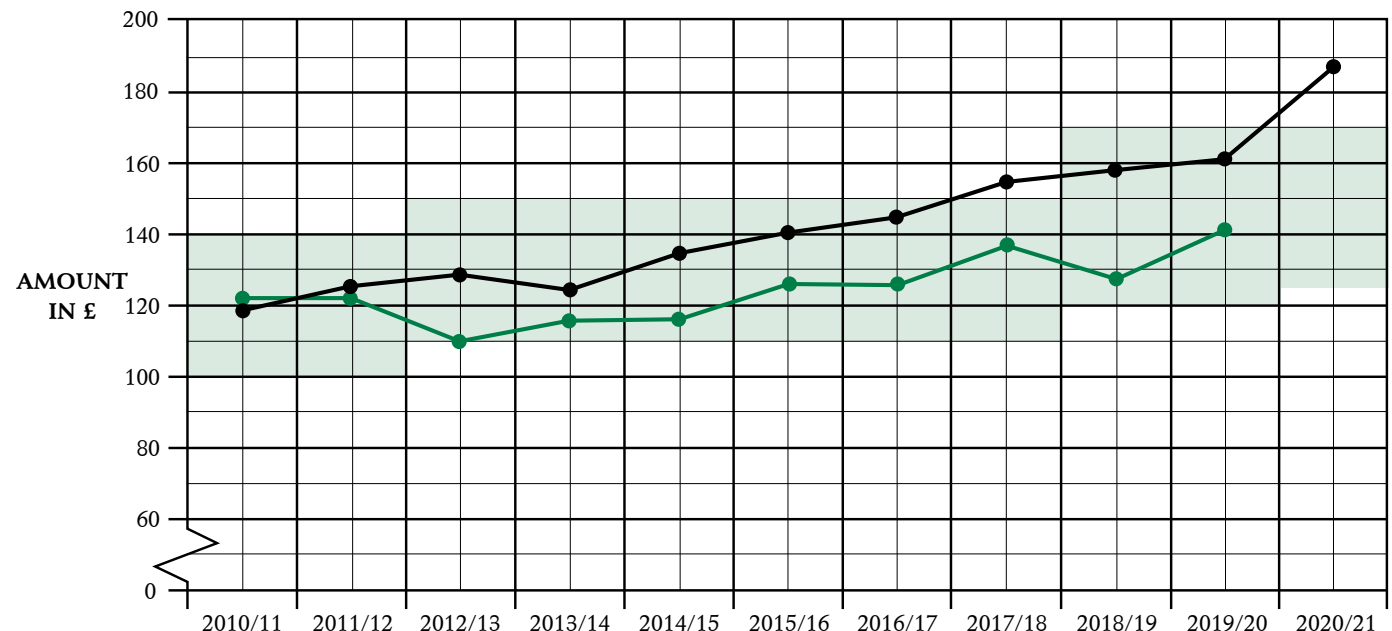
Because when the Charge is set, it **is an estimate for the remainder**

of the coming year, it will almost certainly differ from **the actual, audited expenses at the end of the year**. The closeness of the estimated level of the Charge to the actual expenses is a measure of the Trust's budgeting skills together with the extent to which chance favours the Trust – a mixture of luck and judgement. **But in the long run the cumulative cost of the Management Charge will exactly equal the cumulative cost of the expenses of operating the Scheme as rebates are returned and surcharges levied.**

The Management Charge 2010/11 to 2020/21



Please note: this graph has not been adjusted for inflation and, for example, the estimated and adjusted expenditure in 2010/11 now equate to £154 and £156 respectively.



YEAR	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Actual Expenditure	121	121	110	117	118	127	126	138	127	143	tbc
Estimated Expenditure	119	125	129	125	135	141	145	155	158	161	187

The Trust's expectations for the expense of operating the Scheme of Management

The Trust Council expects that, for the foreseeable future, the annual expense of operating the Scheme of Management will be not more than £170 or less than

£124 in 2020 monetary values for each property unit liable to pay the Management Charge.

The Management Charge 2010/2011 to 2020/2021

In 2007 the then Leasehold Valuation Tribunal approved the increase in the Management Charge but noted that

charge-payers should be given more warning of changes than they had had in 2006. Since 2008, therefore, the Trust Council has each year published its estimate of the level of the charge 'for the foreseeable future' – effectively two and a half years. The chart on page 8 illustrates that the expenses of the Scheme have been controlled and held within the published range (shown shaded in green).

Grants

The Trust provides grant aid to local bodies whose activities are likely to be beneficial to residents and preserving the character and amenity of the Suburb. During 2019/2020 the Trust, advised by the Grants & Amenities Committee, made grants totalling £25,800.

- **£500** to Friends of Fletchers Gardens;
- and **£200** to Resources for Autism.

Subsequent to the outbreak of Covid-19 and the postponement of 2020's Proms at St Jude's live events, the £4,000 grant towards this event was returned to the Trust. The pandemic also affected other community events

planned for spring and summer, meaning that grants could not unfortunately be awarded to a number of other local organisations at this year's first round of applications in February. Grants are still available and the deadline for the next round of applications is 23 October.

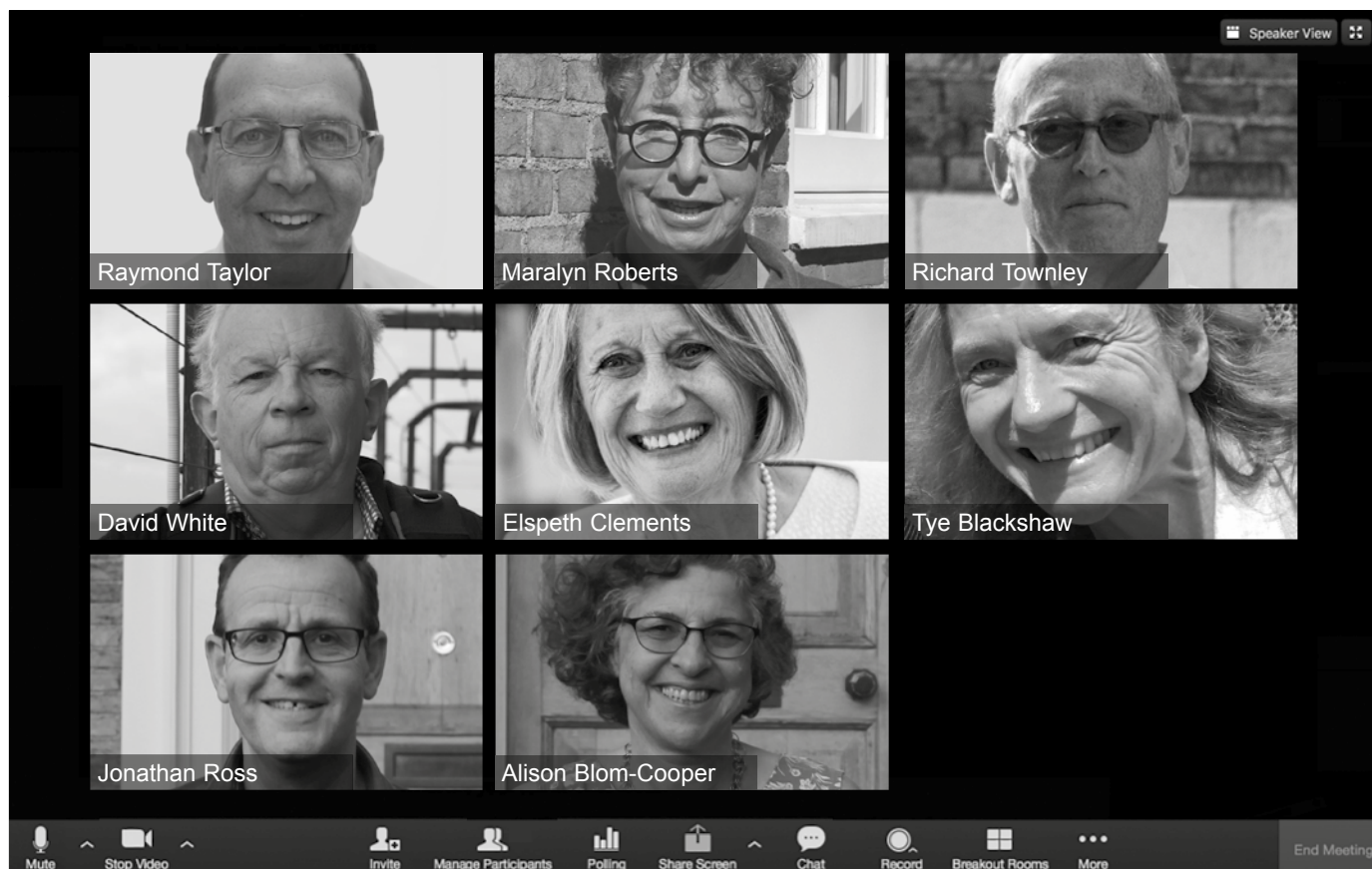
Grants were made to the value of:

- **£15,000** to the Parish of St Jude-on-the-Hill;
- **£4,000** to the Proms at St Jude's;
- **£1,300** to the HGS Archives Trust to cover their accommodation costs in the Trust offices;
- **£900** to the Youth Music Centre;
- **£600** to Fellowship;
- **£800** to Open City;
- **£900** to the North Western Reform Synagogue for Shalom Suppers;
- **£1,100** to Northway Gardens Organisation;
- **£500** to HGS Heritage;



Hampstead Garden Suburb Heritage Virtual Museum

The Trust Council



The eight Trust Council members (the Trustees) represent a balance between the interests of Suburb residents and the wider public, in conserving and regulating this unique area. Four members of the Trust Council

must live on the Suburb, and are elected by those residents who have chosen to be Members of the Trust. At least one of these places must be made available for election each year. See back page to become a Member.

The remaining four Trustees must not be Suburb residents, and are appointed by eminent national bodies; the Royal Institute of British Architects, the Victorian Society, the Law Society, and the Royal Town Planning Institute.

Election and Appointment to the Council in the Past Year

There were two vacancies for election following the end of both Michael Franklin and Richard Wiseman's double three-year terms. Brian Ingram, Maralyn Roberts and Richard Townley stood for the two vacant positions. The auditors, Haysmacintyre LLP, received 417

valid voting papers and rejected 6 papers as invalid. Haysmacintyre reported that votes were cast as follows: Brian Ingram, 151; Maralyn Roberts, 276; Richard Townley, 362. Haysmacintyre declared that the candidates elected were Maralyn Roberts and Richard Townley.

The balance between the elected and appointed Trustees on the Trust Council creates stability and ensures residents are properly represented without allowing a particular interest group to control the Trust.

RESOURCES EXPENDED ALLOCATED TO FUNDS AND RELATING TO MANAGEMENT CHARGE YEAR ENDED 5 APRIL 2020

Expenditure items	Total	General Fund, Designated & Restricted Funds	Management Charge	Cost per charge	2018/2019 Cost per charge
	£	£	£	£	£
1. Staff costs:	493,592	64,167	429,425		
Staff salaries inc PAYE & NI, contract and temporary staff, employee and volunteer expenses, training costs					
Less:					
Income from fees on freehold applications			(95,346)		
Net staff costs			334,079	84.12	70.95
2. Premises costs:					
Office rent, utilities, telephone, Council Tax, repairs and renewals, cleaning etc.	52,311	6,800	45,511	11.46	14.47
3. Administrative costs:					
Insurance (except for Trustees), office equipment, printing, postage & stationery, public relations, bank charges, depreciation	78,417	10,194	68,223	17.18	17.03
4. Governance costs:					
Trustee insurance etc.	9,728	1,265	8,463	2.13	2.08
5. Projects and amenities costs:					
Maintenance of amenity areas and other project costs	211,235	179,752	31,483	7.93	10.62
6. Legal costs:	57,268	12,069	45,198	11.38	5.60
7. Legal costs recovered:	400	-	400	0.10	(0.03)
8. Other professional costs:					
Arboriculturalist, human resources, valuation and other advice	31,369	6,675	24,694	6.22	3.65
9. Audit costs:	9,960	1,295	8,665	2.18	2.28
EXPENDITURE	944,280	282,217	566,716	142.70	126.65
Income from fees on freehold applications and legal costs recovered		94,946			
Total Management Charges including in-year enfranchisers		639,455			
Total income		734,401			
Total expenditure		661,662			
Balance of Management Charges to be (charged) credited to Freeholders			72,739	18.24	(rounded figures)

At 6 April 2019 3,962 Management Charges payable. At 6 April 2020 3,981 Management Charges payable.

This extract from the Trust's audited Annual Report & Accounts shows how the Management Charge was spent. The full report is sent to all Members of the Trust (application form on the back of this Gazette).

Become a Member of the Suburb Trust

Membership of the Trust is not automatic and is entirely voluntary (unlike the obligation to pay the Management Charge or Ground Rent). By choosing to become Members residents have the opportunity to keep up to date with Trust news, receive the Annual Report and Accounts and to participate in the Annual General Meeting. Members can opt-in to receive invitations to occasional lectures and other Trust events, to be consulted on certain

applications, and to receive an occasional email newsletter.

The Trust differs from most companies in that while fulfilling its objective to conserve and maintain the character and amenities of the Suburb it produces no profits or dividends. The Trust does not have shareholders but Members who have no financial commitment and a limited liquidation liability of £1.

The Trust hopes that Suburb residents who believe that conservation of this

unique area is important will consider becoming Members. Residents may become Members, free of charge, if they are over 18 and have lived on the Suburb for more than 3 years.

Residents who have lived on the Suburb for less than 3 years can become Associate Members. Forms are available from the Trust office.

If you have any questions about membership please do not hesitate to contact the Trust office.

APPLICATION FOR MEMBERSHIP

Please send completed forms to: The Membership Secretary, The Hampstead Garden Suburb Trust, 862 Finchley Road, London, NW11 6AB

I (Mr/Mrs/Miss/Ms) _____
(FULL NAME IN BLOCK CAPITALS)

of _____
(FULL ADDRESS IN BLOCK CAPITALS)

Email address _____

hereby apply for membership of The Hampstead Garden Suburb Trust Limited subject to the provisions of the Memorandum of Articles of Association thereof. I declare that I am a resident* in the Hampstead Garden Suburb and that I have been continuously since _____ (at least 3 years before application) and am over 18 years of age.

Please tick the following boxes if:

- ☐ You would like to be contacted by the Trust regarding future member events
- ☐ You would like to be added to the Trust e-newsletter mailing list
- ☐ You would like to be consulted on certain applications, in line with our consultation policy

Date _____

Signature _____

* 'resident' in the case of a corporation means entitled in the opinion of the Council of the Hampstead Garden Suburb Trust Limited to be treated as a resident of the Hampstead Garden Suburb.

Contacting The Trust

Residents are welcome to contact the Chief Executive, Simon Henderson, on any aspect of the Trust's work.

862 Finchley Road, Hampstead Garden Suburb, London, NW11 6AB

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Company registration number: 928520 • Registered charity number: 1050098

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