CHALFONT ST PETER PARISH COUNCIL

Minutes of the **Main Council Meeting** held at the Parish Council offices, Gravel Hill, Chalfont St Peter, Bucks at **7pm on** Thursday 26th May 2022.



MINUTES

In attendance: Cllr Shinner (Chairman), Cllr Dale (Vice Chairman), Cllr Darby, Cllr Dickson, Cllr Hatton, Cllr Jha, Cllr Ryan, Cllr Smith and Cllr Southworth

Also Present: Debbie Evans (Clerk) along with one resident.

- 1 Cllr Shinner as current Chairman called for nominations for the role of Chairman for the year 2022-23. Cllr Smith proposed Cllr Shinner, seconded by Cllr Rush, unanimously agreed.
 - Cllr Shinner accepted the role and signed the Acceptance of Office
- 2 Cllr Shinner as newly appointed Chairman called for nominations for the role of Vice Chairman for the year 2022-23. Cllr Ryan proposed Cllr Dale, seconded Cllr Hatton, unanimously agreed.
 - Cllr Dale accepted the role and signed the Acceptance of Office
- 3 No public representations were made.
- 4 Apologies received from Cllr North, Cllr Sandover and Cllr Vladar.
- 5 The following disclosable personal or pecuniary interests were declared –

Feast of St Peter Cllr Shinner

CAPP Cllr Hatton, Cllr Dickson and Cllr Sha Bucks Council Cllr Smith, Cllr Rush and Cllr Darby

St Peters Memorial Garden Cllr Hatton, Cllr Smith.

- The minutes of the meeting held on Thursday 28th April 2022 were proposed by Cllr Shinner, seconded Cllr Hatton, agreed.
- 7 Appointment to committees. Proposed Cllr Darby, seconded Cllr Dale, agreed.

2021-22	A&P	OPEN SPACES	HR	FINANCE & GP (General Purpose)
Member	Cllr Dale	Cllr Dale	Cllr Darby	Cllr Dale
Member	Cllr Jha	Cllr Ryan	Cllr Dickson	Cllr Darby
Member	Cllr North	Cllr Hatton	Cllr Hatton	Cllr Dickson
Member	Cllr Ryan	Cllr Shinner	Cllr Jha	Cllr Jha
Member	Cllr Shinner	Cllr Southworth	Cllr Rush	Cllr North
Member	Cllr Smith	Cllr Vladar	Cllr Shinner	Cllr Rush
Member	Cllr Vladar		Cllr Smith	Cllr Sandover
Member				Cllr Shinner
Member				Cllr Vladar
Member				

CHALFONT St. PETER PARISH COUNCIL

Representatives for Outside Bodies 2022-23

ORGANISATION	Contact No.	Min No. of PC reps	PC representative
Age Concern GX	Jennifer Woolveridge	1	Cllr Ryan Cllr Dickson
Bucks & Milton Keynes Association of Local Councils	Melinda Woof	1	Cllr Darby
CSP Community Association	Jenny Everitt	1	Cllr Smith
Chamber of Commerce	James Simmons. Vice President of the Committee	1	Cllr Smith
Denham Aerodrome Consultative Committee	Beatrice Paul, Hon.Secretary c/o Denham Aerodrome Owls Oak, Denham, Middx UB9 5DN	1	Cllr Rush
Chiltern Open Air Museum Advisory Committee	Sam Hatfield Director museamdirector@coam.org.uk	2	Clir Dale Clir Ryan
Horn Hill Village Hall	Rosie Faunch	1	Cllr Hatton
Youth Club Committee	John Jensin	1	Cllr Dickson
Neighbourhood Action Group	Mr Tony Shinner	1	Cllr Shinner
Maria Taylor Trust	Vikki Murdock	2	Clir Dale Clir Ryan
Feast of St Peter Committee Ltd	Sandra Clarke	1	Cllr Shinner
Chalfont Activity Park Project	Kenny Ross	4	Clir Dickson Clir Hatton Clir Jha Clir Vladar

9 To discuss the actions from Previous Meetings –

. 108a Lighting the Beacon for the Jubilee – June 2022 – Cllr Ryan, Cllr Darby and Cllr Dale are part of a working party with a budget of £1k to organise events to accompany the beacon lighting.

ACTION – Clerk/Team to assist with the publicity once it has been decision what is going to happen. **COMPLETED** The working party undertook the delivery of publicity for this event.

It was suggested that we replicate the 2012 original Beacon lighting poster, possibly in purple for the platinum jubilee. ACTION – Cllr Smith to send to the Clerk to see if this is possible. Due to the additional information required to go onto the poster it was not possible to recreate the previous poster like for like. **COMPLETED**

Cllr Smith requested if anybody knows of anybody who can write song lyrics for the jubilee to get in contact with her. ACTION – All Cllrs. **COMPLETED**

- 176 CIL Cllr Dickson requested an update from the discussions had by Cllr Darby with the CIL department. ACTION Cllr Darby c'fwd Cllr Darby clarified that their were no discussions with the CIL department but Cllr Darby attended a meeting with CIL representatives. **CLOSED.**
- 205 CAPP Skate park Cllr Vladar has been contacting other Parish Councils across Bucks for info on how they managed and paid for their skate parks, Cllr Vladar will provide a report on her findings. Cllr Vladar highlighted that in the event we can prove the skate park facilities benefit the surrounding villages also we may be able to get more funding. ACTION Cllr Vladar c'fwd.

The Clerk asked Cllr Rush to clarify the criteria for the Community Board next year as it was originally stated that play/leisure equipment was not within the remit of the CB however, the CAPP group have been informed otherwise. **ACTION – Cllr Rush c'fwd**

208 Feast Day – ACTION- Clir Darby will create a rota for the Parish Council pitch at Feast Day.

Cllr Darby has written to all Cllrs asking them to let her know what time during the day they can do, a rota will follow. Schedule is –

Set up marquee – 7.30am Feast Day event – 10am to 4pm Take down marquee – 5pm

Please let Cllr Darby know your availability for the above items ASAP.

- Cllr Surgeries ACTION- Cllr Darby will create a rota for the Parish Council monthly surgeries. A rota has been created and is now booked until December 2022. **COMPLETED**
- The clerk is to book The Hub or the Village Hall to hold the NHP Public open day on the 11th June 2022. **COMPLETED**
- Holy Cross Clerk to send a polite reminder for a response to our outstanding query. **COMPLETED.**
- 10 The Chairmans report was noted. Appendix 1
- 11 To discuss and agree the minutes and recommendations from the following committees:
 - F&GP EOM 12th May 2022. Proposed Cllr Darby, seconded Cllr Shinner, agreed.

The recommendation to Main Council within these minutes (That a budget of £5,500 be agreed for the Neighbourhood Plan Public Consultation Day on 11th June 2022) went to the EOM on the 16th May 2022 therefore, does not require agreement at this meeting.

- EOM 16th May 2022. Proposed Cllr Hatton, seconded Cllr Smith, agreed
- A&P 16th May 2022. Proposed Cllr Smith, seconded Cllr Dale, agreed
- Open Spaces 23rd May 2022. Proposed Cllr Ryan, seconded Cllr Hatton, agreed.
 - 140 Increase in allotment costs to cover higher maintenance/admin/water costs.
 Proposed Cllr Ryan, seconded Cllr Hatton, agreed.
 - 142 The quote for the wildflower greening work on Bailes Green (2 trees) is £261 over the already approved £500 budget therefore the additional needs to be agreed.
 Proposed Cllr Ryan, seconded Cllr Hatton, agreed.
- 12 Cllr Smith proposed the cheques signed in May and Cllr Shinner seconded, agreed. Cllr Dickson and Cllr Dale volunteered to sign cheques in June.
- 13 Cllr Shinner provided an update on the NHP. Troy is producing a lot of information for the Cllrs to review which will support the public consultation event on the 11th June 2022. We must publicise the event as much as possible.

ACTION - Clerk to send an electronic copy of the flyer for the event to all Cllrs

ACTION – All Clirs to forward the electronic flyer onto their community groups and neighbours and ask them to attend and give their thoughts. .

ACTION – All Clirs, please respond to Ana on the times you are available to assist with the NHP event on the 11th June.

14 Cllr Smith updated the Council on the latest events of the St Peters Memorial Garden project. The working party are due to meet soon to discuss the next phase of the project, this next step will enable the group to go out to tender and also fundraise.

CCTV will be affixed soon along with appropriate signs. **ACTION – Clerk** to put this onto the Open Spaces committee meeting to discuss and agree the signage.

- 15 Update on the Community Board subgroups, meetings and applications. Appendix 2
- 16 The monthly Bucks update was noted. Appendix 3
- 17 Cllr Dickson read out an update from Cllr Vladar. The CAPP group have selected Maverick as their preferred supplier. They are also in discussions with Bucks Parks and Green Infrastructure. They have another meeting coming up soon. The group will be at Feast Day to advertise the project.
- The Council discussed in depth the Insurance quotes provided by the Clerk and agreed to commit to a 5-year contract on the terms and cost quoted. Proposed Cllr Darby, Cllr Smith, agreed.
- Cllr Shinner updated the Council on an incident that happened on Bull Lane on the 16th May. It was agreed that the speed in which vehicles travel along this road may not be above the current speed limit however due to the size of the road, lack of pavements and size of vehicles the road is deemed unsafe for pedestrians and oncoming traffic. Cllr Shinner and Cllr Dale will set up a NAG meeting of residents, local schools and Bucks to discuss a safe way forward. **ACTION Cllr Shinner & Cllr Dale**.

 Appendix 2
- 20 Cllr Darby gave an update on the Queens Platinum Jubilee celebrations on the 2nd June 2022. A Poster has been distributed to all the shops, schools, notice boards and social media. See *Appendix 4*.

The Parish Council have invited some VIP guests who have been in the village for the past 70 years since the coronation and are still living within the village. These individuals will be escorted to the event by a nominated Councillor who will look after them for the evening, supplying them with a hot dog, ice-cream and soft drinks during the evening events. They will then be given a Jubilee memento of the occasion.

ACTION – All Clirs, please let the working party (Clir Darby, Clir Ryan and Clir Dale) know if you are available to escort a VIP to the event or help with set up, litter picking or packing away on the 2nd June.

ACTION – Clerk to provide the necessary risk assessments for the lighting of the Beacon, PC flags, fire lighting equipment, barrier equipment and keys for vehicular access to the Common.

A special Thanks to James Simmons and Alan Moffat for their assistance with the organisation of this event. Cllr Shinner also expressed thanks to the Parish Council working party.

- 21 To receive information items.
 - Cllr Vacancies Bucks Council have informed us that no election was requested to fill the two Councillor vacancies we currently have. An advert for co-option will be going out shortly.
 - The current president of the Chamber of Commerce Gary Wise has now left and the Vice Chairman James Simmons has taken over until the position is filled.
 - Two new shops have opened in the village, Vinny and Ted a craft beer shop and Lulu's a beauticians.
 - There is currently only one vacant shop within the village.
 - NAG report Appendix 5
 - Denise Bedews has written a new book on those buried within St Peters Memorial Garden, all proceeds will go to Phase 2 of the redevelopment. Copies of the book will be on sale at Feast Day.
 - The Community Library has just celebrated 10 years. A huge Thank you to Cllr Hatton for his involvement getting everybody together to ensure this vital village resource stayed open.
- To resolve that in view of the confidential nature of the business to be transacted it is advisable in the public interest, that the press and public be temporarily excluded, and they are instructed to withdraw (Public Bodies (Admissions to Meetings) Act 1960 s1)
- 23 Cllr Shinner gave the Council an update on the latest activities with regards the Holy Cross case. The Council agreed the next steps as outlined by the Chairman.
- Date of next meeting Thursday 30th June 2022 at 7pm

APPENDIX 1

ITEM 10 CHALFONT ST PETER PARISH COUNCIL MEETING 26.05.2022 CHAIRMAN'S REPORT

- 1 If the early part of May was quiet the second half certainly made up for it
- 2 On the 9th May the NHP working party met to discuss the forthcoming public consultation (see separate agenda item), This concerned practical aspects of the meeting in June (11th) which is at The Hub and will involve a significant level of display material, and as many of us cllrs. as can be available on the day. A further zoom meeting took place on 16th May
- 3 We also discussed how best to promote the event to the widest possible number of residents. That may include giving out A5 flyers on the day in Market Place and I will call on my colleagues on the Feast Day team to help whilst they give out programmes outside Crumbs
- 4 On 18th May, with Cllr.Jonathan Rush, I took part in a virtual meeting with Marco Dias who is the new coordinator for our Community Board, and we discussed Jonathan's and my concerns over past performance, as well as a need for more clarity on the criteria for bids. I reiterated one concern that community board funding was being employed to underwrite what are in essence highways projects of a safety nature. This criticism is supported by plenty of other councils and I am told it has been heard and understood

I was reminded that Highways have paid for the whole of the cost of the traffic survey in December on the A413 at CSP last year which including the analysis afterwards ran to about £1,550, We were informed about 4 highways projects have been through the PID process (design and costing) whilst another five, including the A413 scheme are still waiting. This work is contracted out to Ringway Jacobs. Their contract finishes at the end of March 2023 after which future design and costing will be brought back 'in-house'; hopefully this will lead to a significant drop in the cost of this part of the exercise

As a general rule it becomes apparent that the cost of design and costing is more or less (in some cases actually more) than the cost of implementation. In the context of the A413, designing new signage for a reduced speed limit, working out the spacing between signs to comply with RTA requirements, and road painting design may exceed the cost of the new signs themselves!! It's a funny world we live in!

I thoroughly enjoyed our Annual Parish Meeting at the Hub – it had been marketed widely but not many residents took the trouble to attend; is that a sin that they are largely contented, or was there something better on tv? We gave committee presentations and the highlights of the evening were Cllr. John Hatton's guided and Illustrated tour through the tree and wild planting which he and the open spaces team have achieved; he took us to the newly created Spinney and this whistle stop slide show led conveniently to the final presentation, by Head Haywarden Mike Stephens, and John Shaw of Chiltern Rangers: the subject of course was Big Biodiversity Battle

These talks provoked lots of questions which they were able to field and light refreshments brought an excellent evening in the Gold Hill Baptist Church's fantastic new 'Hub' to a close

My thanks to the office team for making the evening work, and to Mike and John for their joint presentation, and to those Cllrs. who attended

- 6 On Monday evening I joined the open spaces team at the Garden of Rest next to Cheena Meadow where we dodged showers asked questions and worked out how many years it would be before we (collectively) filled the site!
- 7 I was pleased to join a meeting of Ukrainian residents at The Hub on Tuesday morning, where Cllr. Karen Dickson was hard at work securing funding from Misbourne Matins Rotary Club for the purchase of books, as part of a support scheme for the Ukrainians in the village
- 8 Whoever is elected Chairman at our main meeting this Thursday will have the honour of being accompanied by a surprising number of residents helping him or her light the beacon, at the request of the Queen's Pageant Master this takes place at 9.45p on Thursday next week 2nd June
- 9 The next big event is Cllr. Hazel North's NHP meeting, again at the Hub, on Sat 11th June

Tony Shinner Chairman 24.05.2005

APPENDIX 2

ITEMS 15,19,21 CHALFONT ST PETER PARISH COUNCIL MEETING 26.05.2022 Other Items

- 15.1 Community Boards –The 2022/23 boards did not after all hit the ground running as we had been told they would; so initial meetings of the board and action groups have been cancelled or postponed
- 15.2 Marco Diaz is the new coordinator for our community board. The funds available to the seven communities in our Community Board are some 33% less than the previous financial year, and projects will be capped at a value of £15,000, and if they exceed £1,000 will require 'match funding' (nb that does not automatically mean 50%!)
- 15.3 The first meeting of the 22/23 community board is 8th June at 6:30pm, and the first meeting of the action group (formerly 'wellbeing' now called 'Community Safety & Transport', will be on the 15th June, also at 6:30pm. We (ie parish council) need to identify our pending bids and anything else we wish to bid for now rather than later!
- 19.1 Bull Lane some weeks ago Cllr Pete Dale and I investigated stretches of Bull Lane looking for suitable points at which to set up Community Speedwatch. In doing so we spoke to a resident. We also discovered some of the problems for residents living there: traffic (not necessarily speeding) cutting off the many bends and crossing the white line; heavy goods vehicles; wide vehicles such as supermarket delivery vans, overhanging the kerb where there was pavement; no pavement or adequate one for many stretches of this lane, which at peak times is heavily used by both cars and commercial vehicles. Pete was very nearly wiped off the pavement by a supermarket delivery van so close to the pavement it's overhang was just inches away from him
- 19.2 There are two schools (Maltmans and Gayhurst). On the 16th May a 4 year old boy was struck in a collision with a motor vehicle. We know nothing about the incident, or how he came to be hit whilst in a walk to school group; I hope to have an update for you by tomorrow's meeting but meanwhile I have had lots of emails on the subject of Bull Lane Safety
- 19.3 I propose therefore that the NAG convene a meeting with residents and schools to hear what they have to say. There is unlikely to be Unitary funding for any major project but equally there are safety issues to be addressed. The Parish Council would work with NAG. Some residents may attend the public session of the PC meeting tomorrow
- 19.4 In response to a request for comment from the BFP a press release was issued as approved by Cllr. Jonathan Rush on the 18th May and is copied at the foot of this report
- The programme for FEAST DAY (on the 25th June) has gone for printing. Programmes will be distributed in the village centre on the 11th and 18th June and of course on the day, but some will also be delivered by hand to selected streets

Cllr.Tony Shinner

PRESS RELEASE 18.05.2022

"ACCIDENT IN BULL LANE 16.05.2022

Chalfont St Peter Parish Council was notified of an accident near Gayhurst School on Monday this week but have no details other than to say it concerned a four year old boy and a passing vehicle

The parish council have received communications from many residents and the schools following this incident. The Parish Council have investigated several concerns of residents in the past few years. Speeding traffic is sometimes a problem for residents and the two schools in the immediate area, but a particular issue concerns heavy vehicles using the route as a rat run. In addition, the volume of vehicles is too high for what essentially remains a lane.

The road is narrow at points, where wide vehicles cannot pass safely, and much of the route has no or no adequate footpath, some of which are too narrow

Past attempts have been made to get recognition of these facts, with limited success in terms of an advisory speed limit and extra signs

The parish council will work with the village Neighbourhood Action Group (NAG), Buckinghamshire Council, and Gerrards Cross Town Council (under which part of Bull Lane falls) to find ways of improving the lot of residents and school communities "

APPENDIX 3

Buckinghamshire Councillors Report May 2022

News

Planning Enforcement Notice - Land at Skippings Farm (Field Behind Epilepsy Centre)

Alleged clearance of land and creation of earth bunds, tall fence, hardstanding, additional building and change of use of the site to storage use without the benefit of planning permission. This Notice takes effect on $1^{\rm st}$ July 2022 unless an appeal is made against it prior to that date. The notice was formally issued on 18.05.22.

Homes for Ukraine scheme - what Bucks council is doing to help

We have all been deeply moved by the plight of people in Ukraine – this is evident from the outpouring of support from our communities, alongside the work that we at the council are doing. We have committed to working with the British Government to welcome Ukrainian people to make new lives in Buckinghamshire over the coming months and years.

We have formed a local strategic partnership with representatives from across the community, education, health, safeguarding and other services, all aligned to support any arrivals as best we can.

We have produced welcome packs for both sponsors and guests which provide them with the information we think they will need – contact details, information about settling into life in the UK, support services and detailed information about the local area

Platinum Jubilee

There is now just over a week to go until the long weekend to celebrate the Queen's Platinum jubilee and events are starting to take place across the county and further afield. <u>You can find</u> details of local events on the Bucks Online Directory.

Our library service has arranged a pop-up jubilee exhibition, which is currently at the Princes Risborough and High Wycombe libraries. If you're in the area, why not pop in to check out the fantastic displays showcasing information and historic photos of jubilee celebrations in Bucks and the life of Queen Elizabeth II?

If you are out and about getting involved in any celebrations in Bucks, please share your photos with internalcomms@buckinghamshire.gov.uk.

TTRO 18-19th June

The High Street will be closed on 18th and 19th June to enable Thames Water to carry out repair works

Community Board

A temporary Community Board Manager, Marco Dias, has been appointed until a permanent replacement is appointed. The first meeting of the community board will be on 8th June at 6.30pm on Teams. Meetings for the action groups are being arranged.

Solar Together

You may have seen that we are running a Solar Together scheme in Buckinghamshire. This is part of our commitment to tackling climate change and supporting our communities to access affordable ways to reduce their carbon footprint. Solar Together offers residents the chance to register their interest in a group-buying scheme, which typically results in offers for installing solar photovoltaic (PV) and battery storage systems at up to 30% less cost.

Both residents and business owner-occupiers can find more information and register for the scheme now via the <u>Solar Together website</u>. It is important to note that there is no obligation for anyone to accept the recommendations made through the scheme

Public Consultations

Local Plan

The results of the Attitudes Survey for the Buckinghamshire Local Plan, which took place between 29 November 2021 and 11 February 2022, are now available. The following documents can be downloaded by clicking on the links below:

- Survey questions
- PDF report identifying the key findings of the survey

Detailed PowerPoint report if you would like to go into detail about the findings

Public Space Protection Orders

As a council, we are undertaking a review of existing Public Space Protection Orders (PSPO) which have expiry dates in 2022. This review will include a formal public consultation starting in June 2022.

A PSPO enables us to introduce reasonable prohibitions/requirements in specified areas in order to prevent or reduce anti-social behaviour.

Further information on the review and the PSPO that will expire in 2022 can be found in this <u>official notification letter</u>.

The Bucks Council website, Your Voice Bucks section, invites individuals and organisations to give their views on the following current consultations:-

1. Speech, Language and Communication Needs (SLCN) in Buckinghamshire

We would like to hear about what speech, language and communication services or groups you access, signpost or refer children and young people in Buckinghamshire to. Closes 6 June 2022

2. Food Waste

We want to hear your views and experiences with food waste to help shape how we can reduce, and recycle more, food waste in Buckinghamshire.

Buckinghamshire homes produce at least 30,000 tonnes of food waste every year, enough to fill 250,000 wheelie bins. A staggering two thirds of that food waste was edible. Closes **Sunday 12 June 2022**

3. Parking Control

If you consider a new parking control is needed, where on-street parking is causing problems. Closes $1^{\rm st}$ September

APPENDIX 4

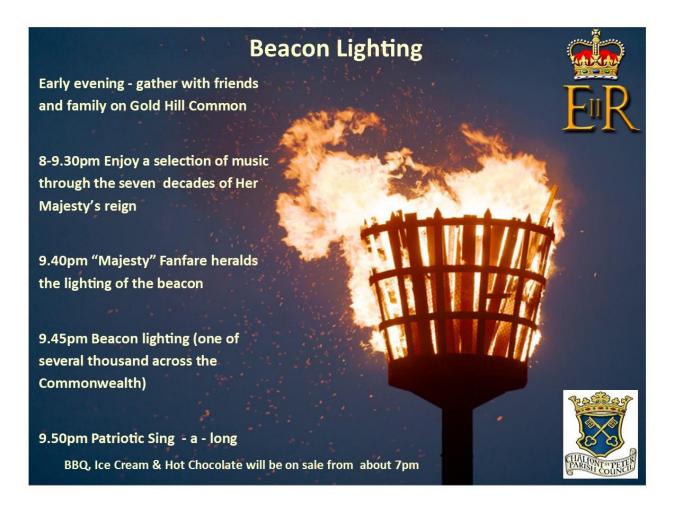
Chalfont St Peter Celebrates On Thursday 2nd June





2-3pm - Come and see the
Town Crier in the village centre
as he announces the lighting of
the beacon

(treats for the children)



APPENDIX 5



Chalfont St Peter Neighbourhood Action Group (NAG)
working with Thames Valley Police, Buckinghamshire Unitary and
Parish Councils and residents to promote Safer Communities
NAG c/o Chalfont St Peter Parish Council, Gravel Hill,
Chalfont St Peter SL9 9QX BUT

THE NAG REPORT - REPORT TO CHALFONT ST PETER PARISH COUNCIL 26.05.2022) - Last met: 6th April 2022, NEXT MEETING: TBC

- **1 A413 speed limits** Today (25th) we have received confirmation of the design requirements and costings. In relation to the latter we need clarity as there is a wide discrepancy in the two sets of figures given
- 2 However it appears that Highways accept the need for a reduced speed limit, on the premise that they say a limit will not unduly delay traffic more than it does at the moment!!

 TVP have acknowledged that daily traffic levels, which we have referred to previously are 'on the high side'; the report refers to 'this very short stretch of dual carriageway' and also to 70mph suddenly becoming 30mph, as though that is not acceptable
- 3 It also acknowledges, albeit sparingly, that a footpath emerges at either side of this short stretch. Our reading of the report is that the speed limit does need to be reduced
- **4 PARKING** in Market Place continues to be a problem, with too many retailers running the gauntlet of the enforcement officers in exchange for all day free parking. Church Lane car park is often close to full, and as often as not there are now no spaces in Market Place
- 5 Some of the retailers argue that perhaps ticketed parking would be the solution. NAG went to some trouble years ago to stop this happening and the one hour free parking is one of the hallmarks of the village centre shopping experience. The obvious solution is increased enforcement. The irony is that all the retailers know who the culprits are and the issue has become divisive
- **6 Bull Lane** has been the focus of NAG's attention periodically for a number of years. The 'tesco' traffic lights congestion in the centre of GX caused more traffic to use Bull Lane. It has always been busy at peak times, but off peak, it experiences faster traffic, and worst of all heavy and wide vehicles
- 7 It is after all a 'lane' so not surprisingly it has little or no space for footpaths at some points; even where they do exist they are often too narrow to be safe
- 8 NAG will invite Gayhurst, Maltmans schools, the tennis club and residents to agree a meeting with the aims being to gather and classify complaints, and seek solutions. With no funding available via the community board any progress at all will be welcome, but the accident (fortunately not serious) referred to in the main council's support paperwork highlights the need to be searching for solutions, whilst managing residents' expectations and reality

Tony Shinner, as Chairman of NAG. 25.05.2022